

NORMAN ELLISON CARPETS WARRANTY:

Lifetime Warranty against Manufacturing Defects

Norman Ellison warrants their carpet against all manufacturing defects during their lifetime, as long as:

1. The carpet was purchased and installed through a Norman Ellison Authorised Dealer.
2. The carpet is of First Grade Quality and has been installed for residential purposes only.
3. The carpet has been properly maintained.

Should a genuine manufacturing defect be found, Norman Ellison will cover the cost of repairing or replacing, including installation costs, the defective area only. Manufacturing defects are defined as any mechanical flaw which occurs during the production of the carpet.

For full Warranty information please read the full document.

Wear Warranty for Wool, Wool Rich, and Synthetic Fibres

Norman Ellison warrants that the surface pile of your Norman Ellison carpet, given normal domestic wear, will not abrasively wear more than 10% (the % wear being determined by Norman Ellison after inspection and testing of the carpet) within the number of years set out in our warranty.

Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. Matting (being the loss of twist from the tips of pile and entanglement of the fibre), crushing (being the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture) or any other change in appearance retention do not constitute abrasive wear and are excluded from this warranty.

Also specifically excluded from this warranty, in addition to exclusions set out in the General Warranty Conditions is damage caused by tears, pulls, piling, burns, furniture or wheels.

Appearance Retention Warranty

Norman Ellison Carpets warrants that your carpet will retain its appearance for the warranty period stipulated on the Product Specification Sheet (refer to www.normanellison.co.nz), from the date of sale to a minimum test result of 2.0 on the internationally recognised IWS 247/251 September 1992 Hexapod Test.

Please note that the carpet on stairs are specifically excluded from these warranties.

Soil Resistance Warranty for Wool, Wool Rich and Synthetic fibres

Over time, carpet may change colour due to the accumulation of dry soil from foot traffic. Norman Ellison warrants that, after following the Norman Ellison recommended care and maintenance instructions including professional cleaning, your Norman Ellison carpet will not display a noticeable colour change due to deposits of dry soil as a result of foot traffic from normal indoor domestic use, which cannot be corrected.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. 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 cleaning contact Norman Ellison. As a condition of this warranty you must provide to Norman Ellison, proof of professional cleaning undertaken within the last 30 days.

This warranty is limited to colour changes due to deposits of dry soil as a result of foot traffic and will not include colour changes due to any other causes including any substances other than dry soil or depressions due to causes other than foot traffic.

15 Year Colourfastness Warranty for Solution Dyed Nylon Fibres

Solution dyed nylon advanced technology locks in the carpet colour right through the fibre, protecting against colour fading and helping to guard against atmospheric contaminants.

The colour of your Norman Ellison carpet is warranted to not change in excess of the level Blue Scale 6 (after testing to ISO standard 105/B02 (Method 1)) due to exposure to sunlight for 15 Years.

10 Year Stain Protection Warranty for Solution Dyed Nylon Fibres

Norman Ellison warrants that the surface pile of the carpet will resist most household food and beverage stains for 10 Years.

No carpet is completely stain proof. The following are specially excluded from this warranty:

- All non-food and non-beverage substances.
- Food and beverage containing strong dyes (e.g. mustard, curry, soy sauce, coffee and tea)
- Substances which can destroy or change the colour of carpets (e.g. bleaches, acne medications, drain cleaners, plant food etc)
- Vomit, urine and faeces
- Extremely hot liquids
- Soiling in high traffic area
- Staining that becomes permanent due to the failure to carry out the care and stain removal procedures recommended by Norman Ellison.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. 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 cleaning contact Norman Ellison. As a condition of this warranty you must provide to Norman Ellison, proof of professional cleaning undertaken within the last 30 days.

Lifetime* Anti-Static Treatment Warranty for Solution Dyed Nylon Fibres

Norman Ellison warrants that your Norman Ellison carpet is treated with an anti-static agent during the manufacture of the carpet providing protection in reducing static build-up.

Lifetime* Insect Protection Warranty for Synthetic Fibres

Norman Ellison warrants that for the life of your Norman Ellison carpet, it will not require any chemical treatment or application, to guard against insect attacks such as carpet beetles, moth larvae or other insects that may damage your carpet.

* Norman Ellison Lifetime warranties are to be considered for 15 Years.

Insect Protection Warranty for Wool and Wool Rich Fibres

All Norman Ellison woollen carpets have insect resist treatments applied during manufacture. However, moths/beetles in some areas have developed a tolerance to treatments. Good housekeeping is essential to control textile pests. Regular vacuuming along skirting's, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15 cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following the manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended that you contract a professional pest control operator.

If your carpet has been degraded due to insect attack (and our inspection and testing proves this to be the case), Norman Ellison will either repair your carpet or offer to replace the affected area, depreciated as per the following:

5 Year Insect Resistance Warranty Replacement

First 2 years 100%

3rd Year 70%

4th Year 40%

5th Year 20%

General Warranty Conditions

Warranty's are extended to the original purchaser of the carpet and are not transferable. The warranty is solely for the domestic indoor use of the carpet in an owner occupied single-family private residence in accordance with the carpets rating recommendation/s. The warranty only applies to first quality carpets and is not applicable to carpets sold as seconds. The warranty only covers the surface pile and not the carpet backing.

