

STAINMASTER® carpet Care,  
Maintenance and Limited Warranties

A photograph of a modern interior space. The floor is covered in a grey, textured carpet. In the background, there is a wooden door with two small windows. To the right, a wooden table holds a vase with flowers, a fruit, and some books. Sunlight streams in from the left, casting shadows on the carpet.

**STAINMASTER**

A masterpiece in carpet.™

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## Consumer Limited Warranties


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## Limited Warranties At A Glance

To determine which limited warranties apply to the STAINMASTER® carpet you purchased, locate the brand of carpet you purchased and the applicable limited warranties are indicated next to the logo. For complete limited warranty conditions for all STAINMASTER® carpet, see pages 4–6.

Please note that your limited warranty coverage begins on the date of purchase and continues for the stated period of time (each a “Warranty Period”). All limited warranties are subject to the General Terms and Conditions set forth on pages 9–10.

### Limited Warranties

			Fade Resistance	Stain Resistance	Soil Resistance	Abrasive Wear	Anti-Static
	Residential Installations		Limited 15-Year	Limited 15-Year For most food/ beverage stains	Limited 15-Year	Limited 15-Year	Limited Expected Lifetime of Carpet
	Residential Installations		Limited 10-Year	Limited 10-Year For most food/ beverage stains	Limited 10-Year	Limited 10-Year	Limited Expected Lifetime of Carpet



## Limited Warranties

### For Residential Installations Only

#### Stain Resistance Limited Warranty

See chart on pages 2–3 for the Warranty Period applicable to your carpet.

- In addition to any rights you have under the Consumer Guarantees (defined below), for the Warranty Period stated, **subject to your compliance with the recommended carpet care and cleaning procedures found on pages 13–16 of this booklet**, the surface pile of your carpet will resist **most food and beverage stains** (except as noted below) occurring during normal residential use (“covered stains”). Under this limited warranty we will, at our sole option, repair the affected area of your carpet containing the covered stain or if repair cannot reasonably be made, we will replace the affected area of your carpet.
- **To qualify for coverage under this limited warranty, you need to have your carpet professionally cleaned by hot water extraction (steam cleaning) at least every 24 months (you must provide your receipts for proof of service<sup>1</sup>).** In addition, you must have tried cleaning the affected area of your carpet by using the cleaning procedures found on pages 13–16 of this booklet. 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 at your expense. If the affected area remains unsatisfactory after the professional cleaning, you must contact the STAINMASTER® carpet Service Centre and provide proof of the professional cleaning **within 30 days of the professional carpet cleaning.**<sup>†</sup>

**No carpet is fully stainproof.** Therefore, subject to the Consumer Guarantees, INVISTA expressly excludes and does not extend warranty coverage to any of the substances or causes of damage identified below (“non-covered stains”). In addition, a more detailed list of non-covered stains, including typical non-food and non-beverage stains can be found on page 14 of this booklet. The following non-covered stains are excluded from this limited warranty:

1 – Non-food and non-beverage substances, including, for example, but not limited to, cosmetics, bleaches, inks, etc.

2 – Foods and beverages that contain strongly coloured natural substantive dyes as found in, for example, but not limited to, mustard, curry powder, turmeric and herbal tea.

3 – Substances which destroy or change the colour of carpets, including, for example, but not limited to, stains caused by dyes (such as clothing or food colouring), bleaches, acne medications, drain cleaners and plant food.

4 – Pet or human stains (such as vomit, blood, urine, faeces).

#### Lifetime Anti-Static Limited Warranty

- In addition to any rights you have under the Consumer Guarantees, for the expected life of your carpet, it will not generate static greater than 5.0 kilovolts (using American Association of Textile Chemists and Colourists [AATCC] Test Method 134). AATCC Test Method 134 is an industry-standard test and a residential limit of 5.0 kilovolts is widely accepted as appropriate for carpets in residential environments. If INVISTA determines that your carpet does meet this anti-static limited warranty, INVISTA will repair your carpet or if repair cannot be reasonably made, INVISTA will replace the affected area.

## Soil Resistance Limited Warranty

See chart on pages 2–3 for the Warranty Period applicable to your carpet.

