

# Allied

This guide presents valuable information on your rights under Australian Consumer Law. In addition, this guide also provides tips on how to keep your new carpet in its best condition.

## GENERAL GUARANTEE CONDITIONS

### *Congratulations*

*on purchasing your*

*Premium Nylon*

*and/or*

*Premium Polyester*

*carpet from Allied*

All guarantees are extended to the original owner.

All guarantees are solely for domestic use of the carpet in accordance with the recommendations made on the rating.

### The warranties do not cover;

- Any problems caused by improper installation.
- Carpets installed in any non-residential and non-owner occupied premises.
- Carpet laid on stairs.
- Carpet that has been treated with any additional chemicals post installation
- Any carpet inadequately maintained and cared for.
- Damage caused by accidents, abuse or abnormal wear such as tears, burns, pulls, cuts or from house-hold pets.
- Damage caused by castor chairs.
- Permanent pile reversal.



## CLEANING AND MAINTENANCE GUIDE

### REGULAR MAINTENANCE TIPS

- VACUUM FREQUENTLY**
  - Thorough vacuuming removes dirt particles, which dull the carpet's appearance and cause damage to the fibres.
  - Make sure your vacuum cleaner is in good working order and remember to change dust bags and to clean filters.
- PREVENT SOILING AND PILE DAMAGE**
  - Place walk off mats at all entrances.
  - Clean walk off mats regularly.
  - Use carpet protectors under heavy furniture and furniture with castors.
  - Rearrange your furniture every six months to change wear patterns.
- GET YOUR CARPET PROFESSIONALLY STEAM CLEANED EVERY YEAR**
  - When your carpet appears dirty even after vacuuming, it's time for a professional cleaning.
  - We only recommend qualified steam cleaners.
  - Steam cleaning may have to be more regular if you have pets, numerous home occupants, or have a lighter tone of carpet laid.
- KEEP YOUR ENTRY WAYS CLEAR OF DIRT AND DEBRIS**
  - Your home may be clean and tidy, but if the entrance to your home/office/restaurant is dirty with particle matter, this will automatically be transferred onto the carpet, creating the soiling process.
- DEALING WITH STAINS AS SOON AS POSSIBLE**
  - The faster you act, the more successful the results.
  - First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it's dry, or blot with a white paper towel if the stain is wet.
  - Identify the stain and remove in accordance with the Stain Guide adjacent.
  - Never scrub the stain!

It is important to attend spills immediately. This limits the pigments of the liquid to penetrate further into the core of the fibre, creating a stronger stain.

The first action for any spillage is to scrape or dab out the excess moisture. Before using the harsher cleaners, use the general cleaners, (such as Spray N' Wipe or similar).

## SPOT CLEANING

### Stain Guide

Type of spill	Use 1st	Use 2nd	Use 3 <sup>rd</sup>
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	Chill with aerosol freezing agent or ice cubes in a plastic bag, pick or scrap off gum.		
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 your place of purchase for assistance.

Gently massage into the stain and blot, then rinse with clean water repeating until all the cleaner has been removed. Once all the cleaners residue has been removed thoroughly, dry the carpet with a white paper towel. Failure to remove all of the cleaner or moisture will immediately attract new soiling particles to attach to the carpet fibre, creating a new stain.

Substances that can cause permanent stains to carpet fibres include: tea, coffee, acne tinea medication, caustic chemicals, insecticides, paints, plant food, cosmetics, iodine, very strong dyes, acids, faeces, urine and vomit.