

A minimalist bedroom interior with wood-paneled walls. A wooden bench is positioned against the wall, with a green leather bag resting on it. To the left, a floor lamp with a large, light-colored conical shade stands on a circular base. The floor is covered in a light-colored carpet. The overall atmosphere is warm and modern.

WOOL CARPET

WARRANTY AND MAINTENANCE GUIDE

Brenworth

Environmental certification

Bremworth wool carpets carry Environmental Certification (ECS) provided by the Australian Carpet Classification Scheme (ACCS). This is an independent assurance that your carpet has met standards across a range of criteria that includes raw materials used in manufacture, product emissions and product stewardship. Having an ECS grading means they also meet the product requirements set out by the Green Building Councils of Australia and New Zealand.



IN THIS GUIDE

This warranty and maintenance guide covers Bremworth branded wool carpets. We source only the highest quality materials to ensure your carpet stands up to modern family life. As with all types of flooring, our carpets require regular care to stay looking their best, so please take the time to read the recommended care and cleaning procedures. It's also important that you read the Warranty Terms and Conditions as well as the General Terms and Conditions in order for our wool warranty package to be valid.

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WARRANTY OVERVIEW



WE STAND BEHIND WHAT WE MAKE

Bremworth has been producing the finest quality wool carpet for over 60 years. We are proud to stand behind our carpets and offer a warranty package when Bremworth branded wool carpets are purchased through our retailer network for residential use in a private household. The warranty package needs to be read in conjunction with our Warranty Terms and Conditions and General Terms and Conditions.

YOUR WARRANTIES AT LAW

We acknowledge and respect the terms of the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010. Our carpets come with guarantees provided by the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010 that cannot be excluded.

Under Australian Consumer Law, you are entitled to a replacement or refund for a major failure and for compensation for any other foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

A summary of your rights and remedies under the New Zealand Consumer Guarantees Act can be found at the Ministry of Business, Innovation and Employment's website at consumerprotection.govt.nz. Further detail on Australian Consumer Law can be found at consumerlaw.gov.au. Your rights under the New Zealand Consumer Guarantees Act or Australian Consumer Law commence from the date of purchase and may run for the life of your carpet.

YOUR BREMWORTH WARRANTY PACKAGE

Bremworth also provides an extensive warranty package (set out on pages 9-15 in relation to our wool carpets). These warranties do not limit or affect your entitlements under New Zealand or Australian consumer laws, including the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010. You may have rights under these laws that are additional to the ones provided in the warranty package below.



Under your Bremworth warranty package, should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this booklet, at our discretion, we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a refund for the carpet in the affected area. The extent of the refund will be based on the age of your carpet (i.e. to allow for depreciation) – a full explanation of how this is calculated can be found under the General Terms and Conditions on page 18.

OUR WARRANTY PACKAGE

We offer a six-point warranty package on Bremworth branded wool carpets. Please note that conditions and exclusions do apply (including the refund depreciation table which is detailed on page 18) and it's important that you read the warranty details carefully. Failure to adhere to the recommended cleaning and care procedures will void all or part of these warranties. Information about this can be found on pages 24-25 of this document. It's also important you carefully read the 'Other important things to know' section of this document which can be found on pages 32-35.



THE BREMWORTH PROMISE



SIX-POINT WOOL WARRANTY PACKAGE



15-year abrasive wear limited warranty*

Bremworth warrants that your wool carpet will not experience fibre loss of more than 10% from abrasive wear for a period of 15 years. This excludes carpet on stairs.



15-year insect resistance limited warranty*

Bremworth wool carpet is warranted against an infestation of fibre eating insects for a 15 year period.



Lifetime manufacturer's defects limited warranty*

Bremworth wool carpet is warranted against all manufacturing defects.



Lifetime food and beverage stain resistance limited warranty*

Bremworth warrants that your wool carpet will resist most common food and beverage stains that occur during normal residential use for the lifetime of the carpet.



Lifetime soil resistance limited warranty*

Bremworth warrants that your wool carpet will not show noticeable colour change resulting from deposits of dry soil generated from normal, indoor household use for the lifetime of the carpet.



Lifetime fire resistance limited warranty*

Bremworth warrants that your wool carpet will not contribute towards accelerating a household fire for the lifetime of the carpet.

