



Rhino

Carpet
Warranty & Care Guide



Made for Life

Rhino Carpet is distributed in New Zealand by Carpet Court.

This booklet provides you with Carpet Court's general care guide information and a summary of the manufacturers' warranties.

For complete details of the manufacturers' warranties please ask your Carpet Court retailer for details.

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

The manufacturers' warranties referred to in this booklet do not limit or affect your rights and remedies under the CGA. The manufacturers' warranties are in addition to your rights and remedies under the CGA.

For further information on your rights and remedies under the CGA please go to consumerprotection.govt.nz.



CARPET CARE GUIDE

To ensure long-lasting beauty, durability and comfort in your Rhino carpet, a regular care and maintenance program is essential. A regular maintenance program 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.

The following carpet care and maintenance guidelines are recommendations provided by Carpet Court to assist with maintaining your carpet. The manufacturers' warranties also contain certain conditions that must be met in order to benefit from the manufacturers' warranties. These recommendations need to be read in conjunction with the manufacturers' conditions.

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 advice on recommended vacuum cleaners.
- 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 Rhino carpet, it needs to be professionally cleaned using the hot water extraction method every 12 to 18 months as per both the manufacturers' recommendations and NZ Standard 3733:1995
- We do not recommend DIY carpet shampoo machines such as "Rug Doctor".
- 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 all invoices of any cleaning services for warranty purposes.



CARPET CHARACTERISTICS

It's important to understand some key characteristics about carpet so you know what to expect from your carpet over time. Carpet Court has summarised some of the key characteristics below to ensure you are fully informed. Please note that the manufacturers' warranties also provide further detail on these characteristics.

1) 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.

2) 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.

4) 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.

5) Pattern Matching / Bowing & Skewing:

Our suppliers use specialist manufacturing techniques to minimise 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 professional 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.





6) Wrinkling or Rucking:

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

7) Fading & Colour Change:

Carpets, like all textiles, may fade or change colour particularly in areas exposed consistently to New Zealand's harsh UV conditions and sunlight, or may appear to have faded due to pile flattening through use. Shade sails, louvre systems, blinds, sheers and curtains offer protection and are recommended to protect your purchase, especially in North and West facing areas of your home. 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. Fading or colour change is not considered to be a manufacturing defect and does not affect the performance of the carpet.

8) 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.



MANUFACTURERS' WARRANTIES SUMMARY:

Rhino carpet is backed by manufacturers' warranties with full details available at your retailer or carpetcourt.nz/warranties. A summary of the categories of the manufacturers' warranties is contained below. Note that the manufacturers' warranties are subject to further details, exclusions, conditions, limitations and prorating (which may vary depending on the manufacturer of the collection).

Please see the detailed warranty document for each product type for further information before making a claim.

ORIGINAL COLLECTION:

- Lifetime Stain Resistance
- Lifetime All Pet Urine
- Lifetime Soil Resistance
- 25-year Abrasive Wear
- 25-year Texture Retention
- Lifetime Manufacturing Defects
- 30-day Satisfaction Assurance Guarantee*

PERFORMANCE COLLECTION:

- Lifetime Stain Resistance
- Lifetime Soil Resistance
- 25-year Residential Wear
- 25-year Fade
- Lifetime Anti-static
- 30-day Satisfaction Assurance Guarantee*

COMFORT COLLECTION:

- Lifetime Stain Resistance
- Lifetime Soil Resistance
- 25-year Residential Wear
- 25-year Fade
- Lifetime Anti-static
- 30-day Satisfaction Assurance Guarantee*

Note: *Applies only to product purchases; installation excluded.

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.

For more information visit carpetcourt.nz/warranties.

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