



Lifestyle

Commercial Floorcoverings

OPERATION & MAINTENANCE MANUAL

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|----------------------------------|--|
| Works Package | Contract Number – Malo – C10508 |
| Contractor Name | Lifestyle Commercial Floorcoverings Pty Ltd |
| Contractor Address | Unit 1/2 Avatonbell Drive Luscombe Qld 4207 |
| Contractor Telephone No. | 07 3086 8067 |
| Contractor Fax No. | 07 3086 8016 |
| Contractor E-mail Address | sales@lifestylecommercial.com.au |
| Contractor Contact | Kym Petterwood |
| Emergency Contact (out of hours) | Kym Petterwood 0414 414 477 |
| Project Name | Malo, Broadbeach |
| Project Address | 20 Merin Rd, Corinda QLD 4075 |

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SECTION 1 - SCOPE OF THE WORKS

Supply and install Beaulieu Splash of Colour Charcoal Carpet Tiles as per drawings and schedules.

Supply and install Beaulieu Tuscan Sun Torte Carpet as per drawings and schedules.

Supply and install Gerflor Virtuo Rigid 55 Lock Venerable Blackbutt Hybrid Vinyl as per drawings and schedules.

All products are to be installed as per the manufactures recommendations and adhere to the Australian Standards.

SECTION 2 - LIST OF EQUIPMENT, MATERIALS AND COMPONENTS

| Material / Component | Name of Supplier | Locations Used / Drawing Reference |
|---|---|---|
| Beaulieu Splash of Colour Charcoal Carpet Tiles Beaulieu Tuscan Sun Torte Carpet | Gerflor Address: 17 Cato Street, Hawthorn East Vic 3123 Tel: 1800 060 785 Fax: 03 9832 1333 | L2 Lobby L2 U1 Bed 1 L2 U1 Bed 2 L2 U1 Bed 2 Wardrobe L2 U1 Bed 3 L2 U1 Bed 3 Wardrobe L2 U2 Bed 1 L2 U2 Bed 2 L2 U2 Bed 2 Wardrobe L2 U2 Bed 3 L2 U2 Bed 3 Wardrobe L3 Lobby L3 U3 Bed 1 L3 U3 Bed 2 L3 U3 Bed 2 Wardrobe L3 U3 Bed 3 L3 U3 Bed 3 Wardrobe L3 U4 Bed 1 L3 U4 Bed 2 L3 U4 Bed 2 Wardrobe L3 U4 Bed 3 L3 U4 Bed 3 Wardrobe L4 Lobby L4 U5 Bed 1 L4 U5 Bed 2 L4 U5 Bed 2 Wardrobe L4 U5 Bed 3 |

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| | | L4 U5 Bed 3 Wardrobe L4 U6 Bed 1 L4 U6 Bed 2 L4 U6 Bed 2 Wardrobe L4 U6 Bed 3 L4 U6 Bed 3 Wardrobe L5 Lobby L5 U7 Bed 1 L5 U7 Bed 2 L5 U7 Bed 2 Wardrobe L5 U7 Bed 3 L5 U7 Bed 3 Wardrobe L5 U8 Bed 1 L5 U8 Bed 2 L5 U8 Bed 2 Wardrobe L5 U8 Bed 3 L5 U8 Bed 3 Wardrobe L6 Lobby L6 U9 Bed 1 L6 U9 Bed 2 L6 U9 Bed 2 Wardrobe L6 U9 Bed 3 L6 U9 Bed 3 Wardrobe L6 U10 Bed 1 L6 U10 Bed 2 L6 U10 Bed 2 Wardrobe L6 U10 Bed 3 L6 U10 Bed 3 Wardrobe L7 Lobby L7 U11 Bed 1 L7 U11 Bed 2 L7 U11 Bed 2 Wardrobe |
|--|--|---|

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|---|---|--|
| | | <p>L7 U11 Bed 3 L7 U11 Bed 3 Wardrobe L7 U12 Bed 1 L7 U12 Bed 2 L7 U12 Bed 2 Wardrobe L7 U12 Bed 3 L7 U12 Bed 3 Wardrobe L8 Lobby L8 U13 Bed 1 L8 U13 Bed 2 L8 U13 Bed 2 Wardrobe L8 U13 Bed 3 L8 U13 Bed 3 Wardrobe L8 U13 Bed 1 L8 U13 Bed 2 L8 U13 Bed 2 Wardrobe L8 U13 Bed 3 L8 U13 Bed 3 Wardrobe L9 Lobby L9 U14 Bed 1 L9 U14 Bed 2 L9 U14 Bed 2 Wardrobe L9 U14 Bed 3 L9 U14 Bed 3 Wardrobe L9 U15 Bed 1 L9 U15 Bed 2 L9 U15 Bed 2 Wardrobe L9 U15 Bed 3 L9 U15 Bed 3 Wardrobe</p> |
| <p>Gerflor Virtuo Rigid 55 Lock Venerable Blackbutt Hybrid Vinyl</p> | <p>Beaulieu Australia Address: 166 Pearson Road, Yatala, QLD 4207 Tel: 07 5540 6600</p> | <p>L2 U1 Dining/Living/Kitchen L2 U2 Dining/Living/Kitchen L3 U3 Dining/Living/Kitchen</p> |

| | | |
|--|--|--|
| | | L3 U4 Dining/Living/Kitchen L4 U5 Dining/Living/Kitchen L4 U6 Dining/Living/Kitchen L5 U7 Dining/Living/Kitchen L5 U8 Dining/Living/Kitchen L6 U9 Dining/Living/Kitchen L6 U10 Dining/Living/Kitchen L7 U11 Dining/Living/Kitchen L7 U12 Dining/Living/Kitchen L8 U13 Dining/Living/Kitchen L8 U14 Dining/Living/Kitchen L8 U15 Dining/Living/Kitchen L8 U15 Dining/Living/Kitchen |
|--|--|--|

SECTION 3 - DIRECTORY OF MANUFACTURERS, SUPPLIERS AND SUB-CONTRACTORS

| Name | Address | Tel & Fax Numbers | Products Supplied |
|--------------------|--|--|---|
| Gerflor | Address: 17 Cato Street, Hawthorn East Vic 3123 | Tel: 1800 060 785 Fax: 03 9832 1333 e-mail: custorders@gerflor.com.au | Beaulieu Splash of Colour Charcoal Carpet Tiles Beaulieu Tuscan Sun Torte Carpet |
| Beaulieu Australia | Address: 166 Pearson Road, Yatala, QLD 4207. | Phone: 07 5540 6600 e-mail: orders@beaulieu.com.au | Gerflor Virtuo Rigid 55 Lock Venerable Blackbutt Hybrid Vinyl |

SECTION 4 - MAINTENANCE SCHEDULE, MAINTENANCE INSTRUCTIONS & CLEANING DETAILS

CLEANING LVT

CREATION 70 / CREATION 70 CLIC SYSTEM / CREATION 55 / CREATION 55 CLIC SYSTEM / CREATION 55 X'PRESS / CREATION 55 LOOSELAY / CREATION 30 / CREATION 30 LOCK / VIRTUO 30 / VIRTUO 55 / VIRTUO 30 LOCK / VIRTUO 55 CLIC / VIRTUO 55 ADJUST / RIGID 55 LOCK ACOUSTIC / TOP SILENCE / SAGA²



Damp sweeping equipment

Flexible mop preferably fitted with disposable, antistatic and/or pre-impregnated gauze strips



Mechanical cleaning equipment

Auto scrubber, rotocleaner or single-brush machine



Mechanical cleaning disk

3M (or equivalent) colour disks



Manual washing equipment
















Disposable microfibre mop or gauze



Steam cleaning equipment

Follow the manufacturer's recommendations

! On interlocking (Clic), removable (X'Press) and looselay (Saga²) products, don't allow the solution to dwell.

| | Equipment used | Cleaning products | Cleaning methods |
|--|--|--------------------|---|
| First use Mechanical cleaning |    or  if soiled | Alkaline detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) |
| Daily cleaning Manual cleaning |   | Neutral detergent | <ul style="list-style-type: none"> • Damp sweeping • Manual washing with flat mop • Rinsing |
| OR | | | |
| Mechanical cleaning |    or  almond or  | Neutral detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) or <ul style="list-style-type: none"> • Steam cleaning |
| Deep cleaning Mechanical cleaning |    or  almond | Alkaline detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) |

These cleaning instructions have to be adapted depending on traffic and location of the area.

In the case of **manual maintenance** and to offer you the best results in terms of hygiene and appearance, **Gerflor recommends that you use neutral and alkaline detergents with high wetting power** (complete spreading and cleaning of the entire floor surface).

Here is a non-exhaustive list of products recommended by the main manufacturers:

KIEHL : Profloor*, RS Nett**
TANA / WERNER : Green care SR15*, Floor Cleaner S*, Clean Fresh*, Difotan*, Clean Extreme*, Innomat**

ECOLAB : Brial Clean S*
ANIOS : Deterg'anhos*
ROCHEX : Polystar*, Roctonic**
BUZIL : HC 43**
Dr. SCHUTZ : PU Reiniger**

DIVERSEY / SEALED AIR: Asset*
DREITURM : Multinetzer*, Goldreif (Vert)*, Linorein**, D1 Neu**

*Neutral / **Alkaline

PRECAUTIONS FOR USE



- Never use abrasive disks or any procedure that risks damaging the surface treatment (abrasive products, solvents, etc.).
- Never use rubber caps (for chair legs or other furniture); instead, use PVC or Polyethylene caps.

STAIN REMOVAL DURING WORKS

Paint mark removal

- Do not use abrasive cleaning equipment (e.g. Scotch Brite, scouring pads, steel wool, etc.).
- Use the solvent for the paint if known. If the solvent is not known, start with solvents such as Essence C, White Spirit, etc. before trying stronger solvents such as Taraclean spray. If the stain proves hard to remove, do not persist.
- Wipe and rinse the floor thoroughly after applying the solvent.

On paint drips

A freeze spray will yield excellent results when paint has formed a drip on the material (freeze sprays can be bought from cleaning product manufacturers or in pharmacies).

On adhesive marks

- Fresh acrylic adhesive marks (< 1 month)
Apply a water-based solution with added cleaning product, leave to act and mechanically clean and rinse the floor.
- Dried acrylic adhesive marks (> 1 month)
Use Essence C or White Spirit. Wipe and rinse the floor thoroughly after applying the solvent.
- Solvent adhesive marks
Use strong solvents (such as Taraclean spray), but do not persist if the adhesive marks are difficult to remove (as may happen with solvent-resistant cross-linked adhesives).

TIPS AND ADVICE FOR STAIN REMOVAL

Rust

Apply an anti-rust product or oxalic acid. Rinse thoroughly.

Food grease/paint/ballpoint pen/felt-tip pen/heavy grease (tar)

Apply a solvent such as Essence C or White Spirit. Rub with undiluted product and rinse with plenty of water.

Rubber marks/Shoe marks

Apply an alkaline detergent (such as Dynatech Trophy) to shoe marks. Leave to act for 5 minutes. Rub.