Carpets must be properly installed over underlay in accordance with the installation recommendations set out under "Notes to the Installer". Carpet also requires routine maintenance, and should be properly maintained in accordance with the recommendations described, including steam cleaning performed by a trained, qualified carpet care professional at least every 12-18 months as specified. Failure to appropriately install the carpet and to provide such care could void all or part of the warranty coverage.

The warranty does not cover:

- any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed
- any carpet installed on stairs (unless appropriately stair rated), outdoors or in utility areas such as bathrooms, kitchens etc
- any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of underlay
- damage to the carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- damage or appearance problems caused by wrapping carpet around nosing of stairs
- damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances
- changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other nonfood or non-beverage substances, or atmospheric or chemical influences
- any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the soil resistance, stain resistance and/or other attributes of the carpet
- normal or minor differences between the colour and texture of samples and the installed carpet.
- Roller chairs without adequate protection
- Any fault that could have been repaired by qualified trade's person, but due to not informing the retailer or manufacturer at first sight of problem. You need to inform the retailer or manufacturer within 90 days from date of installation.

What will Norman Ellison do if carpet fails to perform?

If any part of your carpet fails to perform in accordance with a warranty or warranty applicable to the carpet, Norman Ellison will offer an allowance or arrange a credit equal to the cost of the carpet material only, in the affected area. The credit will apply only to a new carpet of the same or comparable quality carpet manufactured by Norman Ellison, depreciated as set out below:

5 Year Warranty Replacement

First 2 years 100%
3rd Year 70%
4th Year 40%
5th Year 20%

10 Year Warranty Replacement (For Stain Resistance)

First 3 years 100%
Years 4-5 70%
Years 6-7 40%
Years 8-9 20%
Year 10 10%

7 Year Warranty Replacement

First 3 years 100%
4th Year 70%
5th Year 40%
6th Year 20%
7th Year 10%

15 Year Warranty Replacement

First 3 years 100%
Years 4-6 70%
Years 7-9 40%
Years 10-12 20%
Years 13-15 10%

NORMAN ELLISON EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTYS. This includes any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering, coving or sculpturing.

Implied Warranties

Norman Ellison warrants that its carpets which display either Woolmark or its own manufacturers rating will be appropriate for use in the purposes described on the labels. Otherwise, to the fullest extent permitted by law, any implied warranty or condition, statutory or otherwise, and whether as to quality, capability, condition or fitness for any particular purpose, is expressly excluded. In the case of replacement of goods installed under 12 months, a usage factor of 20% per annum will be deducted. To the fullest extent permitted by law, liability of Norman Ellison for breach of any condition implied by any consumer legislation (other than a condition implied by section 69 of the Trade Practices Act), is limited to any one of the following as determined by Norman Ellison:

- replacement of the goods sold or the supply of equivalent goods
- repair or restoration of the goods sold
- payment of up to the value of the goods sold or of replacing, repairing, restoring the goods sold or of acquiring the equivalent goods.

Norman Ellison will not, unless otherwise required by consumer legislation, be liable or otherwise responsible for the cost of furniture and fittings removal. Norman Ellison will not accept any liability or responsibility for any special, incidental or consequential damages or expenses of any kind, whether resulting from the wilful negligence of Norman Ellison or not, even if Norman Ellison has been advised of the possibility of such potential loss or damage.

Homeowner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the carpet, together with proof of installation date
- have your carpet installed in accordance with Australian/New Zealand Standard AS/NZS 2455.1:2007 “Textile floor coverings – Installation practice – General” and otherwise in accordance with the Norman Ellison Carpets guidelines
- maintain your carpet with regular vacuuming and cleaning. At least once a week in light traffic areas and twice weekly in heavy traffic areas.
- be able to demonstrate steam cleaning by a reputable professional carpet cleaner at least every 2 years in the form of a receipt, invoice or statement including a description of the cleaning service provided.

Making a Claim

Should you believe your carpet is failing to perform in accordance with these warranties or your consumer rights, please notify your retailer to arrange an on site inspection of the installation. Be sure to describe the specific problem, and to include a copy of your invoice. The retailer will take appropriate action, including the notification to Norman Ellison if necessary.

Should you be unable to contact your retailer, or if you do not get a satisfactory reply from them, please contact Norman Ellison directly.

Notes for Installer:

The carpet must be installed and maintained in accordance with AS/NZS 2455.1:2007 (“Textile Floor Coverings – Installation practice – General”) and AS/NZS 3733:1995 (“Textile floor coverings - Cleaning and maintenance of residential and commercial carpeting”). Norman Ellison Carpets recommend the use of Trade qualified carpet layers, if this is not possible then please ensure that your Installer is aware of this stipulation.

Failure to follow the following guidelines may void your warranty:

Check:

Before making any cuts from the roll of carpet, please examine the carpet carefully and check the length, quality, pattern, colour and dyelot. Once a roll has been cut claims will generally not be accepted.

Power stretching:

All carpet should be power stretched. Bubbling and wrinkling may occur if carpet is not adequately power stretched during installation.