- Over time, any carpet may change colour due to the accumulation of dry soil from foot traffic. In addition to any rights you have under the Consumer Guarantees, INVISTA warrants that for the stated Warranty Period, **subject to your compliance with the recommended carpet care and cleaning procedures found on pages 13–16 of this booklet**, your carpet will not have a “noticeable colour change” (as defined below) due to deposits of dry soil as a result of foot traffic 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 [AATCC] Gray Scale for Colour Change+.
- Subject to the Consumer Guarantees, excluded from this limited warranty are: colour changes from grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colours (such as bleaches, acne medications, drain cleaners and plant food), urine, faeces, vomit, appearance or colour changes due to burns, pets, tears, cuts, pulls, shading or pile reversal, furniture depressions or athletic equipment. **Following the recommended carpet care and cleaning procedures found on pages 13–16 of this booklet is essential to minimise colour change from dry soil.**
- **To qualify for coverage under this limited warranty, you need to have your carpet professionally cleaned by hot water extraction (steam cleaning) at least every 24 months (you must provide your receipts for proof of service<sup>1</sup>).** In addition, you must have tried cleaning the affected area of your carpet by using the cleaning procedures found on pages 13–16 of this booklet. If the “noticeable colour change” remains after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned by hot water extraction (steam cleaning) at your expense. If the “noticeable colour change” still remains after the professional cleaning, you must contact the STAINMASTER® carpet Service Centre and provide proof of the carpet professional cleaning **within 30 days of the professional carpet cleaning.**<sup>†</sup>
- If, following the above procedures, including professional cleaning, INVISTA determines that the “noticeable colour change” is covered under this limited warranty, INVISTA will, at its option, repair or replace the affected area of your carpet.

<sup>†</sup> An invoice or other documentation signed by the vendor is required.

+ The AATCC Grey Scale for Colour Change is internationally recognised in the carpet industry as a standardised tool for measuring a degree of colour change.

## Abrasive Wear Limited Warranty

See chart on pages 2–3 for the Warranty Period applicable to your carpet.

- During the applicable Warranty Period, in addition to any rights you have under the Consumer Guarantees, your carpet will not incur Fibre Loss from Abrasive Wear (as hereinafter defined) by more than 10% in any area. “Fibre Loss from Abrasive Wear” is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet and does not include damages caused by or resulting in tears, pulls, cuts, pilling, shedding, burns, pets, fuzzing, matting, crushing, shading or pile reversal, fading, improper cleaning, improper installation or defective construction. Damages caused by improper cleaning methods and materials are also excluded.

- To qualify for coverage under this limited warranty, you need to have your carpet professionally cleaned by hot water extraction (steam cleaning) at least every 24 months (you must provide your receipts for proof of service<sup>1</sup>).
- If INVISTA determines that your carpet has incurred Fibre Loss from Abrasive Wear, INVISTA will, at its option, repair or replace the affected areas of your carpet under this limited warranty.

## Fade Resistance Limited Warranty

See chart on pages 2–3 for the Warranty Period applicable to your carpet.

- In addition to any rights you have under the Consumer Guarantees, INVISTA warrants that for the stated Warranty Period, subject to your compliance with the recommended carpet care and cleaning procedures found on pages 13–16 of this booklet will not display a “noticeable colour change” due to light exposure. “Noticeable colour change” is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists [AATCC] Gray Scale for Colour Change+ and is the result of light exposure.
- To qualify for coverage under this limited warranty, you need to have your carpet professionally cleaned by hot water extraction (steam cleaning) at least every 24 months (you must provide your receipts for proof of service<sup>1</sup>).

10-year Limited Fade Resistance  
Warranty depreciation table for  
STAINMASTER® carpet

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

15-year Limited Fade Resistance  
Warranty depreciation table for  
STAINMASTER® XTRA LIFE™ carpet

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

\*Labour includes removal and disposal of old carpet and installation of new carpet, excluding any costs associated with new carpet underlay or for moving furniture, equipment of baseboards or any other charges.

- If INVISTA determines that your STAINMASTER® carpet has incurred a “noticeable colour change” due to light exposure, INVISTA will, at its option, repair or replace the affected areas of your carpet under this limited warranty.
- **Note, subject to the Consumer Guarantees, this limited warranty excludes colour changes caused by atmospheric contaminants including Ozone and/or Oxides of Nitrogen.**

<sup>1</sup> An invoice or other documentation signed by the vendor is required.

+ The AATCC Grey Scale for Colour Change is internationally recognised in the carpet industry as a standardised tool for measuring a degree of colour change.

The following are some examples of exclusions from this limited fade resistance warranty:

- Changes in carpet colour due to air purifiers, photocopiers or other electronic equipment that emit significant amounts of ozone.
- Changes in carpet colour resulting from external causes, such as spills of household chemicals, improper cleaning and other non-food and non-beverage substances.
- Gradual fading over time from pesticides, cleaning agents, benzoyl peroxide and other household items.

## Responsibility In Fulfillment

If your carpet does not perform in accordance with these limited warranties, you must file a claim, as described in the instructions below. If INVISTA determines that your claim is covered under one or more of these limited warranties, INVISTA will, at its sole option, repair the **affected area** of your carpet or if repair cannot reasonably be made, we will replace the **affected area** of your carpet. You may however have other remedies available to you under the Consumer Guarantees.

- If we replace your carpet under these limited warranties, we will pay only for the removal and disposal of your original carpet and the costs and installation of your comparable replacement carpet under these limited warranties, although you may have other remedies available to you under applicable laws, including the Australian Consumer Law (as defined below). Any other labour charges or other charges are the purchaser’s responsibility. This coverage applies to all brands of STAINMASTER® carpet. If the identical carpet is not available, we will provide you with a STAINMASTER® carpet of comparable quality, colour and value. If your original carpet is replaced, **any costs associated with new carpet underlay or for moving furniture, equipment or baseboards are your responsibility and will not be paid by us under these limited warranties.**

## To File A Claim

### For All Inquiries To Our STAINMASTER® carpet Service Centre

- Please make sure you have these items handy:
  - Proof of purchase for the carpet.
  - Complete carpet identification. Our representatives can better determine how to meet your needs if you know the following:
    - Carpet Mill Name
    - Carpet Style Name
    - Carpet Style Colour
    - Type of STAINMASTER® carpet purchased (STAINMASTER® XTRA LIFE™ carpet or STAINMASTER® carpet)
    - Date(s) and proof of professional cleaning(s).
    - The nature of the problem. Be prepared to give a thorough explanation of the issue and describe what the carpet looks like now. Try to find out what caused the problem.

### When You Call

- After gathering the information described above, you’ll be ready to call 1800 335 624 (Australia) or 0800 468 420 (New Zealand). The customer care representative will ask you for information about your carpet and the problem you are experiencing.
- After collecting information about you and your carpet the customer care representative will go through the following steps:
  - Make sure your carpet is STAINMASTER® carpet.
  - Check that the reported problem is covered by one of the limited warranties.
  - If the problem is covered by one of the limited warranties, they will request copies of all of your receipts.
  - May request a swatch of remnant carpet (150mm x 150mm).
- The information will be forwarded to a claims representative to assess your situation and take appropriate actions.

## Contact Information

For information about STAINMASTER® carpet and limited warranties or special assistance for carpet care and cleaning, contact the STAINMASTER® carpet Service Centre.

### Australia

**Freecall:** 1800 335 624  
**Or write to:** Reply Paid 87334  
Rowville, VIC, 3178  
**Or visit:** [www.stainmaster.com.au](http://www.stainmaster.com.au)

### New Zealand

**Freecall:** 0800 468 420  
**Or write to:** Free post 6130  
Takapuna  
PO Box 56-274 Dominion Road  
Mount Eden, Auckland 1446  
**Or visit:** [www.stainmaster.co.nz](http://www.stainmaster.co.nz)

Please check the carpet you purchased:



\_\_\_\_\_

Date of Installation Linear Metres Purchased

\_\_\_\_\_

Mill Name Mill Roll No.

\_\_\_\_\_

Style Name Colour

\_\_\_\_\_

Name of Carpet Retail Store

\_\_\_\_\_

Street Address

\_\_\_\_\_

City/State/Post Code

(      )

\_\_\_\_\_

Retailer Telephone Number

## Carpet Care And Cleaning Procedures

- **These limited warranties are conditioned upon your compliance with the recommended carpet care and cleaning procedures and are voided if not followed. These procedures are defined in this booklet on pages 13–16.**
- Topical treatments in the home (including many fungicides, bactericides, biocides, antistatics and stain resists, etc.) may adversely affect the soil resistance, stain resistance, fade resistance and/or other benefits of your carpet. Subject to the Consumer Guarantees, these limited warranties exclude any claim or liability for defects and damages to your carpet caused by such topical treatments. However, topical soil-resistant fluorochemical treatments, which do not adversely affect the carpet, are acceptable.

## General Terms And Conditions

- If you are experiencing a problem with your carpet and you believe that your problem with your carpet is covered by one or more of the limited warranties set forth in the preceding pages or by the Consumer Guarantees, please contact INVISTA at the number or address provided on page 8 of this booklet.
- Only first quality carpet (not seconds or irregulars) which meets unparalleled construction and performance specifications can earn the name STAINMASTER® carpet and be covered under these limited warranties.
- These limited warranties apply to carpet purchased after 15 March 2012 for all STAINMASTER® carpet products and installed in owner-occupied residences and to carpet purchased by the tenant in a rental dwelling. Time-share dwellings are specifically excluded. Except where otherwise provided by the Consumer Guarantees (as defined below), warranties are transferable to subsequent owner-occupiers only in owner-occupied residences. If the carpet is removed from the home, these limited warranties will be deemed null and void.
- These limited warranties do not apply to rugs or mats.
- Unless otherwise provided by the Consumer Guarantees (as defined below), these limited warranties exclude carpet which has been put into commercial use, abnormal use or conditions, any type of abuse, vandalism or damage by smoke, fire, storm, flood, hurricane, wind, lightning, any other natural disaster or any act of God. "Commercial use" includes, but is not limited to, use in a store, office or other place of business. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke or fire, damage from improper cleaning methods or materials and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of a carpet in a residence. Subject to the Consumer Guarantees, damage from improper installation is specifically excluded from these limited warranties.
- In Australia, you may have rights and remedies available to you under the consumer guarantees regime as set out in Schedule 2 to the *Competition and Consumer Act 2010* (Cth) (also referred to as the "**Australian Consumer Law**"), as amended from time to time or other similar legislation of a state or territory of Australia and in New Zealand, you may have rights and remedies available to you under the consumer guarantees regime contained in the *Consumer Guarantees Act 1993* (also referred to as the "New Zealand Consumer Law") as amended from time to time (collectively the "**Consumer Guarantees**").
- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably 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. These statements apply equally in the case of the New Zealand

Consumer Law (subject to any exclusion of the New Zealand Consumer Law for goods purchased for business purposes, discussed below). These limited warranties do not exclude, restrict, modify or affect the application of any condition, guarantee, right or remedy conferred by or imposed by the Australian Consumer Law or New Zealand Consumer Law.