Chewing-gum

Use a freeze spray to harden the chewing gum, and then remove it with a plastic spatula (freeze sprays can be bought from cleaning product manufacturers or in pharmacies).

b. beaulieu'
AUSTRALIA



Beaulieu
International
Group



carpet care, cleaning,
maintenance, and
warranty handbook



About Beaulieu

Beaulieu Australia began operations as Sterling Carpet Mills in Queensland in 1973. In 1995, a leading U.S manufacturer, Beaulieu of America, realised the need for a manufacturing presence in Australasia, purchasing the business of Sterling. To further cement its place as a leading manufacturer in Australia, Beaulieu purchased the business of Vogue Carpet Mills in 2000, a similar sized business also based in Queensland. The operations of both businesses were merged into the one site at Rocklea.

Steady growth and an expanding innovative product range led to the building of new premises at Ormeau in Queensland in 2003. In 2017 a new purpose built, 5 Star Green Star manufacturing plant was completed which provides the company with a state of the art facility, enabling improved efficiencies through better plant layout and process flow, and providing the space necessary to invest in the latest eco-friendly carpet manufacturing technology.

In July 2018, Beaulieu Australia was integrated into the Beaulieu International Group. This integration will allow Beaulieu Australia to continue to grow, offering a more diverse product profile and increased financial security.

By forming strategic alliances with some of the world's leading fibre and carpet backing suppliers, Beaulieu Australia has developed a range of innovative products that provide added benefits to that of other generic products in the market, while still being at a competitive price. Beaulieu also has the ability to draw on the worldwide resources of the Beaulieu group, while still maintaining the benefits of a stand-alone operation.

Beaulieu Australia carpet is produced with either premium solution dyed nylon, polypropylene or polyester carpet yarns, all of which have excellent wear and anti-soiling characteristics.

Carpet performance is directly related to - specification, installation and maintenance.

Beaulieu Australia is now recognised as a market leader in providing the most comprehensive range of environmental sustainable floorcoverings in Australia.

Beaulieu International Group

Beaulieu International Group (B.I.G) is a global specialist in raw chemical materials (polymers), semi-finished engineered products (yarns, fibres, technical textiles and technical sheets) and is a leader in a broad range of floorcoverings for the residential and commercial markets (vinyl rolls, vinyl planks, laminate, parquet, carpet, needle felt, artificial grass and mats) as well as upholstery fabrics.

Headquartered in Belgium, B.I.G, employs more than 5,000 people across 29 plants, 18 sales and distribution offices, with a major presence in 17 countries all over Eurasia, the Americas and Oceania. The company achieved a 2018 turnover of \$2 billion and is serving customers in 140 countries. True to its roots as a family business B.I.G, puts sustainability, innovation and care for its employees central.

Introduction

Your Beaulieu Australia carpet is a significant investment both in financial terms and in the overall image of your home or workplace.

Ongoing carpet maintenance is critical to extending the life of your carpet and sustaining optimum performance and appearance levels and a healthy indoor environment.

Every installation must have a clean, healthy carpet every day of the year and this can only be achieved by selecting and establishing a maintenance program that best meets your needs.



Selecting your Carpet / Why Carpet

Carpet is by far the most popular and versatile floor covering solution on the market and it's easy to see why.

- ◆ **Decor Versatility** - Complement your decor theme - or create an entire new one - from the extensive range of carpet colours and surface textures.
- ◆ **Warmth** - Experience the feeling of warmth and inclusion with soft cushioning underfoot.
- ◆ **Safety** - Protect your family by providing a slip free floor surface.
- ◆ **Insulation** - Homes with carpets are cooler in summer, warmer in winter and much quieter - now that's comfort.
- ◆ **Ease of Maintenance** - A good vacuum cleaner, a periodic professional clean and prompt attention to spills is all you need to keep your carpet looking good.
- ◆ **Value for Money** - With the wide range of carpets available there is a solution for practically every budget and decor need.

Styles and constructions

There are two basic carpet constructions: cut pile and loop pile (they can also be combined in one surface design to create a cut and loop construction). These constructions can also produce a vast range of different surface effects that are known as styles.

- ◆ **Cut Pile Styles** - Plush, Velvet, Saxony, Frieze, Shag, Twist, Hard Twist, Heather Twist.
- ◆ **Loop Pile Styles** - Level loop, Sisal, Cord, Multilevel Loop, Modulated Loop, Textured Loop.

Like any fashion, carpet trends come and go. So don't necessarily select the style that's in this month's home furnishing magazine. Some styles are more functional than others, so consider where the carpet will be laid, in a heavy traffic area like the family room or a hallway or in a lighter traffic area such as a dining room or spare bedroom.

Also think about the ambience of the room. Are you creating a contemporary space, a formal look or something cosy or functional? Talk to your retailer about the decor effect's you are trying to achieve and the likely traffic levels. They will assist you in selecting the best style for your home.

Colours, Patterns and Textures

Selecting the colour and pattern of your carpet is where the fun really begins.

The first rule of thumb is don't limit your choice by looking for neutrality or a match with wall tonings. Let your floor be an integral part of the decor. Here are some tips to help you choose with confidence.

Colours

- ◆ Deep and rich colours warm up and close in a room
- ◆ Cool crisp colours give a feeling of freshness and space

- ◆ Subdued colours or earth tones will create a quite mood
- ◆ Light colour carpets will open up a dark room.

Patterns and Textures

- ◆ Large areas of strong and complex pattern can close in a room; conversely, a 'solid' unbroken colour will give the appearance of stretching the dimensions of a room.
- ◆ Textured carpets have very good appearance retention qualities. They disguise the change of appearance associated with normal use and can mask small marks.

Decorating with Carpet

- ◆ **Importance of Light** - Light can affect colour significantly. Larger samples will show how the colours work in different lights.

Features and Benefits



MiCTObQn® (Selected products only)

Microban® Antimicrobial Protection - Offering durability and enhanced ease of care. Beaulieu Australia carpets with Microban® help protect 24/7 against the growth of bacteria mould and mildew and remains 99% cleaner from bacteria and odours than untreated surfaces.

In fact Beaulieu Australia carpets are the only carpets with built-in Microban® Antimicrobial Technology, offering a new level of cleanliness.

ACTIVECARE® (Selected products only)

All Beaulieu Australia solution dyed nylon carpets feature Activecare® a self-renewing odour neutraliser that purifies and freshens the air indoors.



ACTIVE CARE

ActiveCare®, unlike surface treatments, is integrated into the carpet during manufacture and forms a complex molecular bond with the carpet fibre, which withstands repeated cleaning and does not need to be re-applied. ActiveCare® naturally absorbs and decomposes gases from the source and is active to common organics such as urine, faeces, spilled milk etc., as well as non biological compounds such as components in smoke and the releases from manufactured articles such as flooring, resins etc. ActiveCare® works by breaking down most organic molecules into inert material and can measurably reduce volatile organic chemical emissions.

ActiveCare® is a blend of organic and inorganic materials, has no adverse environmental effects and has no odour of its own and does not adversely affect fire hazard properties.



ULTRA "FRESH® (Selected products only)

Beaulieu Australia has added the Ultra Fresh® protection to selected solution dyed nylon products in both our residential and commercial ranges.

- ◆ **Ultra-Fresh® is proven** - products containing Ultra-Fresh® can effectively control bacteria, fungi, mould and mildew, algae and house dust mites.
- ◆ **Ultra-Fresh® is tested** - by national and international regulatory bodies and supported with a 50 year track record of safety and efficacy.
- ◆ **Ultra-Fresh® is trusted** - used worldwide as an effective step to creating a healthier home environment for you and your family.
- ◆ **Residential Carpets** - when applied to residential carpets, UltraFresh® provides your family with a healthier home environment and added protection against bacteria, mould, mildew and house dust mites.
- ◆ **Commercial Carpets** - commercial carpets treated with UltraFresh® will add an extra level of care to schools, aged and health care facilities and the office environment.

EASYBAC IP®

Easybac® is basically a woven synthetic carpet backing with a soft back cloth, which is adhered to the Beaulieu range of carpets during the final manufacturing process.



The enhanced Easybac IP® provides vastly improved dimensional stability whilst also returning superior bond strength. Along with the improvements, Easybac IP® has maintained its thermal and acoustic insulation properties, it remains easy to handle and will not scratch or damage skirting boards or other painted surfaces.

Soft under foot, strong and durable, excellent insulation, reduces noise, odourless and won't decompose, easy to lay, economical and made from recycled fibres.

Carpet Shield® Protection

(Selected products only)

Carpet Shield® is a next generation treatment designed for application to Solution Dyed Nylon carpets. Carpet Shield® is applied to the carpet during the manufacturing process to help protect the carpet fibres from most common household food and beverage spills and stains.

Carpet Shield® is exclusive to Beaulieu Australia.



CARPETSHIELD

^ Resistain®SDN - Ultimate in Endurance, R Performance and Cleanability ResistainSDN *

(Selected products only)

The use of a new generation of solution dyed polyamide yarns offers many attractive advantages to carpet manufacturers on the lookout for

new opportunities. Resistain® is a manmade yarn, which is dyed during extrusion. This process is environmentally friendly and leads to brightly coloured and highly resistant yarns for modern, high end carpet manufacturing. Resistain® yarn is ideal for the heavy duty contract market as well as for very demanding upmarket residential projects. The yarn being finer than the traditional yarns, allows for more elaborate and pleasing colour schemes. Push our Resistain® to the edge, if you want to discover its many qualities. Try to bleach it, try to soil it, try to fade its colourit will respond with remarkable resistance. Its bleach resistance even conforms to ISO 105- NO1 standard. Newly developed anti-soiling properties give it a definite head start on the rest of the market. In a harsh and competitive environment, endurance is everything and Resistain® comes to your rescue.

^, Permasoft Plus® - Softness, Durability permasoffplus and Performance (Selected products only)

Combining the perfect combination of softness and durability with the colourfast qualities of solution dyed nylon. Permasoft Plus® yarn is soft, luxurious while offering exceptional on floor performance and ease of maintenance.

Maintenance Plan and Schedule

An appropriate, comprehensive Beaulieu Australia Carpet Care Program consists of five elements:

- ◆ **Soil Containment** - containment of soil entering the building using mats at entrances.
- ◆ **Vacuuming** - scheduled frequency for the removal of dry soil.
- ◆ **Spot and spill removal.**
- ◆ **Interim Cleaning** - for all traffic areas.
- ◆ **Restorative Cleaning** - scheduled frequent deep steam cleaning using the hot water extraction method to remove residues and trapped soils.

Beaulieu Australia carpet maintenance actually begins outside the building. The pavement outside the building, the parking areas and walkways are all sources of debris that can be tracked in from outside and these areas should be swept regularly.

Always remember that 80% of soiling is caused by foot traffic and the use of walk-off mats - both inside and outside - will minimise this.

Outside mats scrape debris off shoes that have the capability to track in that material. Use soil removal mats that have a coarse texture, are able to brush soil from shoes and hold large amounts of soil in their pile.

Inside mats remove smaller particles of dirt as well as oils that can be tracked in from outside. Use water absorbent mats to prevent moisture from getting to the carpet.

Mats that extend for 5 to 6 steps (4 - 5 metres) will normally trap 80% of soil and

moisture.

Mats should be vacuumed daily and cleaned frequently so that they do not become a source of soiling, adversely affect Indoor Air Quality (IAQ) and increase cleaning costs.