Seams:

Seam adhesive must be used for all seams, widthwise and lengthwise in all installations. Use a solvent base seam seal adhesive on direct glue / stick down installations. On conventional installations use a latex base seam seal adhesive. 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. Seams are NOT covered by manufacturer’s warranties.

Pile Direction:

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 by creating the appearance of colour variation. Ask the installer where they will place seams and cross joins.

Stairs:

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

Underlay:

A good underlay will increase the comfort level of your carpet and add a nice spring. You can choose between rubber or foam underlay – neither is better than the other, it will depend on your personal preference. And always choose the best underlay you can afford. Your carpet retailer should be able to provide you with an expert opinion to help you make the right choice.

Carpet Characteristics - things you need to know:

No building material delivers a perfect finish and this is made even more difficult when the material being used has additional work required to process joins. In saying this however all manufacturers strive to produce the best product that they can from the material that they have to work with. In the case of carpet made from natural products such as wool; and the nature of the fibre and manufacture means your product will show some variance within the surface of the pile and this will vary dependant on the style of carpet you choose. These are not considered to be manufacturing faults but genuinely reflect the fibre and carpet style in which you have chosen. Therefore before making your carpet selection you should read through these common carpet characteristics:

Colour Variation:

It is normal for installed carpet to show minor colour variation from selling samples to minor variations between production runs and dyelots. Our quality assurance program seeks to minimise potential for variance and ensure any variation is within recognized textile industry standards.

Colour appearance can vary depending on the type of light under which a sample is viewed and the light sources where the carpet is installed. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Pile Reversal (Shading):

Light can play strange tricks with carpet. From certain angles particular areas appear lighter or darker than others. This caused by disturbed pile reflecting the light differently in the affected areas. This is a feature characteristic of cut pile carpets, especially solid colours.

However, in fine cut pile carpets, permanent pile reversal (shading, watermarking or puddling) can also occur and at times may become quite severe. Years of research and inquiry have failed to find a reason to explain the underlying cause such that it is considered a phenomenon related to the location of the carpet which cannot be predicted or prevented. It is not a manufacturing defect and apart from affecting appearance, has no detrimental effect on the performance of the carpet. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase.

Shift Lines:

Shifts lines are parallel lines appearing on the surface of patterned loop and loop pile carpets at regular intervals, due to the nature of carpet construction. Lines may be more apparent with “large” designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpets wear or durability.

Design Characteristics:

An effect known as phasing can occur where carpet design includes the random use of contrasting colours when at times these colours can coincide in production. Similarly in loop pile carpets, shading effects of colour patterning can appear as paneling down the length of the carpet. Both phasing and paneling are an accepted part of the design and in no way affect the carpets performance.

Appearance Retention:

All carpets will change in appearance over time, primarily due to foot traffic. Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). This may result in the loss of sharpness or the carpet pattern. Though induced by wear, it is often caused by underlay failure, or inappropriate or ineffective treatment of spots and spills.

Fuzzing or blooming is caused due to the tips of the fibres in a cut pile carpet losing a degree of yarn twist over time. Most apparent in traffic areas or in front of chairs, this is normal and should be expected. Generally fuzzing can be corrected by shearing away the cobweb of fibres on the installed carpet, with the use of a special machine.

Shedding:

Shedding a normal characteristic of cut-pile carpets, particularly staple or spun yarn products. It is caused by some of the outside fibres or yarn bundles becoming detached during early carpet wear stages. Regular cleaning with a vacuum fitted with a beater bar will remove most of the loose fibres during the first year.

Pattern matching / Bowing & Skewing:

Norman Ellison use the best techniques available to minimise pattern distortion during manufacture. However some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of carpet or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be warranted.

Installation of patterned carpet requires more time and effort which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible. If concerned, please discuss further with your retailer and / or carpet layer.

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable.

Wrinkling or Rucking:

Wrinkling may occur after installation due to excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. A competent installer can usually correct this problem.

Fading:

All carpets meet standards for lightfastness. However, carpets, like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight or may appear to have faded due to pile flattening through use. Carpet should be protected from prolonged periods of direct sunlight with curtains, blinds, shades, or awnings and furniture and furniture moved periodically to expose all areas evenly. The absence of window treatments may void your warranty.

Colour change can also occur as the result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. The occurrence, known as ozone damage, is largely unexplained, but appears to be more prevalent in coastal areas with a high ultra-violet content. If you believe there may be a risk of ozone damage, please discuss with your retailer.

It is not considered to be a manufacturing defect and does not affect the performance of the carpet.

Missing or Damaged Tufts:

Tufts may be damaged or identified as missing following stretching of the carpet during installation, damage caused by pets scratching, or moving or furniture. In the case of loop pile carpets, tufts can be pulled from the backing resulting in long, lengthwise pulls out of the carpet.

Sprouts, or snagged tufts, can be easily trimmed without damaging the carpet and missing or damaged tufts can be easily replaced by hand or by retufting. These can be readily fixed on site by a skilled installer or carpet professional. It is recommended a small piece of spare carpet be retained to provide a source of additional tufting yarn.