



MALMO CARPET CARE GUIDE



Overview

It's important that you have confidence your new flooring will stand up to what your life throws at it.

Carpet Court offers the warranties in this booklet when purchased through Carpet Court's approved retailers for residential use in a household. The warranties in this booklet are subject to important limitations, exclusions and conditions and so this booklet needs to be read in its entirety to fully understand the warranties.

IMPORTANT NOTICE – CONSUMER GUARANTEES ACT 1993 (“CGA”)

The warranties in this booklet do not limit or affect your rights and remedies under the CGA. The warranties in this booklet for are in addition to your rights and remedies under the CGA. For further information on your rights and remedies under the CGA please visit [consumerprotection.govt.nz](https://www.consumerprotection.govt.nz).

What The Warranty Covers

Spills & Stains (where applicable)

Quite simply, if you can consume it (eat it or drink it) we warrant that it will come out of the carpet. We warrant that the surface pile of the carpet will resist most common stains from household food and beverage spillages. Many other stains will also be able to be removed, but no carpet is fully stain proof and some substances won't come out. Should a spill occur, deal with it as soon possible. Visit our website and follow our recommended cleaning steps in this booklet or call your nearest store for advice. If you are unable to remove the spill using our recommended steps, you will need to engage a professional carpet cleaner. If the spill is still not adequately removed by the professional cleaner, contact the store you purchased your car-pet from. You will need to have proof of carpet purchase and a copy of your carpet cleaning invoice for the store to assist you with your warranty claim. Lifetime denotes a 10 year resistance to stains as described above.

Abrasive Wear (where applicable)

These carpets are warranted to not lose more than 10% of the face pile through abrasive wear during their warranty period. Abrasive Wear is defined as the loss of fibers from the face pile of the carpet through normal domestic use/wear conditions. Abrasive Wear does not include crushing or flattening of the pile, tuft entanglement or changes in appearance. If greater than 10% loss is determined and repair cannot be reasonably made, we will replace the affected area of carpet or reimburse the original purchaser according to the warranty details above.

Manufacturing Fault (where applicable)

This residential carpet is warranted against manufacturing defects for the period of its warranty from the original date of installation.

Manufacturing faults include, but are not limited to: tufting faults, lines and voids, colour, pile weight and texture variation to official sample and structural integrity of the surface and backing components.

Fade (where applicable)

It is not uncommon for carpets to fade over time in our NZ sunlight conditions and building designs. We warrant that these carpets will remain colourfast and not register a 3 or less on the AATCC Grey Scale for colour change. This is determined from non-returnable samples being submitted to an independent laboratory. If your carpet experiences significant colour change due to sunlight exposure, please contact the store from which you purchased the carpet. You will need to have proof of purchase and a copy of your most recent professional carpet cleaning invoice for the store to assist you with your warranty claim.

Anti-Static (where applicable)

Malmö warrants that this carpet will not generate static greater than 5.0 kilovolts for the life of the carpet from the original date of installation. If static greater than 5.0 kilovolts is generated or if you think your carpet is generating excessive static. Please see page 10 of this booklet.

Insect Resistance (where applicable)

Carpet damage by insect attack occurs where food, animal or plant substances are present near a wool carpet. Preventative measures include regular and thorough vacuuming, especially in areas around and under furniture that is not moved frequently, and along skirting boards. All Malmö wool carpet is treated to deter insect damage and we offer a ten year insect-resist warranty. Lifetime warranties (10 years) are offered where the carpet fibre is man made and not consumable by animals.

Soil Resistance (where applicable)

Malmö warrants that this carpet will not have a noticeable colour change due to deposits of dry soil resulting from normal indoor household foot traffic for the life of the carpet from the original date of installation. "Noticeable colour change" is defined as a rating of 3 or less using standardized rating scales (Grey scale AATCC Evaluation procedure 1 or equivalent in the US). If permanent noticeable colour change should occur that cannot be removed using recommended methods by a certified carpet cleaning professional.