Vacuuming - Equipment and Procedure

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

A good quality vacuum cleaner is vital in prolonging the beauty and life of your carpet. It is recommended using either an upright or quality barrel vacuum cleaner fitted with a power driven rotating brush or combination beater / brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum is classed as three passes over an area. A thorough vacuum is five to seven passes over the same area which is required to extract loose dirt.

- ◆ **High traffic areas** - vacuum daily
- ◆ **Moderate traffic areas** - vacuum daily
- ◆ **Low traffic areas** - vacuum twice weekly

Steam Cleaning

Depending on usage, carpet should be professionally steam cleaned annually. Oil, surface soil and wet soil that vacuums don't remove cause gradual but significant dulling of colours. To remove these and revitalise your carpet, use hot water extraction cleaning (steam cleaning).

Steam cleaning should only be undertaken by a professional carpet cleaner (who is a member of a professional association) in accordance with Australian / New Zealand Standard AS/NZS 3733:1995. Shampooing, do it yourself steam cleaning or dry cleaning is not recommended and will void your warranty.

Spot and Stain Removal

All Beaulieu Australia carpet is produced with premium solution dyed nylon, polypropylene and polyester carpet yarns which have excellent wear and anti-soiling characteristics.

Spots and stains are inevitable but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.

There is often some confusion about the difference between soiling and staining. Most complaints are actually soil related. An example of this is when spills are cleaned with

a detergent solution and the affected area is not rinsed sufficiently with water. This leaves a sticky detergent residue which attracts soils from ordinary shoe traffic, resulting in a discoloured area, which then appears to be a stain. It is most important to rinse the area thoroughly with water and blot dry after removing any spills

Spot and Stain Removal Procedures

Spills should be blotted up - dab, dab, dab, do not rub vigorously as this will spread the spill. Rinse with water immediately.

Use cold water first - use hot water second - if the spill was hot, such as tea or coffee, it may require hot water to remove it.

Always use cold water on blood spillages. Spotters should then be applied and then flushed out thoroughly with water (see Spot Removal Chart Attached).

- ◆ Blot liquid spills with a dry, white, absorbent cloth or plain white paper towels (without any print designs). Always blot gently, working from the outside of the spill towards the centre. Keep blotting until you cease to get a transfer of the spill to the cloth.
- ◆ For dried stains, solids and heavy oils use a spoon or spatula to gently brush and scrape the area to lift the residue.

IF IN DOUBT IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

Spot Removal Procedures

The following are suggested methods for spot removal. Refer to the Spot Removal Chart to find out which method is best for each type of spot then use each method in turn.

- ◆ **A Volatile Solvent** or fast evaporating non-flammable dry cleaning fluid. Spray a small amount of solvent on the affected area. Gently massage the spotter into the soiled area using a clean, dry, white cloth. Blot up any residual moisture then vacuum.

Non-Volatile Solvents - often referred to as paint, oil and grease ^w removers. This type of solvent evaporates slower for more effective cleaning. Use the same procedure as 1. above but remember that non-volatile solvents can leave residues that can cause rapid resoiling. Always rinse the treated area with a volatile solvent then blot dry and vacuum.

M Detergent Solution - always use a detergent solution with a pH of less than 10. Mix a % teaspoon of liquid, non-lanolin hand dishwashing detergent with 1 cup of warm water. Mix professionally formulated detergent solutions according to the manufacturer's recommendations. Never use a stronger concentration - this only makes the detergent residues more difficult to remove, increasing the possibility of rapid re-soiling.

A Warm Water Rinse - use lukewarm tap water in most cases to rinse the spotting agent

from the fibre.

Note - only use cold water when removing blood stains.

M Vinegar Solution - mix one cup of white vinegar (a 5% acetic acid solution) with one cup of water. A professional solution available from sanitation suppliers may also be used.

M Ammonia Solution - mix one tablespoon of household ammonia and ^w one cup of water or use a professionally formulated protein spotter.

A Acetone Solution - use nail polish remover that does not contain lanolin or conditioner.

Tannin Stain Remover - professionally formulated, use only in accordance with manufacturer's instructions.

Lacquer Thinners - do not apply directly to the carpet. Pour a small amount of thinners onto a white cloth and dab gently over affected area.

J Rust Remover - use only non-hydrofluoric acid rust remover and use strictly in accordance with manufacturer's instructions.

Vacuum with wet/dry vacuum, apply a 1 Ocm layer of plain white paper towel and weight with approx 1 kg (e.g. a phone book).
Change towels in 3 hours. Repeat, then remove towels in 4 hours. Allow to dry.

Solution Dyed Nylon Yarns

Premium solution dyed nylon yarns are used in selected Beaulieu Australia carpets and whilst Beaulieu Australia SDN carpets can be cleaned with general spot cleaning procedures, recommended bleach solutions can also be used to remove stains which might otherwise be impossible to remove with general spot cleaning techniques.

Only mild bleach solutions should be used - household bleach (5.25 - 6% sodium hypochlorite) should be diluted with 4 parts water to one part bleach.

This solution should be left on the carpet only as long as it takes to remove the stain - leaving bleach on the carpet for an extended period can physically damage the fibres.

Always rinse with clear water, pat dry and extract with a wet/dry vacuum cleaner to remove all bleach residue.

Spot Removal Chart

The following chart lists recommended cleaning procedures for Beaulieu Australia carpets produced with premium solution dyed nylon and olefin yarns. Do not use on conventionally dyed carpet.

If the nature of the spill is unknown start with water then the mild detergent solution. For persistent stains refer to Spot Removal Procedures, item 12. Follow each procedure in order until stain is removed.

IF IN DOUBT IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

| Stain Type | Removal Procedure | | | | | | | | | | | |
|--------------------|-------------------|---|---|---|---|---|---|---|---|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Asphalt/Bitumen | . | | | | | | | | | | | . |
| Adhesives | . | | | | | | | | | | | . |
| Auto Grease | . | | . | . | | | | | | | | . |
| Beer | | | . | . | | | | | | | . | . |
| Betadine Solution | . | . | . | . | | | | | | | . | . |
| Blood | | | . | . | | . | | | | | . | . |
| Bleach | | | . | . | | | | | | | . | . |
| Butter/Margarine | | | . | . | | | | | | | . | . |
| Calamine lotion | . | | . | . | . | . | | | | | . | . |
| Candy | | | . | . | . | | | | | | | . |
| Cheese | | | . | . | . | | | | | | | . |
| Chewing Gum | | . | . | . | | | | | | | | . |
| Chocolate | | | . | . | . | | | | | | . | . |
| Cosmetics | . | | . | . | | | . | | | | . | . |
| Clay | | | . | . | . | | | | | | . | . |
| Coffee (wet) | | | . | . | . | | | | | | . | . |
| Coffee (dry) | | | . | . | . | | | . | | | . | . |
| Cooking oil | | | . | . | | | | | | | | . |
| Cough syrup | | | . | | . | | | | | | | . |
| Crayon | | | . | . | | | | | | | | . |
| Curry | | | . | . | . | | | | | | | . |
| Egg | | | . | . | | | . | | | | . | . |
| Excrement (faeces) | | | . | . | . | . | | | | | | . |

| Stain Type | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|------------------|---|---|---|---|---|---|---|---|---|----|----|----|
| Food Colouring | | . | . | . | . | . | | | | | . | . |
| Furniture stain | | . | | | | | | | | | | . |
| Furniture polish | | . | | . | | . | . | | | | . | . |
| Gelatin | | | | . | | . | | | | | . | . |
| Gravy | | . | . | . | . | . | | | | | | . |
| Grass Stain | | . | . | . | . | . | | | | | . | . |
| Ice Cream | | | . | . | . | . | | | | | . | . |
| Ink | | | . | . | . | . | | | | | . | . |
| Iodine | | . | . | . | . | . | | | | | . | . |
| Lacquer | | . | . | . | | | | . | | | . | . |
| Juice (Fruit) | | | . | | . | | | | | | . | . |
| Lipstick | | . | . | . | . | . | | . | | | . | . |
| Machine oil | | . | . | . | . | . | | | | | . | . |
| Mascara | . | | . | . | | | | | | | . | . |
| Mayonnaise | | | . | . | | . | | | | | . | . |
| Milk | | | . | . | | . | | | | | | . |
| Mustard | | | . | . | . | | | | | | . | . |
| Nail polish | . | | . | . | | | . | | | | . | . |
| Paint (latex) | . | | . | . | . | . | | | | | . | . |
| Paint (oil) | . | | | . | . | . | . | | . | | . | . |
| Rust | | | | | | | | | . | | | . |
| Salad dressing | | | . | . | | . | | | | | . | . |
| Shoe dye | . | | | . | | | | | | | . | . |
| Shoe polish | . | | | . | | . | . | | | | . | . |
| Soy sauce | | | | . | | | | | | | . | . |
| Starch | | | . | . | . | | | | | | | . |
| Tar | . | . | | | | | | | | | | . |
| Tea | | | . | . | . | | | | | | | . |
| Toothpaste | | | . | . | | | | | | | | . |
| Urine | | | . | . | . | | | | | | . | . |
| Vomit | | | . | . | . | . | | | | | . | . |
| Water colours | | | . | . | . | . | | | | | . | . |
| Wine | | | . | . | . | . | | | | | . | . |



Carpet Characteristics

Carpet has characteristics that are inherent features of the product but not considered to be manufacturing faults or defects. We have listed below the main carpet characteristics to assist your understanding of manufacturing processes and standards.

Appearance Retention - 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 yarn fibres. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas. This may result in loss of pattern definition. Though induced by wear, it may be caused by the use of inferior carpet underlay, improper maintenance, including inadequate vacuuming equipment, or inappropriate / ineffective treatment of spots and spills.

Fuzzing or Blooming is due to the tips of the fibres in a cut pile carpet losing a degree of yarn twist over time. It is most apparent in traffic areas or in front of chairs and such is normal and should be expected.

Carpet Seams - Seam peaking is normal when the joined carpet is stretched into place. Stretch forces applied to the seamed area cause the pile to open slightly in a V configuration. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but should be straight, aligned and as flat as possible.

Colour Variation - It is normal for installed carpet to show minor colour variation from the selling samples or minor variations between production runs and dye lots. We seek to minimise potential for variance and ensure any variation is within recognised Textile Industry Standards. Colour appearance can vary depending on the type of light under which a sample is viewed and light sources where the carpet is installed. Viewing the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts - Tufts may be damaged or identified as missing following stretching of the carpet during installation. Damage can be caused by but not limited to, pets scratching, defective vacuum 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, this is referred to as zippering. Sprouts or snagged tufts can be easily trimmed without damaging the pile. Missing or damaged tufts can be rectified on site by skilled installers or carpet professionals. It is recommended a small off cut be retained to provide a source of tufting yarn.

Fading Exposing your carpet to direct sunlight over a period of time will increase the risk of fading. It is recommended to limit the amount of direct sunlight by covering windows with curtains and blinds. Awnings are most effective as they cover the entire window. To evenly expose all areas, it is recommended that the furniture be moved periodically. Atmospheric and ozone conditions can also effect colour change in carpet. This is not considered a manufacturing fault as it is a random and unexplained effect. Some carpet colours are more susceptible to fading than others. If you believe there may be a risk of ozone damage, please discuss your choice of carpet with your retailer.

