



Rhino

Comfort & Performance
Collection Warranty



Made for Life

Rhino Carpet is distributed in New Zealand by Carpet Court.

Rhino Comfort and Rhino Performance Collection Carpet is manufactured by Standard Carpets.

The following information are the details related to the manufacturers' warranties.

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.

LIFETIME WARRANTY



NYLON WARRANTY

Standard Carpets gives Lifetime warranty to all its Nylon Broadloom Carpets which are installed indoors. All Standard Carpets products are warranted against:

25 YEAR ABRASIVE WEAR

Nylon broadloom carpets will not wear more than 20% of their surface pile weight from abrasive wear. "Abrasive wear" means fiber loss from the carpets through normal abrasion, not crushing or flattening of the carpet pile in any area, nor staining, soiling, fading, or change in carpet appearance, nor fiber loss due to abnormal usage of the carpets.

25 YEAR COLORFASTNESS TO LIGHT

We warrants that Nylon broadloom carpets will not show a significant color change during this time as tested by AATCC Test Method 16 Option E with rating of 5 on Gray scale for color change due to normal exposure to sunlight and atmospheric contaminants. The warranty excludes color change due to direct or advanced exposure to sunlight.

ANTISTATIC

Standard Carpets warrants that Nylon broadloom carpets, if correctly installed and regularly maintained as per our published recommendations, will not generate static greater than 3.5KV for Lifetime as tested by AATCC Test Method 134.

LIMITED LATENT DEFECTS WARRANTY

Standard Carpets warrants Nylon broadloom carpets against visible and latent defects for a period of 1 year from the date of seller's invoice. Service properties such as pile shading, pile crushing are not manufacturing defects and are not guaranteed. This warranty shall apply only when published Standard Carpets installation procedures or CRI/104&105 installation manuals are followed.

It is the responsibility of the purchaser to give notice to Standard Carpets immediately upon discovery of such latent defects. If purchaser fails to give such notice within a years time there will be no basis for recourse against Standard Carpets.

LIFETIME ALL PET STAINS

Standard Carpets warrants that Nylon broadloom carpets will resist staining caused by pets.

LIFETIME SOIL RESISTANCE

We warrants that Nylon broadloom carpets will not have any noticeable color change in the appearance of the carpet due to deposits of dry soil as a result of foot traffic. To work our Walk of Fame treatment effectively we recommend a proper maintenance procedure in place.

Exclusions: This warranty will not cover color changes due to grease, mud, asphalt, tar, paints, ink, rust, blood, cement, materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food), urine, feces, vomit, appearance or color changes due to burns, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment.

25 YEAR TEXTURE RETENTION

This warranty protects the original purchaser, provided the carpet is for indoor use and has been properly installed. Standard Carpets warrants that this carpet will not exhibit significant loss of texture from foot traffic for a period of twenty five(25) years. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the non-restorable loss of pile thickness due to foot traffic only.

Exclusion: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and are not covered by this warranty, which is intended to protect you from excessive appearance change. This warranty does not include usage on stairs, crushing caused by furniture or any other objects.

LIFETIME STAIN RESISTANCE

There is no carpet which is completely stain proof. Our Spill Master Stain resistance treatment will increase your ability to clean up stains, not prevent stains. We warrants that Nylon broadloom carpets will resist stains from any food & beverage during the warranty period, provided that the carpet is properly installed and maintained indoors as per the recommendation of CRI/104 &105 installation manual or Standard Carpets installation and care manual.

A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Gray scale for evaluating staining (1.0=more change; 5.0=less change).

LIFETIME WARRANTY



CARPET PERFORMANCE FAILURE

As long as the carpet has been installed in accordance with Standard Carpets installation manual/CRI 104& 105 installation manual (*installation practice, current at the time of installation*), we will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpets of the same or equivalent quality and will be passed to your retailer.

Standard Carpets will not be liable for any incidental, indirect, special or consequential damage in any case e.g. expense of removal of furniture, partitions, temporary walls, extra handling and labor involved in bordering or sculpturing.

WARRANTY COVERAGE PERIOD

This warranty coverage runs for Lifetime from the date of your carpet installed.