Warranty Extension (where applicable)

If an extension of warranty is purchased or acquired through underlay upgrade, the term length agreed to in writing will be serviced on only the abrasive wear portion of this warranty.

Pet (where applicable)

Malmö warrants that the surface pile of this carpet will resist stains from domestic pets, including vomit, urine or faeces for the life of the carpet. If the above mentioned stains are saturated and result in wicking, these stains will release with the additional re-cleaning for the life of the carpet from the original date of installation (please see wicking definition on page 5). If permanent stain should occur that cannot be removed using recommended methods by a certified carpet cleaning professional, Malmö will handle such claims as stated on page 10 of this warranty book. This warranty covers the above mentioned urine and faeces stains only and does not cover odours.

OptiBack (where applicable)

Malmö warrants that the carpet with OptiBack backing system will remain free of delamination and buckling for a period of 10 years from the original date of installation. Delamination, which can lead to buckling, is defined as the separation of the secondary backing from the primary backing. If, within the warranty period, delamination and/or buckling of the warranted carpet occurs under the warranted conditions, please see page 10 of this booklet. Delamination caused by improper treatment during installation is not covered under this warranty. Delamination and buckling caused by improper cleaning, flooding of the carpet, or over wetting the product is not covered under this warranty.

Carpet Care Guide

To ensure long-lasting beauty, durability and comfort in your carpet, a regular care and maintenance programme is essential. A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Professional cleaning is recommended for the treatment of stains that you are unable to remove as well as periodic cleaning. The following carpet care and maintenance guidelines are provided to assist:

Regular Vacuuming

Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet but will enhance its appearance.

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week.
- Most carpets benefit from the use of a vacuum with a rotating brush or beater bar to ensure maximum removal of dirt and dust. However, please note that carpet with thick loop pile, frieze, and shag/cabled construction may become fuzzy or worn with use of a beater bar vacuum; we recommend the use of a suction-only vacuum for these carpet constructions. Ask your sales consultant for a recommended vacuum cleaner.
- Change the vacuum bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

Dealing with Spills

Spills will happen! So you should treat the affected area as soon as you notice something has been spilt, as quick treatment can avoid it turning into a stain.

- Remove any solid items (such as food) by gently scooping off with a spoon or blunt knife. Then blot the spill, gently dabbing it, to remove as much liquid as possible.
- Try removing the spill with warm water, and if necessary, apply a Carpet Spot Remover to the area. Gently work the area by further blotting using a cloth and warm water. Do not use laundry soap or dish washing liquid.
- It is important not to 'rub' or 'scrub' as that will spread the stain or cause damage to the fibres.
- Do not over wet your carpet and ensure you blot it dry with towelling to prevent the stain sitting in the backing then wicking to the surface as it dries.
- Stubborn stains may require two or three treatments, or professional cleaning.



Understanding Wicking

Wicking occurs when a spill is not fully removed from your carpet. You may have removed the majority of the spill but it reappears. You can continue to flush with water to remove the full spill and blot dry, or use a professional carpet cleaner.

Preventative Maintenance

- To maintain your Malmo SDN, Polyester and Triexta carpet, it needs to be professionally cleaned using the hot water extraction method every 12 to 18 months as per both the manufacturer's recommendations and NZ Standard 3733:1995
- Malmo woolen carpet will retain its good looks and last longer if you follow our recommended care program of Dry Vacuuming regularly, never rubbing or brushing carpet pile when it is wet or damp, and promptly attend to stains. When necessary, professional cleaning should be carried out, consult your professional carpet cleaner for the best cleaning method.
- We do not recommend DIY carpet shampoo machines.
- Use of mats or runners at all home entrances and on uncarpeted areas adjoining to carpet will reduce soil and moisture in traffic areas.
- Clean mats and any other rugs placed over carpet regularly.
- Use furniture coasters to distribute the weight of heavy items.
- Use a suitable mat under office chairs with castor wheels as these will cause structural damage to your carpet.
- Keep invoice of any cleaning services for warranty purpose.