*Exclusions, prorating and terms and conditions apply. This warranty is effective from 1 May 2021. This warranty does not apply to all carpet invoiced by Bremworth prior to this date. For full Terms and Conditions, please visit pages 12-15 of this document. General Terms and Conditions also apply and these can be found on pages 18-20 of this document.

***WARRANTY
TERMS AND
CONDITIONS***





INSECT RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

Your Bremworth wool carpet has been treated with an insect resist agent to deter an infestation of fibre eating insects such as carpet beetle and clothes moth. It will not prevent insects from entering your home. The insect resist agent works by consumption so minor fibre loss to your carpet may occur. If any damage (missing fibre) is evident, this must be reported immediately. Failure to do so will void all or part of the warranty.

Should a major problem be reported within 15 years of purchase, Bremworth will in accordance with the full Warranty Terms and Conditions offer a remedy providing the carpet has been thoroughly maintained and used for residential purposes in a private household. Thoroughly maintained means regular vacuuming with extra care taken around the skirting boards and under infrequently moved furniture. Failure to properly maintain your wool carpet (as detailed above) will void this warranty.



ABRASIVE WEAR LIMITED WARRANTY TERMS AND CONDITIONS

Your carpet is protected against fibre loss during normal domestic wear for 15 years. Fibre loss from abrasive wear is defined as actual loss of fibre due to abrasion from the surface pile of the carpet. Bremworth warrants that your carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions. Abrasive wear does not cover changes in appearance retention such as crushing, flattening or matting of the carpet pile in any area. This warranty is subject to the General Terms and Conditions found on pages 18-20.

Other exclusions to this warranty include:

- Changes in carpet appearance caused from normal wear, staining, soiling, fading or furniture pressure.

- Damage from tears, pulls, cuts or burns.
- Pilling or shedding.
- Damage caused by pets.
- Major fibre loss resulting from insect infestation where the carpet has been poorly cleaned and maintained.
- Damage from chairs with roller castors, carts with wheels or damage due to abuse by any athletic/gym equipment such as roller skates, ski boots or golf shoes.
- All stairs.



MANUFACTURER'S DEFECTS LIMITED WARRANTY TERMS AND CONDITIONS

Bremworth warrants your carpet against all manufacturing defects during the expected lifetime of the carpet, so long as:

- You are the original purchaser of the carpet.
- The carpet was properly installed over a quality new underlay in accordance with the Australian Standard AS 2455.1:2019 or New Zealand Standard NZS 2455.1:2007.
- The carpet has only been used in a private residence in accordance with the carpet's ACCS performance rating recommendation/s.
- You have adhered to the recommended cleaning and care procedures outlined on pages 24-25 of this document.

Note: shading on cut pile carpets does not constitute a manufacturing defect.



SOIL RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

The structure of wool fibre has a protective layer of scales called the cuticle which helps to resist the build-up of dry soil. Over a period of time, a carpet may change colour if it accumulates dry soil derived from foot traffic. For the lifetime of the carpet, Bremworth warrants that the carpet will not show noticeable colour change resulting from deposits of dry soil generated from normal, indoor household use. Noticeable colour change is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists Gray Scale for colour change. This limited warranty covers dry soil only and excludes colour change derived from residue left on the pile surface from an improper clean or abrasive wear.

This warranty is also subject to your carpet being regularly cleaned and maintained as per the recommended Bremworth care and cleaning instructions (found on pages 24-29). It is also subject to the General Terms and Conditions found on pages 18-20.



FOOD AND BEVERAGE STAIN RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

Bremworth only uses high quality, 100% pure New Zealand wool fibre in our carpets. The unique structure of this fibre has a protective outer layer of scales called the cuticle which helps resist stains. Bremworth warrants that your carpet will resist most common food and beverage stains that occur during normal residential use for the lifetime of the carpet. This warranty is subject to spills being attended to immediately as per the recommended Bremworth care and cleaning instructions (please refer to pages 24-29, as well as the General Terms and Conditions on pages 18-20). If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional clean and you can provide proof of that cleaning, then Bremworth will replace the affected area.

Please note, Bremworth is not aware of any carpet that is “fully stain proof”.

With this in mind, the following stains are not covered under this Limited Warranty:

- Non-food and non-beverage stains caused by substances such as cosmetics, bleaches, inks etc.
- Stains caused by substances that change or destroy the colour of the carpet like dyes (such as clothing, food colouring, coffee or tea), bleaches, acne medication, drain cleaners and plant food.
- Colour change due to fading, soiling or abrasive wear.
- Human or pet stains such as vomit, blood, urine and faeces.