- In New Zealand, if you are purchasing goods which are the subject of these limited warranties for the purposes of a business, you agree that the *Consumer Guarantees Act 1993* shall not apply to the goods supplied to you for those purposes and to the maximum extent permitted by law, our liability to you or anyone claiming through you, will be limited at all times to the purchase price of the goods to which your claim relates.
- To qualify for repair or replacement under these limited warranties, **you must provide the original sales receipt or other documentation** acceptable to INVISTA which demonstrates proof of purchase of a STAINMASTER® carpet and proof of installation date (proof of purchase must reflect that full payment has been made for the STAINMASTER® carpet). The documentation must include STAINMASTER® carpet name and complete colour and style information. **You must also provide INVISTA with professional cleaning receipts, if required.** Please note that we will not reimburse you for your costs of professional cleaning.
- IF INVISTA replaces your STAINMASTER® carpet under any of these limited warranties, the Warranty Period under these limited warranties for your replacement STAINMASTER® carpet will be for the remaining portion of the Warranty Period from your original STAINMASTER® carpet, although you may have other rights and remedies available to you under applicable laws, including the Australian Consumer Law and the New Zealand Consumer Law.
- Any repair or replacement under these limited warranties will be made by INVISTA and will be limited to the affected area of the carpet. If replacement is necessary, the limited warranty covers only the removal and disposal of the old carpet and the cost and installation of the new carpet, unless otherwise specified by a specific warranty. If the identical carpet is not available, a STAINMASTER® carpet of comparable quality, colour and value will be provided. Comparability in carpet specifications will be determined by INVISTA.
- You must reasonably cooperate with INVISTA in its efforts to perform its obligations under these limited warranties.

**SUBJECT TO THE CONSUMER GUARANTEES, THE FOLLOWING APPLIES TO ALL OF THE LIMITED WARRANTIES INCLUDED IN THIS BOOKLET:**

- **These limited warranties give you specific legal rights and you may also have other legal rights under the Competition and Consumer Act 2010 or the Consumer Guarantees Act 1993 (New Zealand).**
- These limited warranties apply only to wall-to-wall carpet installed in Australia or New Zealand.
- EXCEPT FOR APPLICABLE LAW, INCLUDING THE CONSUMER GUARANTEES (AS RELEVANT), THE LIMITED WARRANTIES IN THIS BOOKLET ARE THE SOLE AND EXCLUSIVE WARRANTIES PROVIDED BY INVISTA FOR THE CARPET SPECIFIED, AND ARE IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, WHETHER ARISING BY OPERATION OF LAW OR OTHERWISE, BY INVISTA OR ANY OTHER PARTY. SUBJECT TO APPLICABLE LAW, INCLUDING THE CONSUMER GUARANTEES (AS RELEVANT), NO DISTRIBUTOR, DEALER, RESELLER, SALESPERSON OR RETAILER OR ANY REPRESENTATIVE OF INVISTA HAS THE AUTHORITY TO MAKE ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR TO ALTER OR CHANGE THE LIMITED WARRANTIES IN THIS BOOKLET, WHETHER ORALLY OR IN WRITING.
- SUBJECT TO APPLICABLE LAW, INCLUDING THE CONSUMER GUARANTEES (AS RELEVANT) AND THE WARRANTIES AND CONDITIONS SET OUT ABOVE, UNDER NO CIRCUMSTANCES SHALL INVISTA BE LIABLE TO YOU

FOR ANY LOST OR PROSPECTIVE PROFITS, LOSSES OR DAMAGES ARISING FROM DELAY IN PERFORMANCE OR FROM ATTEMPTS OR FAILURES TO CLEAN COVERED STAINS, REGARDLESS OF THE FORM OF THE CLAIM OR CAUSE OF ACTION (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, OTHER TORT OR OTHERWISE) OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES ARISING OUT OF THE PURCHASE OR USE OF THE PRODUCT OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY OR GUARANTEE. EXCEPT WHERE OTHERWISE PROVIDED BY CONSUMER GUARANTEES, IN NO EVENT SHALL THE CUMULATIVE LIABILITY OF INVISTA EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. FOR THE SAKE OF CLARITY, THE TERM "CONSEQUENTIAL DAMAGES" SHALL INCLUDE, BUT NOT BE LIMITED TO, LOSS OF USE AND LOSS OR DAMAGE TO PROPERTY.