Carpet Characteristics

It's important to understand some key characteristics about carpet – as we all know nothing will look brand new forever. What you can expect from your carpet:

Colour Variation:

It is normal in batch dyed products to have slight variations between both individual batches and store samples. The variation should not exceed 10%. Colour appearance can vary depending on the type of lighting conditions in which a sample is viewed and where the carpet is fitted. Viewing of the sample in your home under both day and night lighting conditions is recommended.

Shading / Watermarking (movement in cutpile style carpets - sometimes referred to as tracking):

All cut pile carpets show movement in the pile, giving these popular styles their “take your shoes off” aesthetic. Without it your cut pile would look less soft and appealing. Just like a piece of suede, brush the pile one way and it looks darker and the other way lighter. The longer the pile the more movement you will see, and the softer it will feel. Sometimes this movement represents as a track up a hallway, sometimes as lines when newly vacuumed. This does not affect the durability or wear of the carpet and is not recognised as a fault, but as a characteristic of this style.

3) Foot Prints and Surface Marking:

Some longer and plusher pile carpets will show slight depressions, scuff marks and general pile disturbance with everyday use. This is normal and will groom out with your next vacuum. This is a characteristic of longer and plusher cut pile carpets.

High Use Areas and Walkways:

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 walkways, stairs and foot agitation areas (e.g. in front of seating areas, doorways etc). Periodic professional cleaning combined with regular vacuuming will aid in minimising the amount of change in these areas.

Pattern Matching / Bowing & Skewing:

Our suppliers use the best techniques available to minimize pattern distortion during the 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. A carpet installer will be able to achieve a close pattern match in most circumstances. However, some irregularities may still be visible. If concerned, please discuss further with your sales person, store manager or carpet installer.



Wrinkling or Rucking:

Wrinkling may occur after installation due to excessive humidity or not using the recommended installation procedures, especially relative to power stretching. This is not considered to be a carpet fault and a competent installer can usually correct this problem.

Fading & Colour Change:

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. 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. These are not considered to be manufacturing defects and do 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 of 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.



What The Warranty Covers

	Spills & Stains	Fading	Abrasive Wear	Faults & Defects	Insect Resistance	Anti-Static	Soil Resistance	Pet	OptiBack	Professional Clean Timeframe
Wool	*	*	7 Years	7 Years	*	*	*	*	*	24 months
Polyester	Lifetime	7 Years	7 Years	7 Years	Lifetime	Lifetime	*	*	*	18 months
SDN 30oz & Above Cut Pile	Lifetime	15 Years	15 Years	15 Years	15 Years	15 Years	Lifetime	*	*	18 months
SDN <30oz Cut Pile	Lifetime	10 Years	10 Years	10 Years	10 Years	Lifetime	Lifetime	*	*	18 months
SDN Loop Pile	10 Years	10 Years	10 Years	10 Years	10 Years	Lifetime	Lifetime	*	*	18 months
Triexta	Lifetime	10 Years	10 Years	10 Years	Lifetime	Lifetime	Lifetime	Lifetime	10 Years	18 months

* Not applicable to this product

* Please refer to limited lifetime warranty table

What To Do Should A Problem Arise

In the first instance, please contact the retailer from which you purchased the flooring. You will need your proof of purchase from the retailer to assist you with your warranty claim or claim under the CGA.

Your claim will be assessed in a timely manner by your local Carpet Court representative. Some claims may require a Carpet Court representative to visit and view the flooring in person.