Pattern Matching/Bowing and Skewing Beaulieu Australia ensures the world's best practices are

utilised to minimise pattern distortion during the manufacturing process. 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 from one production run to another.

The installation method and site and storage conditions can also contribute to instability in the pattern match and as such the pattern match cannot be guaranteed. A competent carpet installer should be able to obtain a close pattern match in most circumstances however, some irregularities may still be visible. If concerned, please discuss further with your retailer and/or carpet installer. All carpets are subject to some degree of bowing/skewing. Bowing of up to 40mm over any single width of carpet is within industry tolerance.

Temporary Pile Reversal/Shading Light can play strange tricks with carpet. From certain angles, particular areas appear lighter or darker than others. This is caused by disturbed pile reflecting the light differently in the affected areas. This is a feature characteristic of cut pile carpets particularly solid colours. Temporary changes in appearance may be lessened by vacuuming or brushing the pile.

Permanent Pile Reversal/Shading Permanent pile reversal/shading also referred to as watermarking, pooling or puddling, is irregular shaped light and dark patches in a cut pile carpet. The cause is unknown and it generally appears after some use. The phenomenon may be caused by the pile changing its original direction of lay and thereby changing the way the light is reflected or absorbed from its surface. Apart from the appearance, it has no detrimental effect on carpet performance. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase. Further information on permanent pile reversal is also available from the Carpet Institute.

Shift Lines Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals due to the nature of carpet construction. Lines may be more apparent with 'large' designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet's wear or durability.

Stairs Carpet laid on stairs will prematurely lose its appearance and flatten due to the normal pressure applied by foot traffic. This will happen to all residential/commercial carpets. It is recommended when laying carpet on stairs to have additional carpet supplied at the time of original purchase. This can be used after a period to reinvigorate your stairs. It will be even more apparent where the rows of carpet tufts open when wrapped around the stair nosing.

Shedding is the release of small lengths of fibre from the carpet yarn due to foot traffic. Shedding is a normal characteristic of cut pile carpets. It is caused by some of the outside fibres detaching during the early stages of wearing. Regular cleaning with a vacuum fitted with a beater bar will remove most of the loose fibres during the first year. As carpet settles shedding becomes less frequent.

Wrinkling and Rucking This may occur after installation due to a number of reasons, including but not limited to, fluctuation in relative humidity, excessive humidity, sub-floor variations, inadequate carpet underlay or not using the recommended installation procedures ie carpet tensioning.

Smell from new Carpet Installations With good room ventilation, the so called 'new carpet smell'

should disappear within approximately four days of the carpet being installed. For further information, refer to the Carpet Institute's Fact Sheet on Indoor Air Quality at www.carpetinstitute.com.au.

Carpet Installation

Subfloor and all other preparations are to be in accordance with Australian Standards AS/NZS 2455.2.2007 'Textile Floor Covering Installation Practice'.

Carpets should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask our retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS:4288-2003 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Beaulieu Australia does not recommend the use of hair felt underlay with its products.

Insist on trained professional tradesmen to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dye lot.

All joins must be sealed width wise and length wise. The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to

break down at the edges, making it appear badly fitted and causing premature wear. Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by Beaulieu Australia warranties.

Power Stretching - All carpets should be power stretched in both length and width using the full mechanics of a power stretcher, **not knee kickers**. Wrinkling and rucking may occur if carpet is not adequately power stretched during installation resulting in premature wear.

Downward pressure needs to be applied to the join as it is being completed. Timber is ideal as it minimises heat transfer.

Carpet joins need sufficient time to cool before tensioning, 10 to 15 minutes. Time may vary due to environmental conditions. The joins should feel cool to the back of the hand prior to tensioning.

As Easybac IP® is a very strong backing system consisting of numerous layers of synthetic fibres; the carpet should be stretched until taut and starts to lift from the underlay in the centre of each run.

Carpets with Easybac IP®, when tested, have the same dimensional stability as other carpets with outdated backing types however, when installed correctly, will deliver superior performance.

Carpet piles should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the

appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask your installer where they will place seams and cross joins.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet and void your warranties.

5,7,10,15 or 25 Year Warranties

The following warranty information is applicable to all Beaulieu Australia Warranties regardless of the specified warranty period. If you have any questions about your warranty please contact the Beaulieu Australia Hotline on **1800 777 007**.

Beaulieu Australia offers the following warranties:

- ◆ Limited Wear Warranty
- ◆ Anti-Stain Warranty
- ◆ Limited No Fade Warranty
- ◆ Limited Anti-Static Warranty
- ◆ Stain Warranty
- ◆ Anti-Zippering Warranty.

Not all carpets are covered by all warranties. Please check your product specifications for further information.

5,7,10,15 or 25 Year Limited Wear Warranty

This carpet carries a limited Wear Warranty by Beaulieu Australia for commercial/residential indoor use. The warranty is conditional on the carpet being installed according to AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting'.

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Beaulieu Australia will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made by Beaulieu Australia, we 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.

The wear warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing or 'watermarking'.

All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

'Watermarking' is a well-recognised optical phenomenon caused by irreversible changes in pile orientation in random areas in cut-pile carpets. It can occur in

carpets of all fibre types (i.e. wool, nylon, polyester, polypropylene, etc.) and is not considered a carpet manufacturing related problem.

The warranty is pro rata based on the applicable product warranty of service and covers Abrasive Wear only. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this Warranty, please contact Beaulieu Australia.

5,7,10,15 or 25 Year Anti Stain Warranty

This carpet carries a Limited Stain Warranty by Beaulieu Australia for residential / commercial indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia maintenance guidelines.

If permanent staining occurs with an irreversible localised change of colour less than 3.5 on the 'Grey Scale for Evaluating Staining' within the period of the applicable product warranty. The affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

The Warranty applies only to carpet and does not extend to installation, backing, damage due to improper cleaning agents or methods or misuse.

Various stains are excluded from the warranty including stains due to the following:

- ◆ Non-food & beverage stains eg hair dyes, pet stains, cosmetics, nail polish, shoe and furniture polish, paints, permanent markers and crayons.
- ◆ Chemicals eg: bleach, drain cleaners, plant food, chlorine, acids, strong alkali and insecticides.
- ◆ Strongly coloured disperse dyes eg mustard, coffee and tea.

Chemicals- Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

The warranty is pro rata based on the applicable product warranty period of service and covers stains only and excludes soiling. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. Beaulieu Australia also reserves the right to nominate their own professional cleaner. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of the Warranty, please contact Beaulieu Australia.

5,7,10,15 or 25 Year Limited Soil Warranty

Beaulieu Australia warrants that your carpet will not show a noticeable change in colour resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimise retention of common dry household soils during the lifetime of your carpet. Light coloured carpet will show soiling more readily than darker coloured carpet and will require greater care and more frequent maintenance. Noticeable colour change is defined as a change greater than a rating of 3 on the AATCC Standardised Evaluation Procedure, using the grey scale for colour change. Your carpet is protected by Carpet Shield® Protector. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 12 months, starting from the date of original purchase.

The warranty is pro rata based on the applicable product warranty period of service and

covers soil only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. Beaulieu Australia also reserves the right to have its nominated professional cleaner remove soiling subject to a claim at the expense of the claimant. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer. If you require any further clarification of the Warranty, please contact Beaulieu Australia.

5,7,10,15 or 25 Year Limited No Fade Warranty

The manufacturer warrants that this carpet will not exhibit noticeable colour loss as a result of light fading during the duration of the warranty. If the carpet displays a light fading rating of 3 or less when compared to unused carpet from the same production or the manufacturer's colour standard, using the International Grey Scale. Carpet will be tested according to the ISO-B02-1994 Colourfastness to Light test method. The manufacturer will replace the carpet if it fails to meet the criteria.

Colour loss resulting from exposure to colour reducing agents such as oxidants, pesticides, cleaning agents, benzoyl peroxide and other household items and heat light accelerants is specifically excluded from this warranty. It is recommended that window coverings be installed in areas that are subject to constant direct sunlight.

The warranty is pro rata based on the applicable product of service and covers fade only. Beaulieu Australia reserves the right to inspect and test all carpets, which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of the Warranty, please contact Beaulieu Australia.

5,7,10,15 or 25 Year Limited Anti Static Wear Warranty

This carpet carries a limited Anti Static Warranty by Beaulieu Australia for residential / commercial indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia's maintenance guidelines.

If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

Note: Static related shocks become perceptible above 3kV, they become objectionable above 5kV.

The Warranty applies only to carpet and does not extend to installation, backing, underlay, damage due to improper cleaning agents or methods or misuse.

The warranty is pro rata based on the applicable product of service and covers Static Electric Propensity only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of the Warranty, please contact Beaulieu Australia.

5,7,10,15 or 25 Year Anti Zippering Warranty

The carpet carries a limited Anti Zippering Warranty by Beaulieu Australia for commercial/residential indoor use. If the carpet is properly installed in accordance with AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting', Beaulieu Australia warrants that the carpet will not zipper or edge unravel for the applicable product warranty following installation.

The Warranty is void in areas where seams are not effectively sealed during installation. The Warranty does not cover carpet installed on stairs and does not extend to damage due to improper installation or improper cleaning agents or methods, backing, lack of protection under roller castor chairs, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage or damage caused by accidents or improper use.

If zippering or edge unravelling occurs and all warranty criteria's have been met, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

The warranty is pro rata based on the applicable product warranty of service and covers zippering only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this warranty, please contact Beaulieu Australia.

General Warranty Conditions

These Beaulieu Australia warranties apply only:

- ◆ in Australia
- ◆ in respect of carpet purchases after 1 May 2012
- ◆ to the original purchaser of the carpet
- ◆ to carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation" (page 19).
- ◆ to new first quality carpet; and
- ◆ to carpet used in an owner occupied single family residential home, excluding bathrooms, kitchens and utility areas such as laundries, wet areas and areas subject to significant non foot traffic.

Consumer rights remain in effect in addition to this warranty. Carpet flooring warranties are extended to the original purchaser of the carpet and are non transferable. The warranty is solely for the domestic use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, short lengths or used. Products must be properly installed in accordance with the current AS/NZS 2455.1. Products also require routine maintenance, and should be properly maintained in accordance to the recommendations outlined by Beaulieu Australia Carpet Care and Warranty Guide. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage. The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a

consequence of modifications to the original product.

The Warranty does NOT Cover:

- ◆ Carpet installed in wet areas ie bathrooms, kitchens, laundries and outdoor areas and garages
- ◆ Carpet installed in heavy wear conditions such as on stairs (consider purchasing additional carpet to ensure replacement of heavy wear areas if necessary)
- ◆ Any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of carpet underlay (direct stick) including sub floor imperfections
- ◆ Damage to carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- ◆ Damage to carpet caused by burns, wheel and castor traffic, tears, snags, pilling, pet abuse or furniture depressions contributing to matting/ crushing of the carpet
- ◆ Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- ◆ Damage or appearance problems caused by wrapping carpet around nosing of stairs
- ◆ Changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non beverage substances or atmospheric or chemical influences
- ◆ Damage resulting from accidents, abuse (being considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances
- ◆ Any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistant, some cleaning agents etc.) which has adversely affected the soil resistance, stain resistance and /or attributes of the carpet normal or minor differences between the colour and texture of samples and the installed carpet

Terms & Conditions

- ◆ Only first quality carpets (not seconds or irregulars) are covered under these warranties.
- ◆ These warranties apply only to the original purchaser of the carpet for owner occupied indoor residential/commercial installations where the carpet has been properly installed and in accordance with acceptable industry standards.
- ◆ These warranties are non-transferable.
- ◆ Beaulieu requires the original sales receipt or other documentation acceptable to Beaulieu, which demonstrates proof of purchase prior to warranty service.
- ◆ The original purchaser shall reasonably co-operate with Beaulieu in its efforts to perform its obligations under these warranties.
- ◆ These warranties exclude carpet, which has been put to abnormal use or conditions, or abuse in anyway. 'Abnormal use or conditions' includes, for example: water damage from broken plumbing, storm or flood damage. Damage from improper cleaning methods
- ◆ These warranties are void if Beaulieu's recommended care and cleaning instructions are not followed. A Beaulieu representative can help you with carpet care and cleaning information.
- ◆ Beaulieu will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made, Beaulieu will replace the affected area of the carpet or reimburse the purchaser according to the following text. The choice between replacement and reimbursement is solely that of Beaulieu.
- ◆ In respect to transactions with consumers (as set out in s3 of the Australian Consumer Law (ACL)) these warranties are provided by Beaulieu Australia and these goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under our warranty are in addition to other rights and remedies available to the consumer under the law in relation to the goods and services which the warranty relates.
- ◆ If replacement is necessary, Beaulieu's responsibility under these warranties is limited to the cost of the replacement carpet and the necessary and reasonable costs to remove the original carpet and install the replacement carpet. Removal and replacement costs do not include costs for moving furniture and equipment, lost productivity, disruption of business, or other incidental or consequential expenses. If the identical carpet is not available for replacement, Beaulieu will provide carpet of comparable quality and colour. In any event Beaulieu's responsibilities are limited to the original purchase price of the carpet and its installation.
- ◆ In the event Beaulieu elects to reimburse the original purchaser instead of replacement (which is solely at Beaulieu's discretion) then Beaulieu will pay for the removal of the carpet from the affected area of the installation and will reimburse the original purchaser for the cost of the carpet. Original installation costs, padding, finance charges, delivery charges, cleaning or maintenance costs or other incidental expenses of any variety are specifically excluded.
- ◆ The claimant is responsible for the expense of claiming under a warranty.
- ◆ Beaulieu will be given a reasonable opportunity to inspect the Goods where a claim is made under a warranty and will determine such claim within a reasonable time.
- ◆ These warranties are in lieu of all other express warranties which now or hereafter might

arise with respect to this product. Any and all implied warranties are expressly excluded, except to the extent that such warranties are implied by law and cannot be excluded. Nothing in this clause reduces your rights under the ACL relating to implied warranties of merchantability and fitness for purpose.

- ◆ To the extent permitted by law, Beaulieu is not responsible for incidental or consequential damages.

Home Owner Obligations

Consumer obligations in order to maintain and protect your coverage under the terms of this warranty, you must:

- ◆ Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the carpet and the date of purchase, together with proof of installation date.
- ◆ Have your carpet installed in accordance with AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and otherwise in accordance with the guidelines set out in this guide.
- ◆ Maintained your carpet with regular vacuuming in accordance with AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' as per the recommendations in this guide.

So Beaulieu Australia has a record of your purchase, you should also complete the warranty form attached to this guide and return it to Beaulieu Australia within 30 days of the purchase of your Beaulieu Australia carpet.

All technical, installation and maintenance enquiries should be directed through the Beaulieu Australia hotline on 1800 777 007.

Beaulieu Australia Pty Ltd

ABN 37 010 727 992

P.O. Box 6160 Yatala DC.

Queensland 4207

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For you records:

Date Purchase Made

Retail Store Name

Address

City

State

Postcode

Retailer Telephone Number

Metres Purchased

Style Name

Colour Name

Installer Name

Installer Telephone Name



Beaulieu Australia Pty Ltd

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CLEANING LVT



Damp sweeping equipment
Flexible mop preferably fitted with disposable, antistatic and/or pre-impregnated gauze strips



Mechanical cleaning equipment
Auto scrubber, rotocleaner or single-brush machine



Mechanical cleaning disk
3M (or equivalent) colour disks

















Manual washing equipment
Disposable microfibre mop or gauze



Steam cleaning equipment
Follow the manufacturer's recommendations

On interlocking, removable and loose lay products, don't allow the solution to dwell.

| | Equipment used | Cleaning products | Cleaning methods |
|----------------------------|--|--------------------|--|
| First use | | | |
| Mechanical cleaning |    or if soiled | Alkaline detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) |
| Daily cleaning | | | |
| Manual cleaning |   | Neutral detergent | <ul style="list-style-type: none"> • Damp sweeping • Manual washing with flat mop • Rinsing |
| OR | | | |
| Mechanical cleaning |    or  a mono aluminium | Neutral detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) |
| | or  | | or <ul style="list-style-type: none"> • Steam cleaning |
| Deep cleaning | | | |
| Mechanical cleaning |    or  almond | Alkaline detergent | <ul style="list-style-type: none"> • Damp sweeping • Mechanical washing at 300-450 rpm (with water recovery) |

These cleaning instructions have to be adapted depending on traffic and location of the area.

In the case of **manual maintenance** and to offer you the best results in terms of hygiene and appearance, **Gerflor recommends that you use neutral and alkaline detergents with high wetting power** (complete spreading and cleaning of the entire floor surface).

Here is a non-exhaustive list of products recommended by the main manufacturers:

KIEHL : Profloor*, RS Nett**
TANA / WERNER : Green care SR15*, Floor Cleaner S*, Clean Fresh*, Difotan*, Clean Extreme*, Innomat**

ECOLAB : Brial Clean S*
ANIOS : Deterg'anios*
ROCHEX : Polystar*, Roctonic**
BUZIL : HC 43**
Dr. SCHUTZ : PU Reiniger**

DIVERSEY / SEALED AIR: Asset*
DREITURM : Multinetzter*, Goldreif (green)*, Linorein**, D1 Neu**

*Neutral / **Alkaline

PRECAUTIONS FOR USE



- **Never use abrasive disks or any procedure that risks damaging the surface treatment (abrasive products, solvents, etc.).**
- **Never use rubber caps (for chair legs or other furniture); instead, use PVC or Polyethylene caps.**

STAIN REMOVAL DURING WORKS

Paint mark removal

- **Do not use abrasive cleaning equipment** (e.g. Scotch Brite, scouring pads, steel wool, etc.).
- **Use the solvent for the paint if known.** If the solvent is not known, start with solvents such as Essence C, White Spirit, etc. before trying stronger solvents such as Taraclean spray. If the stain proves hard to remove, do not persist.
- **Wipe and rinse the floor thoroughly after applying the solvent.**

On paint drips

A freeze spray will yield excellent results when paint has formed a drip on the material (freeze sprays can be bought from cleaning product manufacturers or in pharmacies).

On adhesive marks

- **Fresh acrylic adhesive marks (< 1 month)**
Apply a water-based solution with added cleaning product, leave to act and mechanically clean and rinse the floor.
- **Dried acrylic adhesive marks (> 1 month)**
Use Essence C or White Spirit. Wipe and rinse the floor thoroughly after applying the solvent.
- **Solvent adhesive marks**
Use strong solvents (such as Taraclean spray), but do not persist if the adhesive marks are difficult to remove (as may happen with solvent-resistant cross-linked adhesives).

TIPS AND ADVICE FOR STAIN REMOVAL

Rust

Apply an anti-rust product or oxalic acid. Rinse thoroughly.

Food grease/paint/ballpoint pen/felt-tip pen/heavy grease (tar)

Apply a solvent such as Essence C or White Spirit. Rub with undiluted product and rinse with plenty of water.

Rubber marks/Shoe marks

Apply an alkaline detergent (such as Dynatech Trophy) to shoe marks. Leave to act for 5 minutes. Rub.

Chewing-gum

Use a freeze spray to harden the chewing gum, and then remove it with a plastic spatula (freeze sprays can be bought from cleaning product manufacturers or in pharmacies).

SECTION 5 - TEST CERTIFICATES / COMMISSIONING DATA / CERTIFICATES OF COMPLIANCE / MANUFACTURERS WARRANTIES

**ATTAR TEST REPORT NUMBER: 15/9604.1**

The results of the tests, calibrations and/or measurements included in this document are traceable to Australian/national standards. Accredited for compliance with ISO/IEC 17025. Accreditation Number: 2735

18 November 2015

Total Pages: 2**WET PENDULUM SLIP RESISTANCE**

Job No: M15/9604

| | | | | | | |
|---|---|----------|----------|----------|----------|------------|
| Prepared for: | Gerflor Australasia Pty Ltd. 17 Cato Street HAWTHORN EAST VIC 3123 | | | | | |
| Attention: | Gill Coleman | | | | | |
| Test Site: | ATTAR, Unit 1, 64 Bridge Road, Keysborough. | | | | | |
| Test Date: | 14 August 2014 | | | | | |
| Test Specimens, Size & Quantity: | Virtuo 55 Classic vinyl plank, 184x121.9 cm, 5 off supplied. | | | | | |
| Sampling & Direction of Testing: | Sampling conducted by client. Test direction parallel with profiled pattern. Refer to Figure 1. | | | | | |
| Test Personnel: | Douglas Lehne | | | | | |
| Preparation: | Washed with water and pH neutral detergent, rinsed with water, then dried. | | | | | |
| Fixed/Unfixed: | Unfixed. | | | | | |
| Air Temperature: | 22°C | | | | | |
| Test Equipment: | Munro Stanley Skid Resistance Tester (Pendulum) Serial Number 0320, Calibrated 16/10/2013. | | | | | |
| Test Standard: | AS 4586: 2013 Slip resistance classification of new pedestrian surface materials – Appendix A. | | | | | |
| Slider Rubber: | Slider 96 Batch No. #54 prepared on P400 & 3µm lapping film. | | | | | |
| Classification Criteria: | Refer to Classification Criteria, attached as Appendix 1. | | | | | |
| British Pendulum Number | Specimen Number | | | | | SRV |
| | 1 | 2 | 3 | 4 | 5 | |
| | 46 | 40 | 41 | 41 | 40 | 42 |
| Classification: | P3 | | | | | |

These results apply only to the specimens tested and it is recommended that before selection of flooring or paving materials the effect of service conditions, including maintenance procedures and wear on their slip-resistance be checked.

NOTE: Any specimens supplied will be disposed of in two (2) months time, unless otherwise instructed.

ATTAR

Douglas Lehne
Floor Slip Tester
Approved Signatory

18 November 2015

Total Pages: 2



Figure 1: Virtuo 55 Classic vinyl plank. Arrow indicates direction of test.