## Dispute Resolution

### Mandatory Conciliation and Arbitration Provision

#### AUSTRALIA

**THIS DISPUTE RESOLUTION PROVISION ONLY APPLIES TO CONSUMERS RESIDING IN AUSTRALIA WHO PURCHASE STAINMASTER® CARPET. IT IS IMPORTANT THAT YOU READ THIS ENTIRE SECTION CAREFULLY. THIS SECTION PROVIDES FOR RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION OF INDIVIDUAL CASES BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT.**

#### Binding Arbitration Of All Claims.

Any dispute under or arising out of, this Warranty (whether based in contract, tort, statute, fraud, misrepresentation or any other legal or equitable theory) (a "Claim") shall be referred to the Institute of Arbitrators & Mediators Australia, for mediation in accordance with and subject to the Institute of Arbitrators & Mediators Australia Mediation and Conciliation Rules. If the dispute or difference is not settled within 30 days of the submission to mediation (unless such period is extended by agreement of the parties), it shall be submitted to arbitration in accordance with and subject to, The Institute of Arbitrators & Mediators Australia Rules for the Conduct of Commercial Arbitrations. The Institute will appoint an arbitrator who will make a final and binding award.

**Severability.** If any provision of this arbitration provision is found to be unenforceable, such provision shall be considered severed from the remaining clauses of this arbitration provision and such remaining provisions shall be and remain in full force and effect.

**Only Individual Claims Permitted. NO DISPUTE BROUGHT BY EITHER YOU OR INVISTA MAY BE JOINED WITH ANOTHER LAWSUIT OR IN AN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON OR BE PURSUED OR RESOLVED ON A CLASS-WIDE BASIS.**

How does a party initiate arbitration? The parties must apply to the Institute for appointment of a mediator in accordance with this process. The Institute is independent from INVISTA. You may obtain copies of the rules for conducting a mediation and/or arbitration by contacting the Institute at:

Institute of Arbitrators & Mediators Australia  
PO Box 13064  
Law Courts, Melbourne  
Victoria Australia 8010  
Website: [www.iama.org.au](http://www.iama.org.au)  
Tel: +61 3 9607 6908

## NEW ZEALAND

**THIS DISPUTE RESOLUTION PROVISION ONLY APPLIES TO CONSUMERS RESIDING IN NEW ZEALAND WHO PURCHASE STAINMASTER® CARPET. IT IS IMPORTANT THAT YOU READ THIS ENTIRE SECTION CAREFULLY. THIS SECTION PROVIDES FOR RESOLUTION OF DISPUTES.**

Each of us shall attempt in good faith to resolve through negotiation any dispute under or arising out of, this Warranty (whether based in contract, tort, statute, fraud, misrepresentation or any other legal or equitable theory) (a "Claim").

If not resolved within 30 calendar days, the Claim shall be referred to mediation using a mediator agreed upon in writing by both of us or in the absence of such agreement, a mediator nominated by the Chair for the time being of the Arbitrators' and Mediators' Institute of New Zealand ("AMINZ").

Where the goods which are the subject of this limited warranty are purchased other than for the purposes of a business, the foregoing provisions shall not limit your rights and remedies available under the Consumer Guarantees Act 1993.

Where the goods which are the subject of this limited warranty are purchased for the purposes of a business, the following shall also apply in addition to the above negotiation and mediation provisions:

### **Binding Arbitration Of All Claims.**

If the dispute or difference is not settled within 30 days of the submission to mediation (unless such period is extended by agreement of the parties), it shall be submitted to arbitration in accordance with and subject to, (AMINZ) Arbitration Protocol. AMINZ will appoint an arbitrator who will make a final and binding award.

**Severability.** If any provision of this arbitration provision is found to be unenforceable, such provision shall be considered severed from the remaining clauses of this arbitration provision and such remaining provisions shall be and remain in full force and effect.

**Only Individual Claims Permitted. NO DISPUTE BROUGHT BY EITHER YOU OR INVISTA MAY BE JOINED WITH ANOTHER LAWSUIT OR IN AN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON OR BE PURSUED OR RESOLVED ON A CLASS-WIDE BASIS.**

How does a party initiate arbitration? The parties must apply to AMINZ for appointment of an arbitrator in accordance with this process. AMINZ is independent from INVISTA. You may obtain copies of the protocol for conducting a mediation and/or arbitration by contacting AMINZ at:

Arbitrators' and Mediators' Institute of New Zealand Inc.  
PO Box 1477  
Wellington  
New Zealand  
Website: [www.aminz.org.nz](http://www.aminz.org.nz)  
Tel: +64 4 4999384

## Questions & Answers

### About Carpet Care

#### Day-To-Day Care

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**Q. *How can I maintain my STAINMASTER® carpet to keep my warranty coverage?***

- A.** There are three key things to do to maintain your STAINMASTER® carpet and to retain your limited warranty coverage:
1. Vacuum frequently.
  2. Clean spills promptly.
  3. Have your carpet professionally cleaned by hot water extraction (steam cleaning) at least every 24 months (see pages 15 –16).
- 

**Q. *Why is vacuuming important?***

- A.** The most important thing you can do to keep your carpet looking great is to vacuum it thoroughly and frequently, particularly in high-traffic areas. Vacuuming helps remove dirt particles which dull the carpet's appearance. Also, use walk-off mats at entrances to minimise dirt particles being tracked onto the carpet and to reduce soil accumulation.

#### Cleaning Your Carpet: What You Should Do

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**Q. *Why is cleaning my carpet necessary?***

- A.** Regular cleaning and maintenance are needed to keep your carpet looking great year after year. During everyday use, soil clings to carpet fibres and dulls carpet beauty. These particles accumulate and dull the carpet's original colour.
- 

**Q. *How do I clean up common household food and beverage spills?***

- A.** The following "Basic Cleaning Steps" (BCS) are effective for most stains caused by spills.

Here's What You Will Need:

- Clean white cloths.
- 1/4 teaspoon of liquid dishwashing detergent per 1 cup warm water.

- 1. Here's How To Clean Your Carpet After A Spill:**  
Immediately scoop up as much of the spill as possible. Then blot, do not rub, area with clean white cloths to remove excess moisture. Use a wet/dry vac if spill is large.
- 2.** Apply warm, not hot, water to stained area and blot with white cloths. Repeat until no stain is evident on towels. If stain remains on carpet, make a solution of 1/4 teaspoon liquid dishwashing detergent to 1 cup warm water. Using a clean white cloth, apply the solution to the stained area and let soak about 5 minutes. Rinse with clear warm water and blot to remove excess moisture. Repeat until all detergent is removed to avoid resoiling.

3. Absorb any remaining moisture with layers of white paper towels vacuumed with a non-staining glass or ceramic object. When carpet is dry, weighted or brush the pile to restore texture.

- Reappearing Stains: After drying, if the stain reappears, it may be because some of the stain remained deep in the pile and wicked up to the surface. If so, repeat step 2.

**Q. How do I clean stains not covered by these warranties (non-food or non-beverage)?**

A. Non-food and non-beverage stains (also referred to in these limited warranties as non-covered stains) require special cleaning procedures and are not covered by these limited warranties.

The chart below lists common household items that would cause stains if spilled on carpet. Use this chart to identify your stain. Before using, pre-test any cleaning solution on a small, inconspicuous section of carpet for colourfastness. Then follow the cleaning procedures listed for removal of the stain.

Typical Non-Food And Non-Beverage Stains Not Covered By These Warranties

Stain	Key	Stain	Key	Stain	Key
ACNE MEDICINE*	G	FURNITURE STAIN	A	NAIL POLISH	F
ASPHALT	A	GRAPHITE	H	PASTE WAX	A
BLEACH*	G	GREASE	A	PLANT FOOD*	G
BLOOD	B	HAIR OIL	A	RUBBER CEMENT	A
CARBON BLACK	G	HAIR SPRAY	A	RUST	C
CHALK	H	HAND LOTION	A	SHELLAC	A
CHARCOAL	H	INK*	A	SHOE POLISH	A
CRAYON	A	INSECTICIDE**	G	SOLDER*	G
CHEWING GUM	E	IODINE*	G	SOOT*	G
COUGH SYRUP	D	LACQUER	A	TAR	A
DIRT	H	LATEX PAINT	A	TOILET CLEANER*	G
DRAIN CLEANER*	G	LIPSTICK	A	TOOTHPASTE	B
DYE*	G	LINSEED OIL	A	URINE/FAECES#	C
FLEA/TICK POWDER		MACHINE OIL	A	VARNISH	A
OR SPRAY*	G	MAKEUP	A	VASELINE	A
FUNGICIDE*	G	MASCARA	A	VOMIT*	B
FURNITURE POLISH	A	MERTHIOLATE	D	WHITE GLUE	B

# Pets often have repeat "accidents" because they're drawn by the odour. This can be discouraged by the professional application of a stain-resistant compatible deodoriser.

\* These substances can affect or damage the actual colour of the carpet. While you may try to remove the stain as described here, we recommend consulting a professional carpet cleaner.

\*\* Some fungicides, insecticides and pesticides may harm carpet stain resistance. For information, call 1800 335 624 (Australia) or 0800 468 420 (New Zealand).

## Cleaning Procedures

Key ("BCS" refers to "Basic Cleaning Steps" reviewed on pages 13–14.)