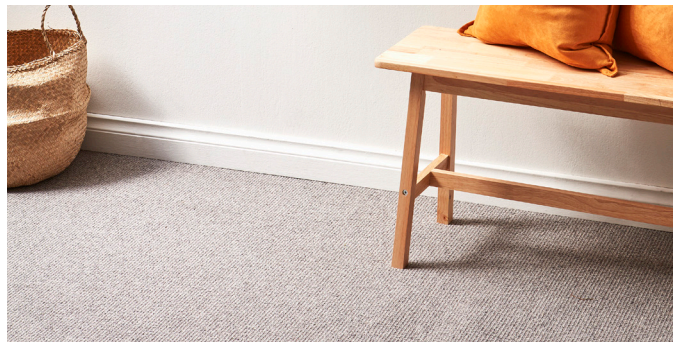
Carpet Court will only be liable for the direct costs incurred by Carpet Court in repairing or replacing affected flooring under these warranties. Carpet Court is not liable for any incidental or consequential costs or expenses arising as a result of the repair or replacement of the affected flooring, such as re-painting, removal of fixtures or furniture or accommodation costs.

For more information visit malmo.nz

This booklet is issued by Carpet Court NZ Limited and was last updated in July 2023.

Conditions

1. Malmo Polyester, SDN and Triexta carpet must be cleaned by hot water extraction every 12 - 18 months (please refer to table). You will need to provide a cleaning receipt not older than 3 months in the event of lodging a claim for soiling, staining or wear related claims.
2. Only the original purchaser can make a warranty claim and only in a single family occupied dwelling.
3. If you intend on selling the house within 2 months of installation please contact your store for an amended warranty allowing this
4. This warranty does not cover accidents, abuse and abnormal wear.
5. Failure to adequately maintain your carpet may affect this warranty which may be reduced or voided at CCNZ sole discretion.



Wool Carpet

Follow the steps next to the stain type and cross reference with the numbered cleaning method below.

1. Cold water.
2. 1 teaspoon of mild laundry detergent suitable for wool and 1 teaspoon of white vinegar in 1 litre of warm water.
3. Chill with ice cubes in a plastic bag. Pick or scrape off gum.
4. Clear nail polish remover (should not contain lanolin).
5. Rust remover (via a professional carpet cleaner).
6. Clear household disinfectant.
7. Vacuum clean.
8. Methylated spirit.
9. Rinse with warm water.



Stain Type	Step 1	Step 2	Step 3	Step 4
Alcoholic Drinks	1	2		
Blood	1	2		
Chewing Gum	3	2	9	
Coffee	2	9		
Faeces	2	6	9	
Nail Polish	4			
Paint (water base)	1	2		
Rust	5			
Soot	7			
Urine (fresh)	1	2	9	
Urine (old)	2	9		
Vomit	2	6	8	

Do not rub or scrub, or over wet. After completing the above steps, place a clean dry towel over the area and stand on it to draw up any excess moisture to hasten drying and reduce wicking. Above all, call in a professional carpet cleaner if you are unable to resolve the problem with these simple DIY measures.

Synthetic Carpet

Follow the steps next to the stain type and cross reference with the numbered cleaning method below.

1. Cold water.
2. 1 teaspoon of mild laundry detergent suitable for wool and 1 teaspoon of white vinegar in 1 litre of warm water.
3. Chill with ice cubes in a plastic bag. Pick or scrape off gum.
4. Clear nail polish remover (should not contain lanolin).
5. Rust remover (via a professional carpet cleaner).
6. Clear household disinfectant.
7. Vacuum clean.
8. Methylated spirit.
9. Rinse with warm water.
10. Undiluted white vinegar.



Stain Type	Step 1	Step 2	Step 3	Step 4
Alcoholic Drinks	1	2		
Blood	1	2	9	
Chewing Gum	3	2	9	
Coffee	2	10	2	9
Faeces	2	6	9	
Nail Polish	4			
Paint (water base)	1	2	9	
Rust	5			
Soot	7			
Urine (fresh)	1	2	9	
Urine (old)	2	9		
Vomit	2	6	8	

Do not rub or scrub, or over wet. After completing the above steps, place a clean dry towel over the area and stand on it to draw up any excess moisture to hasten drying and reduce wicking. Above all, call in a professional carpet cleaner if you are unable to resolve the problem with these simple DIY measures.



THE WORLD AT YOUR FEET