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Phone (03) 9371 2400 Fax (03) 9371 2499

TEST REPORT

Client : Gerflor Australasia Pty Ltd
17 Cato Street
Hawthorn East VIC 3123

Test Number : 14-000848
Issue Date : 10/11/2014
Print Date : 20/10/2015

Replacement of Report dated :20/10/2015

Sample Description Clients Ref : "Insight Wood & Urban / Virtuo 50 Classic"

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- Performance & Approvals Testing

: Accreditation No. 983
: Accreditation No. 985
: Accreditation No. 1356



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0204/11/06

Colour : Timber Look
Nominal Composition : PVC
Nominal Mass per Unit Area/Density : 4410g/m²
Nominal Thickness : 0.55mm wear layer

AS/ISO 9239.1-2003

Reaction to Fire Tests for Floorings. Determination of the Burning Behaviour using a Radiant Heat Source

Date of Sample Arrival 03/10/2014
Date Tested 28/10/2014

| | | | | |
|-------------|-----|-----|-----|-----------------------|
| CHF Value | 1 | 2 | 3 | Mean |
| Length | 9.1 | 8.7 | 9.1 | 9.0 kW/m ² |
| Width | 9.5 | - | - | - kW/m ² |
| Smoke Value | 1 | 2 | 3 | Mean |
| Length | 130 | 112 | 136 | 126 % .min |
| Width | 160 | - | - | - % .min |
| Blistering | | | | Yes |

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Issue Date : 10/11/2014
Print Date : 20/10/2015

Replacement of Report dated :20/10/2015

The test results relate to the behaviour of the test specimens of a product under the particular conditions of the test, they are not intended to be sole criterion for assessing the potential fire hazard of the product in use.

Sample was conditioned in accordance with BSEN 13238:2001 at a temperature of 23±2°C and relative humidity of 50±5% for a minimum of 48 hours prior to testing.

Each specimen was adhered to a substrate of 6mm thick fibre reinforced cement board using Roberts 656 adhesive and clamped prior to testing.

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TEST REPORT

Client : Gerflor Australasia Pty Ltd
17 Cato Street
Hawthorn East VIC 3123

Test Number : 21-005942
Issue Date : 08/12/2021
Print Date : 9/12/2021

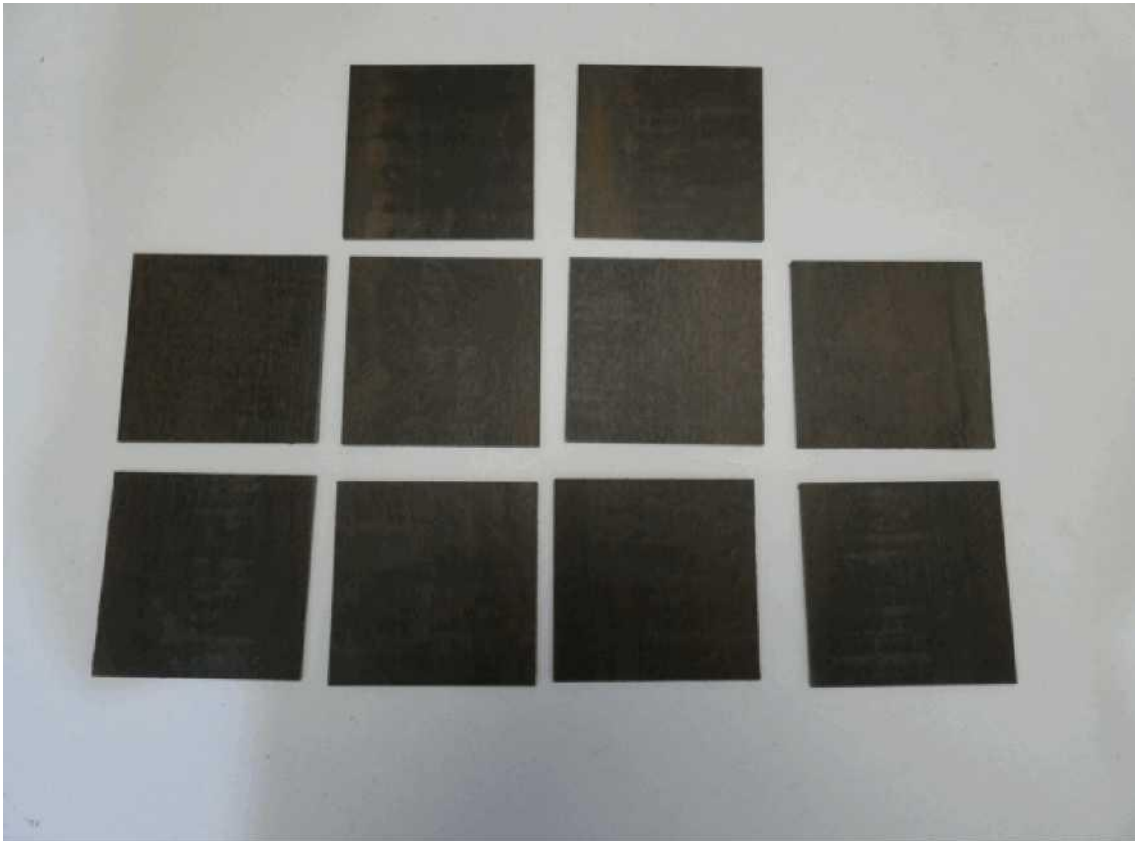
Sample Description

Clients Ref : "Virtuo Classic 55 XL" Vinyl

Composition: Heterogenous PVC, Printed Layer, Mass: 4410g/m2, Thickness: 2.5mm

Colour : Timber effect

End Use : Commercial Wallcovering



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Test Number : 21-005942
Issue Date : 08/12/2021
Print Date : 9/12/2021

AS/NZS 3837-1998

Method of Test for Heat and Smoke Release Rates for Materials and Products using an Oxygen Consumption Calorimeter

Date Tested 08-12-2021
Face Tested FACE

| | Specimen | | | |
|----------------------------------|----------|-------|-------|--------------------------|
| | 1 | 2 | 3 | Mean |
| Average Heat Release Rate | 47.8 | 51.7 | 53.1 | 50.8 kW/m ² |
| Average Specific extinction area | 350.8 | 407.8 | 393.1 | 383.9 m ² /kg |

(according to Specification C1.10 of the Building Code of Australia)

Test orientation : Horizontal

| | Specimen | | | |
|--------------------------------------|----------|-------|-------|-------------------------|
| | 1 | 2 | 3 | Mean |
| Irradiance | 50 | 50 | 50 | 50 kW/m ² |
| Exhaust flow rate | 0.024 | 0.024 | 0.024 | 0.024 m ³ /s |
| Time to sustained flaming | 24 | 24 | 26 | 25 sec |
| Test duration | 759 | 630 | 571 | 653 sec |
| Peak heat release after ignition | 138.7 | 130.1 | 126.1 | 131.7 kW/m ² |
| Average heat at 60 s | 108.6 | 105.1 | 107.7 | 107.1 kW/m ² |
| Average heat at 180 s | 101.5 | 100.3 | 94.0 | 98.6 kW/m ² |
| Average heat at 300 s | 85.7 | 85.5 | 80.6 | 83.9 kW/m ² |
| Total heat released | 35.0 | 31.3 | 28.9 | 31.7 MJ/m ² |
| Average effective heat of combustion | 7.7 | 7.2 | 7.1 | 7.3 MJ/kg |
| Initial thickness | 12.5 | 12.5 | 12.5 | 12.5 mm |
| Initial mass | 109.1 | 109.6 | 109.1 | 109.3 g |
| Mass remaining | 72.4 | 74.5 | 76.0 | 74.3 g |
| Mass percentage pyrolysed | 33.7 | 32.0 | 30.4 | 32.0 % |

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TEST REPORT

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17 Cato Street
Hawthorn East VIC 3123

Test Number : 21-005942
Issue Date : 08/12/2021
Print Date : 9/12/2021

| | | | | | |
|---|------|-----|-----|-----|---------------------|
| Mass loss | 4.5 | 4.3 | 4.1 | 4.3 | kg/m ² |
| Average rate of mass loss | 6.2 | 7.1 | 7.5 | 7.0 | g/m ² .s |
| Additional Observations | NONE | | | | |
| Difficulties Encountered during Testing | NONE | | | | |

Tests were conducted with a wire grid placed over the sample during testing . This was done to contain intumescing sample within the sample holder.

These test results relate only to the behaviour of the product under the conditions of the test, they are not intended to be the sole criterion for assessment of performance under real fire conditions.

The results of these fire tests may be used to directly assess fire hazard, but it should be recognised that a single test method will not provide a full assessment of the fire hazard under all fire conditions.

Samples were adhered to a substrate of 10mm thick plasterboard using Roberts 656 wallcovering adhesive prior to testing.

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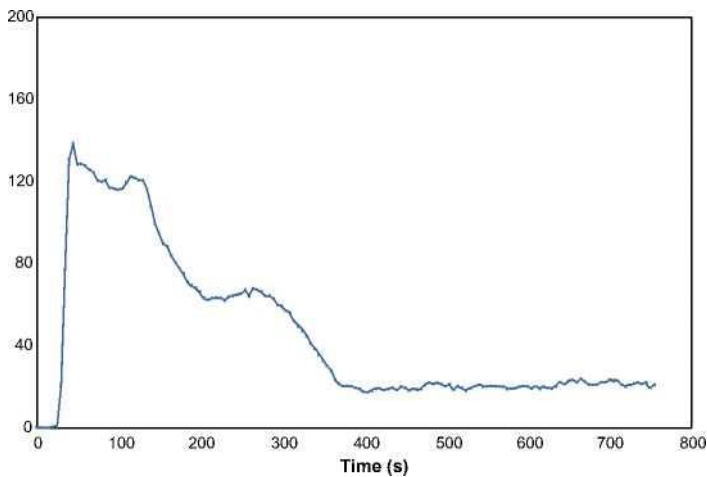
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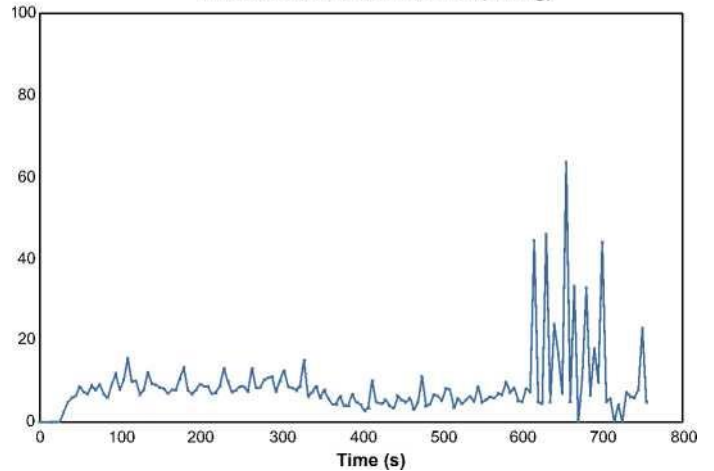
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Print Date : 9/12/2021

