



CAVALIER
BREMWORTH

FULL WARRANTY AND MAINTENANCE GUIDE FOR RESIDENTIAL USE



Your Touchstone cut pile carpet is made from solution dyed nylon and offers outstanding durability and comfort, combined with smart good looks. You also have the added assurance of a warranty backed by Cavalier Bremworth, the New Zealand carpet maker behind the Touchstone range.

Warranties

*** PLEASE READ IN CONJUNCTION WITH OUR GENERAL TERMS AND CONDITIONS**

15 Year Colour Fastness*

No significant colour change will occur due to exposure to light.

Cavalier Bremworth provides a 15 year colour fastness warranty from the date of original purchase, that your Touchstone solution dyed nylon carpet will not display a significant colour change due to light exposure. If the carpet is found to have a rating of 3 or less on the AATCC gray scale** and is the result of light exposure, we will replace the carpet in the affected area in accordance with our warranty conditions.

15 Year Stain Resistance*.

Protection from everyday stains and spills for 15 years from the date of purchase.

Cavalier Bremworth warrants that your Touchstone solution dyed nylon carpet will resist staining from common household stains for a full 15 years from the date of original purchase.



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The stain warranty excludes carpet which has been surface-treated with materials not recommended or approved by Cavalier Bremworth as well as carpet subjected to abnormal use or conditions; or cleaning agents or maintenance methods not recommended or approved by Cavalier Bremworth. Soiling and staining which has become permanent due to the failure to properly care for the carpet as per our care and maintenance recommendations, are also excluded from this warranty.

It is important to note that no carpet is completely stain-proof. The following are excluded from this warranty:

- All non-food and non-beverage substances which can alter the colour of the carpet such as bleaches, make-up, plantfood, acne medications, drain cleaners, plant food etc).
- Food and beverage containing strong dyes (e.g. mustard, curry, soy sauce, coffee and tea)
- 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 Cavalier Bremworth.

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, and you can provide proof of that cleaning, then we will replace the affected area.

15 Year Abrasive Wear *

Your carpet is protected against fibre loss during normal domestic wear.

Fibre Loss from abrasive wear is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet. We warrant that your Touchstone Solution Dyed Nylon carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions.

Abrasive wear does not mean crushing or flattening of the carpet pile in any area, or from other changes in carpet appearance caused from staining, soiling, fading or furniture pressure.

This warranty excludes such things as damage from tears, pulls, cuts, pilling, shedding, burns, pets, chairs with roller castors, carts with wheels, or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

NOTE: This warranty on fibre loss from abrasive wear is not a warranty on matting or crushing or on "watermarking." Cavalier Bremworth will repair any area of the Touchstone carpet that does not perform as warranted. If repair cannot be reasonably made, Cavalier Bremworth 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.

Lifetime Insect Resistance*

Cavalier Bremworth provides a lifetime warranty that the carpet 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.



Lifetime anti-static protection*

Your Touchstone carpet has a permanent anti-static treatment embedded into the solution-dyed nylon fibre. This protects against the build-up of static.

Lifetime warranty against carpet defects*.

We warrant your Touchstone carpet against all manufacturing defects during its lifetime so long as:-

- The carpet was bought and installed through an approved Cavalier Bremworth Carpets retailer.
- The carpet has been properly maintained and used for residential purposes at all times since its original installation

Note: Permanent Shading (Permanent Pile Reversal)

All cut pile carpets have fibres that bend and move and over time this creates light and dark patches on the carpet - as the fibres reflect the light differently. In some cases the development of very noticeable light and dark areas can occur and look similar to water marks. This 'permanent pile reversal' is often caused by traffic flows in heavier areas. This permanent pile reversal is an appearance characteristic and does not affect the carpet's durability. The extent to which this permanent pile reversal will happen cannot be accurately predicted or prevented. It is not considered a manufacturing defect and is not covered by our warranties. It is important that you understand this characteristic before you buy a cut pile carpet.

General Terms and Conditions

Cavalier Bremworth warrants that its Touchstone carpet will perform appropriately for each of the warranties given and in accordance with the grading indicated on its sample labels. If the carpet has been cared for and maintained in accordance with our care recommendations, and used only residentially, and we agree that a valid problem has arisen, we will either:-

- Repair the affected area,
- Replace the affected area, or
- If repair or replacement isn't possible, provide a refund for the carpet in the affected area as per the depreciation table outlined below. The refund will be based on the retail value of a new carpet of the same type of comparable type manufactured by Cavalier Bremworth under the Cavalier Commercial brand and does not cover the underlay. Please see the table below which outlines the refund value in relation to the age of the carpet.



Refund value

This will be determined from the date of installation of your carpet by an approved Cavalier Bremworth carpet dealer.

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

Warranties are extended to the original purchaser of the carpet and are not transferable. Where a new house has been bought with Touchstone carpet installed by a developer or group home builder, the warranty will apply to the first residential owner of that house. The warranty is solely for the use of the carpet in a 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.

Carpets must be properly installed over underlay in accordance with the Australian and New Zealand Standard AS/NZS-2455 for installation and maintained in accordance with the recommendations provided.

Failure to appropriately install the carpet as per the recommended standards and to maintain the carpet as outlined in accordance with our care recommendations could void all or part of the warranty coverage. Our warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.

Warranties do not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or non-carpet cleaning agents which have affected the properties of the carpet. It does not cover damage caused by prolonged or excessive moisture.

Warranties do not cover damage to your carpet caused by the failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.

Under these warranties, Cavalier Bremworth will not pay consequential or incidental damages, including any loss, expense, or damage other than to the carpet itself.

What to do in the event of a problem with your carpet

Should you have a concern about your Touchstone carpet, you must first contact the retailer who sold and installed your carpet. They will make an inspection and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further. A member of the Consumer Services team will be in touch to discuss the issue and arrange an inspection if required.

Phone Cavalier Bremworth on 0800 808 303



Caring for your Carpet

Your Touchstone carpet has been designed to take whatever life throws at it. Your Touchstone carpet is made of solution dyed nylon (SDN) fibre which makes it easy to clean and maintain. But just like life, there are no absolutes, and even SDN fibre carpet cannot totally prevent all stains. If you follow our simple maintenance recommendations and stain removal guidelines then you can ensure your carpet keeps its good looks.

Routine maintenance

A regular maintenance programme helps to remove soil before it can build up and damage carpet fibre and dull its appearance. Vacuuming should be carried out at least once a week and more often in high traffic areas such as hallways and entranceways.

Professional cleaning should be carried out when your carpet still looks dirty after vacuuming. You should consult a professional cleaner for the best method of cleaning. Do-it-yourself carpet shampoo machines are not recommended as the associated detergent products can often leave a sticky residue – which attracts soil to the fibre and makes it become dirty more quickly.

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels. Chairs with roller wheels should have protector mats underneath.

Dealing with spills and stains

Fast action is the best means of preventing stains on your carpet and most stains can be easily managed with a quick three-step action.

- Step 1: Blot up liquid stains immediately using a clean, dry towel or paper towels. Apply extra pressure by standing on the towel to soak up particularly large wet patches if you need to. Scrape up any solids with a knife or spoon.
- Step 2: Gently squeeze a small amount of warm water onto the stain and blot up again, using a clean dry towel or paper towels. Make sure you work from the outside of the stain inwards so you don't spread it further. NEVER rub or scrub the stain as this will damage the pile of your carpet.
- Step 3 Repeat the process of gently applying water and blotting until the stain has disappeared. Please be very careful not to overwet the carpet as this can damage the backing. If it is a persistent stain, then try a mix of 1 teaspoon of clear detergent mixed with 1 teaspoon of white vinegar, diluted in one litre of cold water.

When the carpet is completely dry, vacuum to restore the pile texture.

Please phone Cavalier Bremworth on 0800 808 303 if you have any queries.