FIRE RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

For the lifetime of the carpet, Bremworth warrants that your carpet will not contribute towards accelerating a household fire.

Your Bremworth carpet has been manufactured to the highest quality standards. Special care has been taken when selecting materials and constructing the carpet. We've carefully selected wool fibre as one of those materials because wool is inherently fire resistant.

Wool has a naturally high nitrogen and water content requiring more oxygen than is available in the air for it to become flammable. That is why wool fibre is slow to ignite, slow to burn and self-extinguishing.

It is important to note that wool may be ignited if subjected to a powerful heat source, but when heated to the point of combustion, wool's cross linked cell membrane structure swells to form an insulating layer that smoulders. This layer helps prevent the spread of flame, giving occupants more time to evacuate. Furthermore, wool will not melt, drip or stick to human skin when it burns.

***GENERAL
TERMS AND
CONDITIONS***



DEFINING YOUR CARPET'S VALUE

If it is determined not to repair or replace the affected carpet, we will issue a refund based on the age of your carpet. The age is determined from the date of purchase of your carpet from a Bremworth retailer. The refund value is based on a new carpet of the same or comparable type made by Bremworth. Please note this excludes the cost of uplift, installation and underlay.

DEPRECIATION TABLE FOR REFUND VALUE

1st year from purchase	100%
2nd year	100%
3rd year	100%
4th year	70%
5th year	70%
6th year	70%
7th year	40%
8th year	40%
9th year	40%
10th year	20%
11th year	20%
12th year	20%
13th year	10%
14th year	10%
15th year	10%

Warranties are extended to the original purchaser of the carpet only and are not transferable (e.g. through the sale of your house). The warranty is solely for the use of the carpet in a private residence in accordance with the carpet's ACCS performance rating recommendation/s. The warranty only applies to the original installation of first grade carpets and is not applicable to carpets sold as seconds.

- For your warranty to be valid, your carpet must be properly installed over a quality new underlay in accordance with the Australian Standard AS 2455.1:2019 or New Zealand Standard NZS 2455.1:2007. Failure to install the carpet in accordance with this standard will void all or part of the warranty coverage, at Bremworth's discretion.
- Our warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.
- Warranties do not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or cleaning agents which have affected the properties of the carpet. It also does not cover damage caused by prolonged or excessive moisture.
- For your warranty to be valid, carpets must be cleaned and maintained in accordance with AS/NZS-3733:1995 and in conjunction with the routine maintenance guidelines as outlined on page 20.
- Warranties do not cover damage to your carpet caused by the failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.
- Under these warranties, Bremworth will not pay consequential or incidental damages, including any loss, expense or damage other than to the carpet itself.

ROUTINE MAINTENANCE WILL INCREASE THE LIFESPAN OF YOUR CARPET

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Make sure you vacuum under infrequently moved furniture every three months.

DRY VACUUM REGULARLY TO REMOVE DEBRIS

Dry vacuuming must be carried out at least once a week and more often in high-traffic areas such as hallways, entrance ways and living rooms. This will remove free soil particles and surface litter as well as prevent soil becoming embedded in the pile, which can cause accelerated wear by grinding at the base of the tufts.

WHAT TYPE OF VACUUM CLEANER HEAD SHOULD BE USED ON BREMWORTH CARPET?

For cut pile carpets and combination cut and loop pile carpets, all types of cleaner heads can be used, but over-use of a revolving brush-style vacuum cleaner head will affect the tailored appearance of your carpet. We recommend you use a smooth brushless head.

For loop pile carpets, we recommend the use of a smooth brushless-type vacuum cleaner head most of the time. The use of turbo or revolving brush head attachments should be kept to a minimum as they can cause the pile to frizz.

PROFESSIONALLY CLEAN YOUR CARPET AT LEAST EVERY TWO YEARS

Professional cleaning must be carried out when your carpet still looks dirty after vacuuming – or every two years at a minimum. We recommend hot water extraction or steam cleaning only. The use of do-it-yourself carpet shampoo machines will void your warranty.

PROTECT YOUR CARPET

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels.



Use furniture cups under heavy furniture legs.



Place protector mats under furniture with castor wheels.