- Follow BCS No. 1. Then apply dry cleaning solvent. Follow instructions and precautions on container. Then follow BCS No. 2 and No. 3.
- Follow BCS No. 1 and 2. Then apply solution of clear, white, non-suds ammonia (2 tbs. to 1 litre of water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.  
Note: For blood stains, all ingredients must be cold.
- Follow BCS No. 1, 2 and 3. Then apply solution of white vinegar (2 tbs. vinegar to 1 litre of water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.
- Follow BCS No. 1 and 2. Then apply solution of white vinegar (2 tbs. to 1 litre of water) and blot. Next apply solution of clear, white, non-suds ammonia (2 tbs. to 1 litre of water) and blot. Repeat BCS No. 2. Then BCS No. 3.
- Freeze area with ice cubes. Shatter gum with blunt instrument. Vacuum up pieces. Follow BCS No. 3.
- Test non- acetone nail polish remover on an obscure nonvisible section of carpet to see if it removes carpet colour. If not, apply remover and blot. Repeat if necessary.
- Follow BCS No. 1, 2 and 3. If stain remains, apply dry cleaning solvent (follow instructions and precautions on container). Repeat BCS No. 2. Then BCS No. 3.
- Vacuum thoroughly. If needed, follow BCS No. 1 through 3. Note: If these procedures do not work for you, consult a professional carpet cleaner.

## Cleaning Your Carpet: What Your Professional Should Do

**Q. Why is professional cleaning important?**

A. When vacuuming no longer removes all of the soil or you have not been able to remove stains following the recommended carpet care and cleaning procedures found on pages 13–14 of this booklet, it's time to have your carpet cleaned by a trained and qualified professional cleaner. A reputable professional cleaner knows the latest information on carpet construction, carpet care products and safe, effective cleaning methods to help maintain carpet beauty. For this reason, we recommend and our limited warranties require (except for the Lifetime Anti-Static Limited Warranty), that your carpet be professionally cleaned by hot water extraction (steam cleaning) at least every 24 months. See the STAINMASTER® carpet warranties on pages 4–6 for these specific professional cleaning requirements.

**Q. How often should my carpet be cleaned?**

A. We recommend professional cleaning by hot water extraction (steam cleaning) at least every 12 months. We require professional cleaning of your carpet by hot water extraction (steam cleaning) every 24 months to be eligible for coverage under many of the limited warranties set forth in this booklet.

**Q. Is more frequent cleaning recommended with lighter carpet colours?**

A. Lighter carpet shades, combined with the degree of soil build-up and the amount of traffic in the home, may require a more frequent cleaning schedule than just one professional cleaning by hot water extraction (steam cleaning) every 12 months.



**Q. Which cleaning method is recommended?**

**A.** Steam or hot water extraction is the recommended method for deep cleaning most carpets. Hot water extraction uses a machine to apply water and a cleaning solution (if necessary) into the carpet pile to attack the soil and greasy build-up on the carpet fibres. A powerful vacuum then extracts the solution almost immediately. Properly performed, hot water extraction will effectively remove accumulated soil from the carpet and refresh the texture of your carpet. When performed according to AS/NZS 3733 this procedure remains our primary recommendation for STAINMASTER® carpet.

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**Q. What should my professional cleaner know?**

**A.** Make sure your professional cleaner knows and follows these guidelines:

**1. Cleaning Requirements**

- Vacuum thoroughly.
- Use professional cleaning methods with hot water extraction.
- Immediate maximum residue removal is critical.
- If solvents or pre-spotters are needed, first do a general cleaning and then, if necessary, spot clean.

**2. Cleaning Solutions**

- pH must be 10 or less.
- Must not contain any cationic agent as found in many bactericides, biocides, anti-stats, pesticides, etc.
- Use only enough solution to assure maximum cleaning and minimum residue.

**3. Topical Treatments**

- Are not required to preserve your STAINMASTER® carpet warranty.
- When applying an after-treatment, use only fluorine-based (water-based) products.
- Silicones are not recommended and should not be used.

For information not covered here or to ask a question, phone 1800 335 624 (Australia) or 0800 468 420 (New Zealand).

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**Q. Is do-it-yourself carpet cleaning okay?**

**A.** Professional cleaning by hot water extraction (steam cleaning) is recommended for any carpet and is required at least every 24 months to maintain coverage under many of these limited warranties (See limited warranty terms to determine which limited warranties require this periodic cleaning). It is also required when submitting a claim for stains and soil you cannot remove using recommended cleaning procedures. If you decide to do it yourself during an interim cleaning time period, carefully follow these guidelines:

- Use only cleaning solutions that are acceptable for use on stain and soil resistant carpet. Before using any cleaning solutions, pre-test for colourfastness on a small, inconspicuous area of the carpet. Cationic or chemicals with a pH greater than 10 should be avoided as they may void your STAINMASTER® carpet limited warranties.
- Follow the manufacturer's directions carefully. Avoid using too much detergent, as it could cause re-soiling. Rinse thoroughly.

For more information, call 1800 335 624 (Australia) or 0800 468 420 (New Zealand).



## Carpet Terms



**Burns:** Any burn should be taken care of immediately. First, snip off the damaged fibres. Then use a soapless cleaner and sponge with water. If the damage is extensive, see a professional about repairs.



