



General Instructions

- We recommend that this carpet be laid in accordance with AS/NZS 2455-1,1995 and that all seams and cross joins be seam sealed, in a manner recommended by the manufacturer of the appropriate seam sealer.
- Carpet should be cleaned and maintained in accordance with AS.NZS 3733.1995.

Warranties

These warranties only apply when the carpet is installed in a domestic home that is owned and occupied by a single family. When the carpet is used and maintained consistently with the recommendations made on the Interiors by Design rating for carpet installed (if applicable) and the guidelines of the manufacturer.

These warranties do not apply to carpet installed on stairs (unless stated as stair rated on sample labels). To understand the full scope of these warranties, you must read this label together with the Interiors By Design Care and Warranties guide, which can be obtained from your Interiors By Design retailer or accessed online at www.access-interiorsbydesign.com.au

Points to note and recommendations

- Shift lines may be visible across the width of the plain and patterned carpets. This is not a manufacturing fault and will not affect the performance of the carpet.
- Chair pads are recommended under chairs with castors. This will avoid delamination, preserve appearance and reduce overall wear. If chair pads are not used this will negate wear warranty.
- It is recommended to use walk off mats of sufficient size at entrances to carpeted areas. Mats will reduce the incidence of soiling in general carpeted areas, and avoid premature wear at entrances.
- Shade or pattern may vary from sample, between dye lots and within production runs, due to normal dye lot variation. However this will be within recognised textile industry standards. Colour appearance can also vary depending upon type of light under which a sample is viewed and the light sources where the carpet is installed.
- The manufacturer reserves the right to change the source of individual materials in the product without notice, due to material supply shortages, which may affect the texture, and cause shade variations to sample standard.
- Wear Warranty details are available by contacting "Access International Distributors Pty. Ltd."

Recommended Carpet Maintenance

Access recommend the use of a quality upright vacuum cleaner with an adjustable beater bar, for different carpet heights. Carpet Institute of Australia and some Home Interiors consumer magazines also recommend this type of vacuum cleaner.

Carpet should be vacuumed once a week. Heavy traffic areas, such as hallways, should be vacuumed twice a week. Find out more at www.access-interiorsbydesign.com.au

Shading Cut Pile Carpet

- Shading is a phenomenon that can occur in certain circumstances, in cut pile carpets, which can produce a water mark or water spill effect on the surface of the carpet. This is not a manufacturing fault or defect and will not affect the performance of the carpet.
- **Important:** before purchasing, ask your supplier to explain the phenomenon of shading and request a copy of a brochure titled "Permanent Pile Reversal and Shading" distributed by the Carpet Institute of Australia Ltd.



type of spill	use 1st	use 2nd	use 3rd
white wine	3	4	
red wine	3	4	salt then 4
beer	3	4	
cola drinks	3	4	
coffee / tea	3	2	4
fruit juice	3	2	4
soft drinks / cordial	3	4	
artificially coloured drinks	2	4	
milk	2	4	
butter	1	2	4
chocolate	1	2	4
cream	2	4	
egg (raw)	2	4	
gravy & sauces	2	4	
mustard	3	2	4
chewing gum	Spray gum, with aerosol freezing agent or place a plastic bag filled with ice cubes on the gum until frozen. Then pick or scrape the gum off.		
blood	3	2	4
urine	3	4	
faeces	2	4	
ink - ball point pen	1		
ink - printer	1		
lipstick	1		
oil / grease	1		
paint - water based	3	2	4
paint - oil based	1		
shoe polish	1		
tar	1		
nail polish	clear nail varnish remover without lanolin		
rust	rust remover to be applied by professional carpet cleaner		

treatment notes:

- 1 dry cleaning fluid or white spirits, commonly referred to as 'solvents'
- 2 commercially available carpet or upholstery cleaner
- 3 soda water or mix 1 teaspoon of bicarbonate soda in 1L of warm water
- 4 rinse: use a mixture of one part white vinegar in 10 parts of warm water

Always finish by covering with a thick wad of paper towel and weight with a book to draw out remaining fluids

WARNING:

If in doubt about the type of stain and how best to treat it, call for professional assistance



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Stain removal recommendations

Steps for stain removal

If a spot or spillage is allowed to cool or dry before attending immediately to the spillage; it may be impossible to remove the stain. Immediate attention is required so that penetration of the stain into the carpet is avoided, particularly hot liquids. If care is not taken in cleaning up any spots or stains, there is always the possibility of permanent fixing of the stain in the carpet, in addition to loss of colour and some pile distortion.

STEP 1.

- **DO NOT SCRUB.** To protect your carpet investment immediate action is required. For larger spills please use wet/dry vacuum. In the case of solid food spills use a dinner knife, blunt spatula or spoon. It is helpful to use white tissues in a blotting action to blot up smaller liquid spills

STEP 2.

- **ABSORBANT SPONGE WITH COLD WATER.** Try to work from the edge of the spillage or stain towards the centre, which will minimise the spread of the area of the original stain. Please be careful not to use vigorous rubbing in the area of the stain. If the stain proves to be difficult to remove, this action will change the texture of the carpet in the area of the spill, which may be very difficult to restore and correct.

STEP 3.

- **DRY PRESS AND CLEAN.** Once the stain is removed, use a clean white cloth and press dry the carpet.

STEP 4.

- **DRY THE CARPET.** Use a flat surface weight over white paper towels to complete the drying process. It is recommended that you do not walk on the carpet until you are satisfied that the carpet is fully dried. As there is potential of further staining from foot soil.

STEP 5.

- **IF YOU ARE NOT SATISFIED REPEAT STEPS 1-4.** Continue these steps until the stained area is no longer visible.

STEP 6

- **IF THE STAIN IS STILL EVIDENT PLEASE CALL A PROFESSIONAL CARPET CLEANER.**

Staining versus Soiling

The difference between staining and soiling is clear, but are confusing to most carpet consumers. Staining is mostly due to spillages of sugar based drinks, such as coffee and soft drinks. The sugar content if not immediately treated as above in Steps 1-6, will leave a tacky and sticky surface residue, which will readily attract and cause the adherence of foot soil that then develops into a stain. Soiling is mainly due to foot soil, carried into your home by soil adhered to your shoes.



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Carpet Installation recommendations

To obtain the benefits of the Interior by Design warranties set out in this guide, all carpets should be laid, in accordance with AS/NZS 2455.1:2007 "Textile floor coverings – Installation practice – General" and the Interiors by Design Carpets Installation Recommendations (available at www.access-interiorsbydesign.com.au; or by calling).

Carpet should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288-2003 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professional tradesmen to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dye lot.

To avoid bubbling and wrinkling, all carpets should be power stretched in both length and width during installation using a power stretcher with extendable poles (not knee kickers).

The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Seam adhesive (sealer) must be used for all seams (widthwise and lengthwise). Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by the Interiors "Green" by Design warranties.

Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible, so light does not fall across the seam making it more obvious. Ask the installer where they will place seams and cross joins.

Carpet pile should sweep down on stairways. A little hidden extra carpet should be folded back at the top and bottom of stairs, so that as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet.