

information
warranty

ETERNITY - BURFORD
OFFERS THE FOLLOWING
WARRANTIES:

Your selected flooring will be covered
by one or more of the below warranties.

15 Year Anti-Static Warranty

15 Year Colourfast Warranty

15 Year Manufacturing Defect Warranty

15 Year Soil Resistance Warranty

15 Year Stain Resistance Warranty

15 Year Residential Wear Warranty

For more information visit
beaulieu.com.au

Eternity

WARRANTY
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 **beaulieu**[®]
AUSTRALIA

This warranty is effective for
purchases made after
1 September 2019.

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General Warranty Conditions

These Beaulieu Australia warranties apply only:

- in Australia
- in respect of carpet purchases after 1 May 2012
- to the original purchaser of the carpet
- to carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation".
- to new first quality carpet; and
- to carpet used in an owner occupied single family residential home,
- excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas, and areas subject to significant non foot traffic.

The Beaulieu Australia warranties immediately cease to apply if the home ceases to be an owner occupied, single family residence: for example, if the home is tenanted or used by more than one family. These Beaulieu Australia warranties are not transferrable.

The Warranty does not cover:

- Any non-residential or commercial applications of the carpet or tenanting of the premises in which the carpet has been installed
- Carpet installed on stairs, outdoors, or in utility areas such as bathrooms, kitchens, garages, etc.
- Any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of carpet underlay (direct stick) including sub floor imperfections
- Damage to carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps, or inadequate care
- Damage to carpet caused by burns, wheel and caster traffic, tears, snags, pilling, pet abuse, or furniture depressions contributing to matting/crushing of the carpet
- 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

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- Changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non beverage substances or atmospheric or chemical influences
- Damage resulting from accidents, abuse (being 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

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 resistant, some cleaning agents, etc.) which has adversely affected the soil resistance, stain resistance and/or attributes of the carpet normal or minor differences between the colour and texture of samples and the installed carpet

Carpet Installation

Subfloor and all other preparations are to be in accordance with Australian Standards AS/NZS 2455.1.2007 'Textile Floor Covering Installation Practice'.

Carpets 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 our 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. All joins must be sealed width-wise and length-wise. 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. 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 Beaulieu Australia warranties.

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15 Year Anti-Static Warranty

This carpet carries a limited Anti Static Warranty by Beaulieu Australia for indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia's maintenance guidelines.

If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

NOTE: Static related shocks become perceptible above 3kV, they become objectionable above 5kV.

The Warranty applies only to carpet and does not extend to installation, backing, underlay, damage due to improper cleaning agents or methods or misuse.

The Warranty is pro rata based on the applicable product of service and covers Static Electric Propensity only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of The Warranty, please contact Beaulieu Australia.

15 Year Colourfast Warranty

The manufacturer warrants that this carpet will not exhibit noticeable colour loss as a result of light fading during the duration of The Warranty. If the carpet displays a light fading rating of 3 or less when compared to unused carpet from the same production or the manufacturer's colour standard, using the International Grey Scale. Carpet will be tested according to the ISO-B02-1994 Colourfastness to Light test method. The manufacturer will replace the carpet if it fails to meet the criteria.

Colour loss resulting from exposure to colour reducing agents such as oxidants, pesticides, cleaning agents, benzoyl peroxide, and other household items and heat light accelerants is specifically excluded from this warranty. It is recommended that window coverings be installed in areas that are subject to constant direct sunlight.

The Warranty is pro rata based on the applicable product of service and covers fade only. Beaulieu Australia reserves the right to inspect and test all carpets, which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer

If you require further clarification of The Warranty, please contact Beaulieu Australia.

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15 Year Manufacturing Defect Warranty

Specifications are based on averages from normal tolerances. Such variations will not affect product performance. Materials may be changed without prior notice, when shortages occur, or when a new technology permits improvement of the products' performance. Consumers should be aware that this product is designed to be a cost effective floor covering. All seams must be seam sealed as per Beaulieu Australia and Australian Standards AS 2455.1.2007 recommendations. Failure to carry out seam sealing can cause seam failure. Slight variations might occur from dye lot to dye lot. Carpet should be installed with seams perpendicular to the major light source. All installation procedure must be as laid down in AS 2455.1.2007.

15 Year Soil Resistance Warranty

Beaulieu Australia warrants that your carpet will not show a noticeable change in colour resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimise retention of common dry household soils during the lifetime of your carpet. Light coloured carpet will show soiling more readily than darker coloured carpet and will require greater care and more frequent maintenance. Noticeable colour change is defined as a change greater than a rating of 3 on the AATCC Standardised Evaluation Procedure, using the grey scale for colour change. Your carpet is protected by CarpetShield®. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 12 months, starting from the date of original purchase. The Warranty is pro rata based on the applicable product warranty period of service and covers soil only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. Beaulieu Australia also reserves the right to have its nominated professional cleaner remove soiling subject to a claim at the expense of the claimant. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer. If you require any further clarification of The Warranty, please contact Beaulieu Australia.

15 Year Stain Resistance Warranty

This carpet carries a Limited Stain Warranty by Beaulieu Australia for indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia maintenance guidelines.

If permanent staining occurs with an irreversible localised change of colour less than 3.5 on the 'Grey Scale for Evaluating Staining' within the period of the applicable product warranty. The affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation. The Warranty applies only to carpet

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and does not extend to installation, backing, damage due to improper cleaning agents or methods or misuse. Various stains are excluded from The Warranty including stains due to the following:

- Non-food & beverage stains, e.g. hair dyes, pet stains, cosmetics, nail polish, shoe and furniture polish, paints, permanent markers, and crayons.
- Chemicals, e.g.: bleach, drain cleaners, plant food, chlorine, acids, strong alkali, and insecticides.
- Strongly coloured disperse dyes, e.g. mustard, coffee, and tea.

Chemicals – Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

The Warranty is pro rata based on the applicable product warranty period of service and covers stains only and excludes soiling. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. Beaulieu Australia also reserves the right to nominate their own professional cleaner. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of The Warranty, please contact Beaulieu Australia.

15 Year Residential Wear Warranty

This carpet carries a limited Wear Warranty by Beaulieu Australia for residential indoor use. The Warranty is conditional on the carpet being installed according to AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting'.

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Beaulieu Australia will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made by Beaulieu Australia, we will replace the affected area or reimburse the original purchaser according to the terms set forth under the 'General Terms and Conditions' of these warranties.

The Wear Warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing or 'watermarking'. All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment

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such as roller skates, ski boots or golf shoes.

'Watermarking' is a well-recognised optical phenomenon caused by irreversible changes in pile orientation in random areas in cut-pile carpets. It can occur in carpets of all fibre types (i.e. wool, nylon, polyester, polypropylene, etc.) and is not considered a carpet manufacturing related problem.

The Warranty is pro rata based on the applicable product warranty of service and covers Abrasive Wear only. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this Warranty, please contact Beaulieu Australia.

Features and Benefits

ACTIVECARE® (on selected products only)

All Beaulieu Australia solution dyed nylon carpets feature Activecare®, a self-renewing odour neutraliser that purifies and freshens the air indoors. ActiveCare®, unlike surface treatments, is integrated into the carpet during manufacture and forms a complex molecular bond with the carpet fibre, which withstands repeated cleaning and does not need to be re-applied. ActiveCare® naturally absorbs and decomposes gases from the source and is active to common organics such as urine, faeces, spilled milk, etc. as well as non-biological compounds such as components in smoke and the releases from manufactured articles such as flooring, resins, etc. ActiveCare® works by breaking down most organic molecules into inert material and can measurably reduce volatile organic chemical emissions. ActiveCare® is a blend of organic and inorganic materials, has no adverse environmental effects, and has no odour of its own and does not adversely affect fire hazard properties.

ULTRA-FRESH® (on selected products only)

Beaulieu Australia has added the Ultra Fresh protection to selected solution dyed nylon products in both our residential and commercial ranges.

- **Ultra-Fresh® is proven** – products containing Ultra-Fresh® can effectively control bacteria, fungi, mould and mildew, algae, and house dust mites.
- **Ultra-Fresh® is tested** – by national and international regulatory bodies and supported with a 50 year track record of safety and efficacy.
- **Ultra-Fresh® is trusted** – used worldwide as an effective step to creating a healthier home environment for you and your family.
- **Residential Carpets** – when applied to residential carpets, Ultra-Fresh® provides your family

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with a healthier home environment and added protection against bacteria, mould, mildew and house dust mites.

- **Commercial Carpets** – commercial carpets treated with Ultra-Fresh® will add an extra level of care to schools, aged and health care facilities, and the office environment.

EASYBAC® Improved Performance

Easybac® Improved Performance is a very strong backing system consisting of numerous layers of synthetic fibres. The layers are bonded together to give an extremely stable base. Easybac® Improved Performance is the ideal choice for either conventional installation, dual bonding or direct stick and makes installation easy with these additional benefits: soft under foot, strong and durable, excellent insulation, reduces noise, odourless and won't decompose, easy to lay, economical, and made from recycled fibres.

Carpet Shield® Protection

Carpet Shield® is a next generation fluoropolymer designed for application to Solution Dyed Nylon carpets. Carpet Shield® is applied to the carpet during the manufacturing process to help protect the carpet fibres from most common household food and beverage spills and stains. Carpet Shield® is exclusive to Beaulieu Australia.

Resistain® SDN – Ultimate in Endurance, Performance and Cleanability

The use of a new generation of solution dyed polyamide yarns offer many attractive advantages to carpet manufacturers on the lookout for new opportunities. Resistain® is a manmade yarn, which is dyed during extrusion. This process is environmentally friendly and leads to brightly coloured and highly resistant yarns for modern, high-end carpet manufacturing. Resistain® yarn is ideal for the heavy duty contract market as well as for very demanding upmarket residential projects. The yarn being finer than the traditional yarns, allows for more elaborate and pleasing colour schemes. Push our Resistain® to the edge if you want to discover its many qualities. Try to bleach it, try to soil it, try to fade its colour. It will respond with remarkable resistance. Its bleach resistance even conforms to ISO 105-NO1 standard. Newly developed anti-soiling properties give it a definite head start on the rest of the market. In a harsh and competitive environment, endurance is everything and Resistain® comes to your rescue.

Permasoft Plus – Softness, Durability and Performance

Combining the perfect combination of softness and durability with the colourfast qualities of solution dyed nylon. Permasoft Plus yarn is soft and luxurious while offering exceptional on floor performance and ease of maintenance.

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