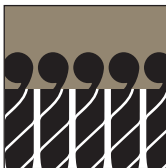
**Carpet Odour:** Some new carpets and carpet underlay may have a noticeable odour. Such odours usually disappear within a few days with ventilating and frequent vacuuming.



**Crushing:** Furniture and traffic may crush a carpet's pile. Frequent vacuuming in high traffic areas and glides under heavy furniture can help the problem. Rotating the furniture to change traffic patterns can also help minimise changes in appearance.



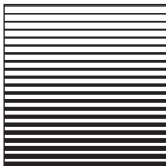
**Fuzzing:** A hairy effect on fabric surface caused by wild fibres or slack yarn twist, by fibres slipping out of yarn in either service or wet cleaning. It is corrected by shearing in manufacturing and by the professional cleaner. Carpet of continuous filament yarn is fuzzed by filament snagging and breaking.



**Pilling:** Pilling or small balls of fibre can appear, depending on the type of carpet fibre and traffic. Clip off the pills; but if it covers a large area, call a professional.



**Rippling:** In wall-to-wall carpeting, high heat and humidity may cause rippling. If the carpet remains rippled during normal humidity, have a professional restretch the carpet with a power stretcher, not with a knee-kicker.



**Shading:** Shading (also known as pile reversal) is a common characteristic of fine, cut pile carpets. Household traffic causes the pile to assume different angles. As a result, the carpet appears darker or lighter in such areas. Frequent and thorough vacuuming will help this condition.



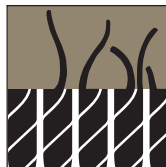
**Shedding:** Some new carpeting, especially cut pile, will shed little bits of fibre for a period of time. Eventually, these loose fibres will be taken up in the vacuum cleaner. Shedding is more common with wool than with nylon and other synthetics.



**Snags:** Sharp-edged objects can grab or snag a carpet fibre. When this happens, clip the snag off. If the snag is especially large, call a professional.



**Soiling:** A build-up of soil particles and similar materials that cling to carpet fibres. Thorough and frequent vacuuming is key. If vacuuming is not enough, it's time for a professional cleaning.



**Sprouting:** Occasionally, you may find small tufts of fibre sprouting above the carpet surface. Simply clip with sharp scissors. Don't try to pull them out since you may also pull other fibres out in the process.



**Stains:** In most cases, spills and stains must be tended to immediately. Their severity is affected by the type of carpet fibre, colour of carpet, how long stain has set and cause of the stain. (See pages 13–16 for stain removal)



**Static:** Cooler outside temperatures with the accompanying low humidity often create static electricity. To avoid the problem altogether, look for carpets with built-in anti-static protection. Meantime, a humidifier will help control static build-up.



**Texture Retention:** The ability of carpet tufts to retain their visible shape under foot traffic and not lose their twist. Following appropriate guidelines for carpet care will minimise texture loss.



**Special Reminder:** For future reference, keep your original sales receipt, professional cleaning receipts, warranty, and any information related to your carpet, carpet underlay and installation, including a swatch of carpet on file.



## LIMITED WARRANTY REGISTRATION

Register your limited warranty at [www.stainmaster.com.au](http://www.stainmaster.com.au) or [www.stainmaster.co.nz](http://www.stainmaster.co.nz) or simply complete the form below, tear out the card, place it in an envelope (no postage stamp required) and mail it to:

INVISTA (Australia) Pty Ltd

**Australia:** Reply Paid 87334  
Rowville, VIC, 3178

**New Zealand:** Free Post 6130, Takapuna,  
PO Box 56-274, Dominion Rd  
Mount Eden, Auckland, 1446

Remember to keep a copy for your records. Warranty registration is not a condition of warranty coverage.

Complete all blanks on the form below, except where specified.

### Your contact details

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email Address (optional): \_\_\_\_\_

### Installation Address Details

Leave blank if same as above.

Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

### Carpet & Purchase Details

Name of Retail Store: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_

State: \_\_\_\_\_ Purchase date (dd/mm/year): \_\_\_\_\_

Carpet Style name: \_\_\_\_\_

Colour: \_\_\_\_\_

Linear metres purchased (if known) \_\_\_\_\_

The personal information you provide to us will be retained, used and disclosed by INVISTA (Australia) Pty Limited or agents for the purposes of fulfilling the terms of this Limited Warranty. You may obtain access to the personal information you provide to us by contacting us and may request us to make any necessary corrections to your personal information. For further information on the manner in which INVISTA handles the private information that it collects from you above, please see our full privacy statement on our website (available at [www.stainmaster.com.au](http://www.stainmaster.com.au) or [www.stainmaster.co.nz](http://www.stainmaster.co.nz)) or contact us for our current privacy statement (address and contact details supplied above).

Sign me up to receive, by mail or email, information about special offers and product introductions from INVISTA.

# STAINMASTER<sup>®</sup>

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[www.stainmaster.co.nz](http://www.stainmaster.co.nz)