OBLIGATIONS TO OWNER

- Keep the original invoice/ or receipt which shows the proof of purchase of the carpet from the retailer with the installation charges.
- The carpet must be installed indoors, for commercial or residential use.
- Have the carpet installed in accordance with CRI104 commercial & CRI 105 residential installation manual/ Standard Carpets installation manual(*installation practice, current at the time of installation*).
- Maintain and clean your carpet by following the cleaning and maintenance guide of Standard Carpets.

- Install carpets with the recommended adhesive, speak to your retailer for the recommendation.
- Any questions related to the product and its warranties should be directed to the retailer.

EXCLUSIONS- THIS WARRANTY DOES NOT INCLUDE:

- This warranty does not cover burns, cuts, pulls, tears or any other damage caused by improper cleaning agents or methods.
- Carpets damaged by any abnormal activity or by any sharp object.
- Non-food and non-beverage stains caused by substances, including, but not limited to, cosmetics, bleaches, inks, vomit, blood or feces, etc.
- Standard Carpets does not warrant carpet placed in areas where extreme points load are sustained for prolonged periods of time.
- Problems or loss caused by carpet placed under damaged castor chairs wheel, use on stairs not fitted with a commercial nosing.
- The warranty does not cover defects that may arise from flooding or the presence of excessive moisture, excessive alkalinity.
- This warranty shall be void if products are not handled, installed and maintained as per Standard Carpets installation guide/CRI104 & 105 installation manual (*installation practice, current at the time of installation*)
- This warranty does not cover any problems or damages related to use of non-recommended adhesives. Please speak to your retailer for recommended adhesive.
- Carpets installed outdoors in direct sun exposure or used in any non-commercial premises.
- Minor color variation in dye lots which may or may not be visibly apparent between the sample and the carpet installed.
- If your new or replacement carpet has been discontinued by Standard Carpets.
- Carpets installed on stairs, in bathroom are not covered under this warranty.
- Spread the carpets prior to installation for any visible manufacturing defects. Standard Carpets or your retailer will not cover the labour cost or any other cost involved if products with visible defects are installed.

LIMITATIONS

This warranty is applicable to the original purchaser and at the original installation site. This warranty is not transferable.

HOW TO CLAIM

Warranty claims must be addressed to your retailer or Standard Carpets at info@standardcarpets.com within a reasonable time from the discovery of the claimed warranted defect, but in any event must be received no more than sixty (60) days from the time the claimed defect was discovered.

Note: Any manufacturing defects should be notified within the 60 days of installation of carpets on site.

You (the original purchaser) should notify the authorized retailer and submit in writing, the following:

- A valid proof of purchase in the form of sales receipt or other documents, which establish proof of purchase.
- A detailed description of the problem and / or a photograph/ sample that clearly shows the warranty problem.

Retailer will designate a representative to inspect the carpet, if there is any defect which is covered under this warranty, your retailer will then take the necessary steps to ensure the claim is looked after.

QUICK GUIDE



How to ensure fast and easy warranty service:

Retain two square feet of excess, unused carpet after installation.

Keep your original carpet purchase receipt.

Keep a list of all the products used to clean your carpet.

Satisfaction Assurance Guarantee



30-Day Satisfaction Assurance Guarantee is for both the Comfort and Performance Collections

To the original purchaser of products covered under this guarantee: if, within thirty (30) days after installation, you wish to change your new carpet for a different style or color, your Standard Carpets retailer will replace it free of charge with another Standard Carpets style or color of equal or lesser value. Should you wish to replace your flooring with a carpet upgrade, you may do so by paying the difference in retail price.

No monetary compensation will be paid if a lower-priced carpet is selected. This is a one-time only replacement and does not include replacement of cushion. Simply contact your Standard Carpets retailer within the time frame of this guarantee and indicate you wish to choose another Standard Carpets carpet under the 30-Day Satisfaction Guarantee.

This is a satisfaction guarantee and does not apply to matters covered by other warranties. Replacement includes Standard Carpets only and does not include labor to remove previous carpet, install the new carpet, move furniture, construct permanent built-ins such as cabinets and bookcases, or move or install equipment or electronics.

No replacement will be made with respect to carpet that has been subjected to abuse, vandalism, alteration, or damaged by smoke, fire, flood, wind, lightning, or any other casualty event.



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.

This booklet was last updated in October 2023.