Specimen : 1

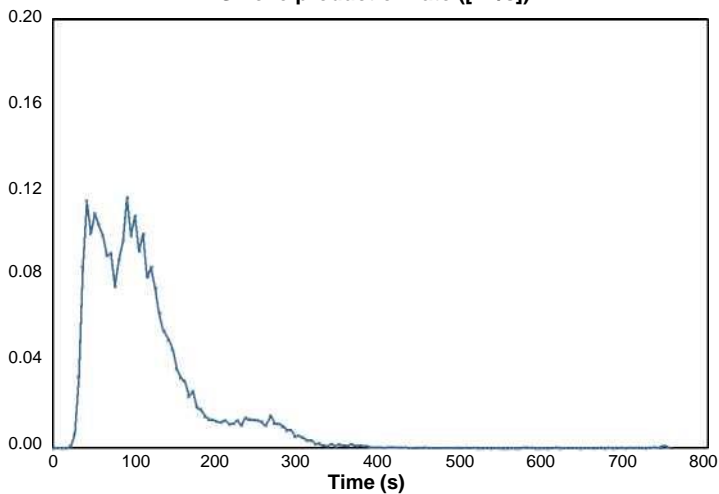
Heat release rate (kW/m²)
Sean Bassett



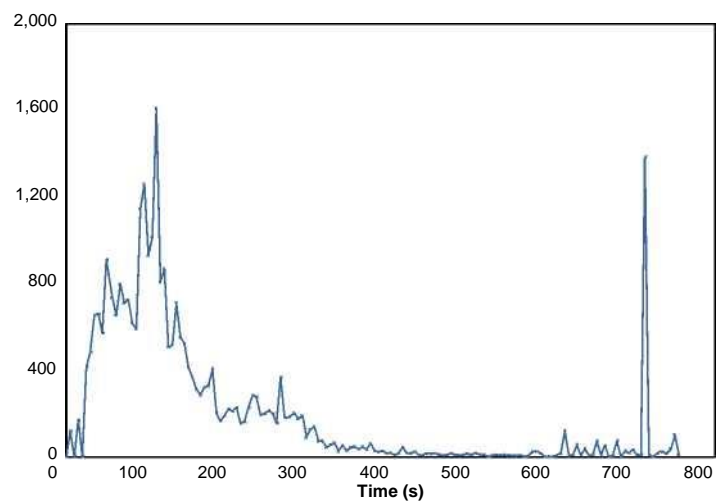
Effective heat of combustion (MJ/kg)



Smoke production rate (l/m²/s)



Specific extinction area (m²/kg)



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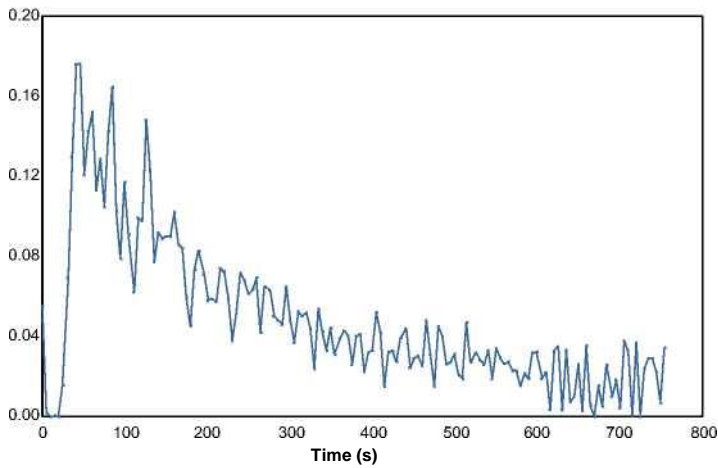
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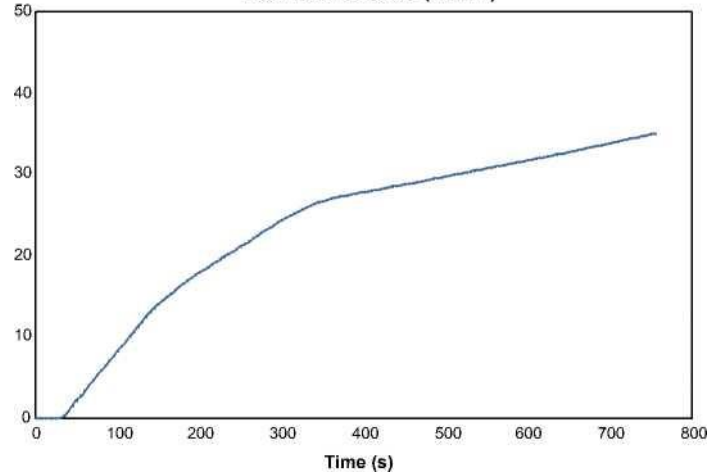
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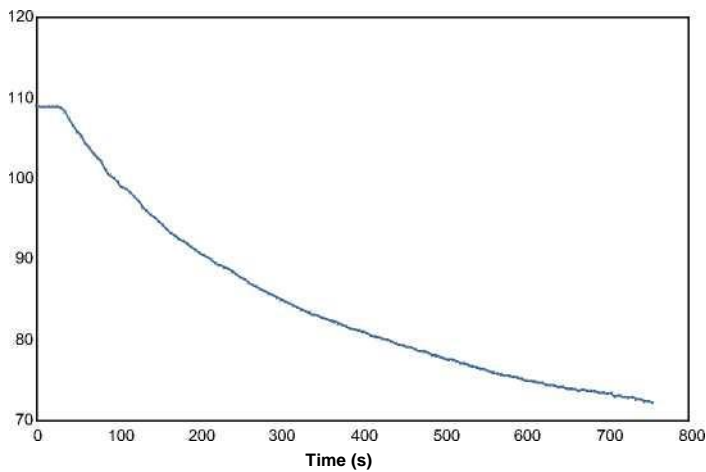
Mass loss rate (g/s)



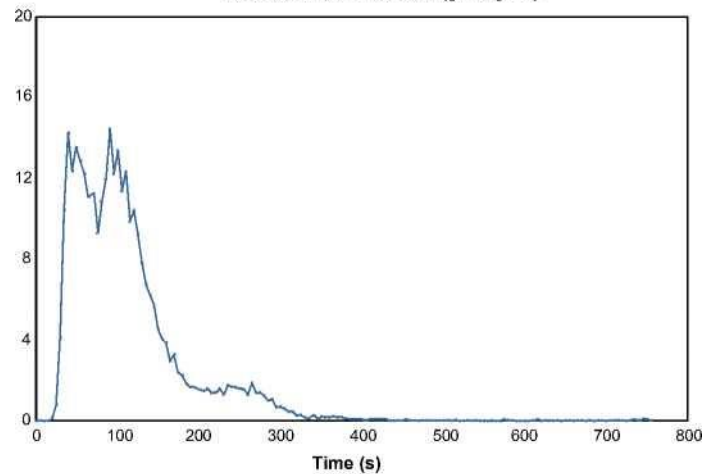
Total heat released (MJ/m²)



Mass (g)



Rate of smoke release ((m³/s)/m²)



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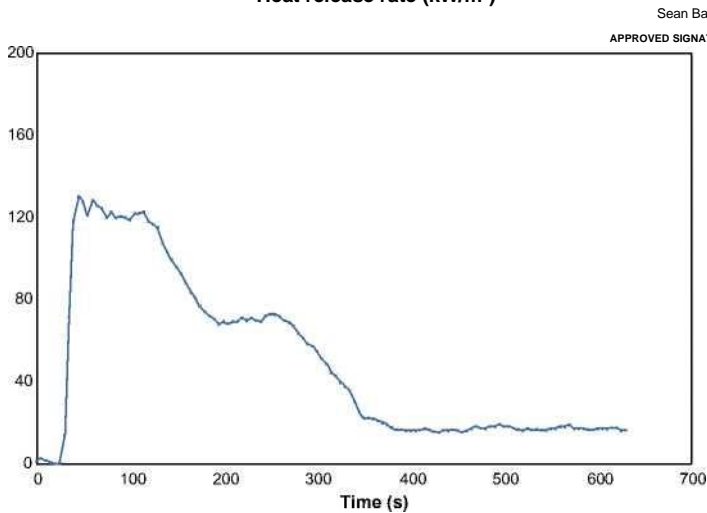
TEST REPORT

Client : Gerflor Australasia Pty Ltd
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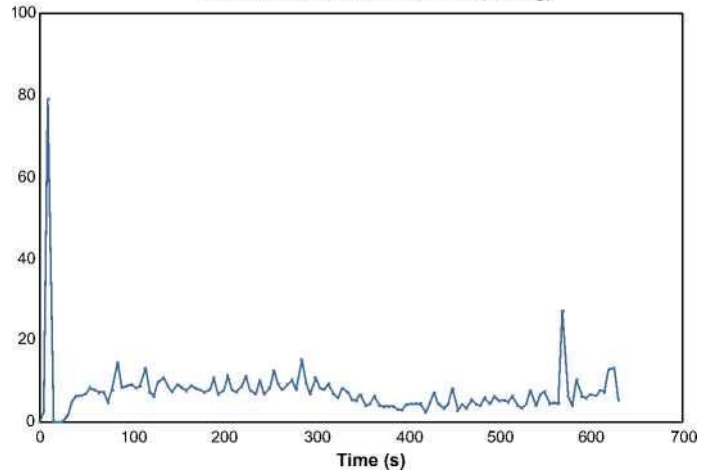
Test Number : 21-005942
Issue Date : 08/12/2021
Print Date : 9/12/2021

Specimen : 2

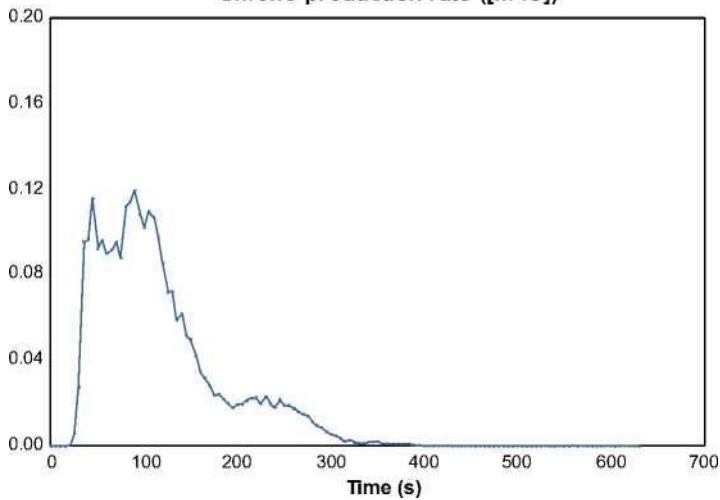
Heat release rate (kW/m²)



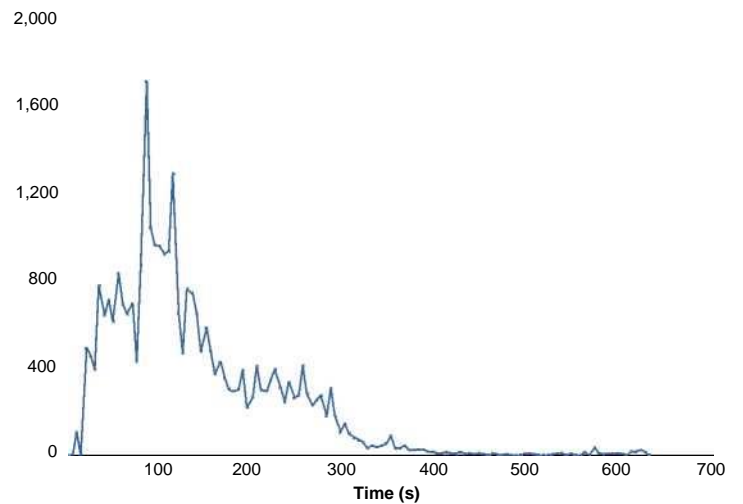
Effective heat of combustion (MJ/kg)



Smoke production rate ([m²/s])



Specific extinction area (m²/kg)



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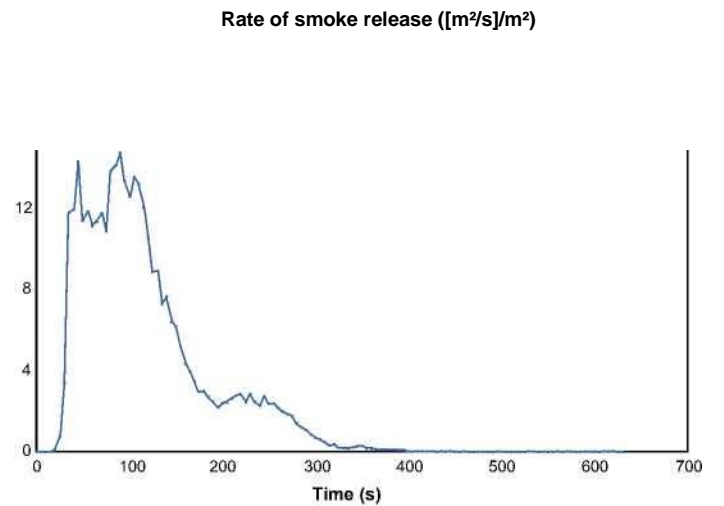
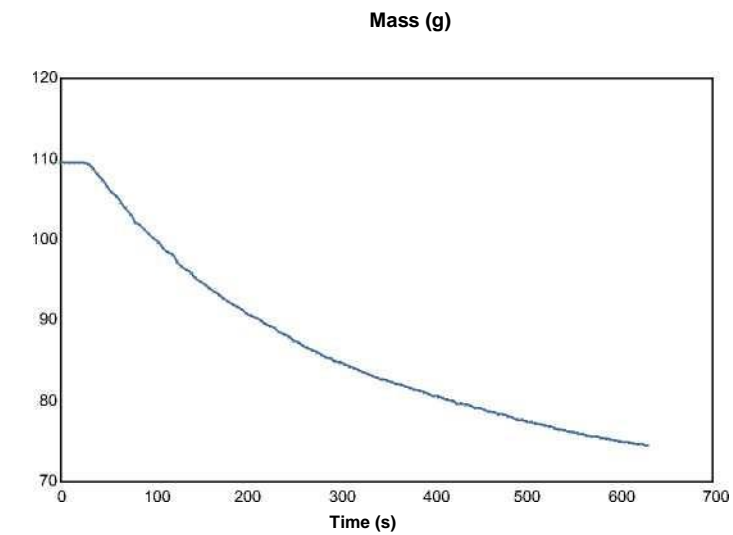
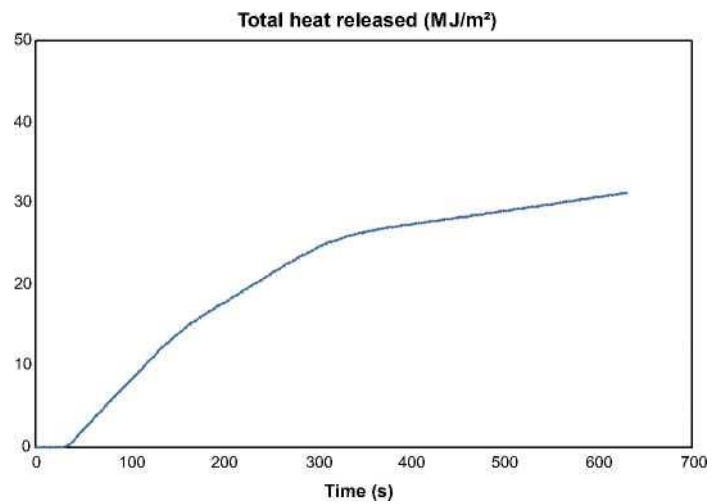
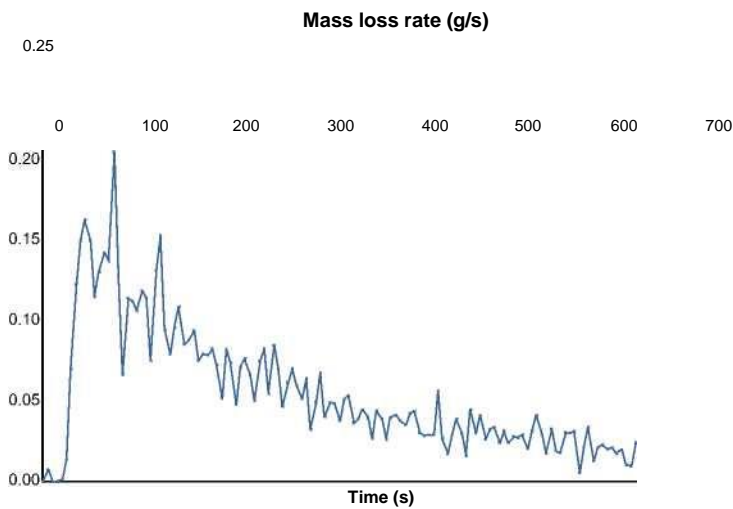
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Print Date : 9/12/2021



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TEST REPORT

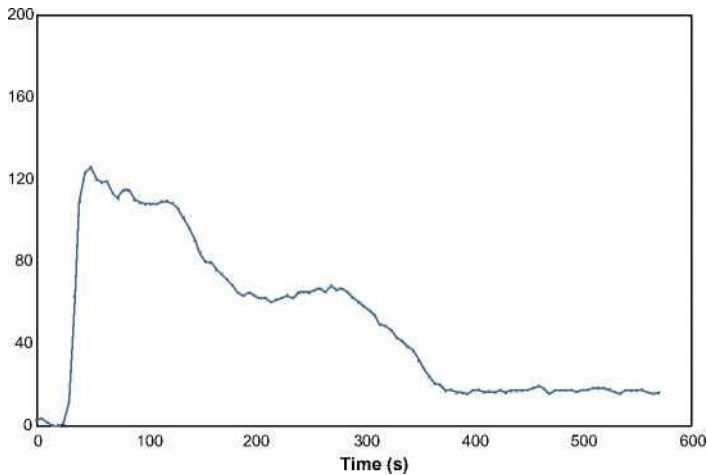
Client : Gerflor Australasia Pty Ltd
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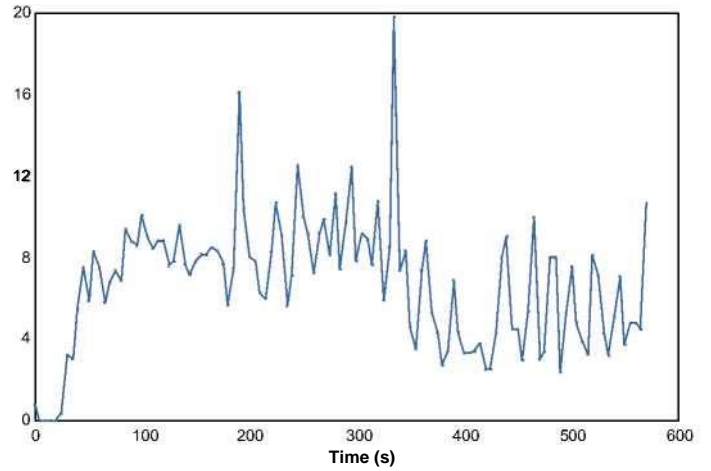
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Specimen : 3

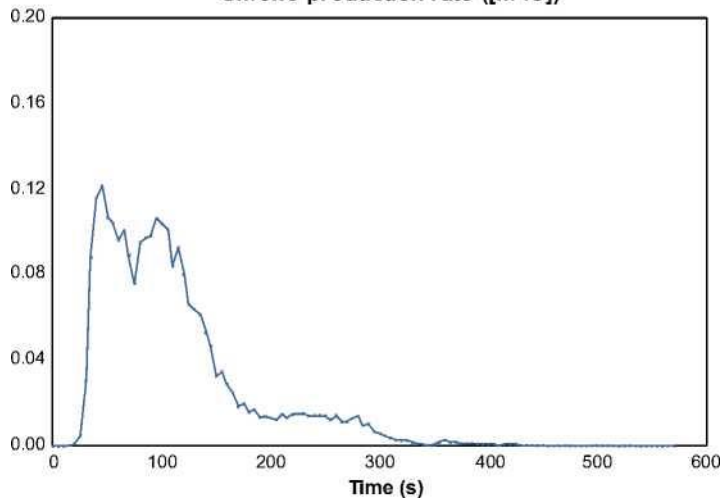
Heat release rate (kW/m²)



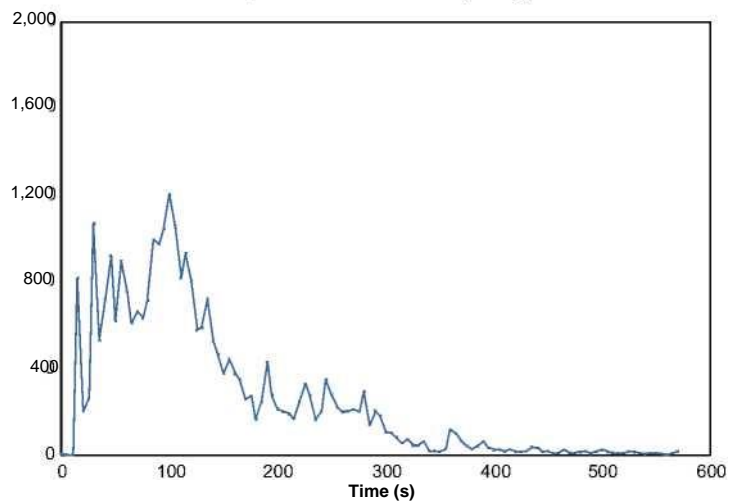
Effective heat of combustion (MJ/kg)



Smoke production rate ((m²/s))



Specific extinction area (m²/kg)



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MANAGING DIRECTOR

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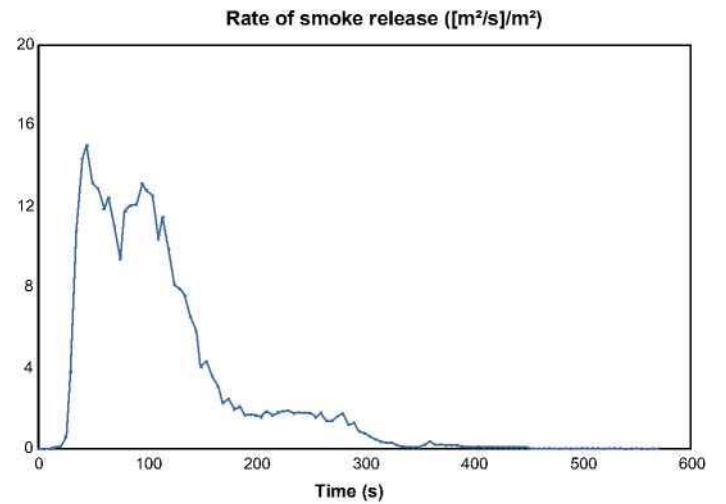
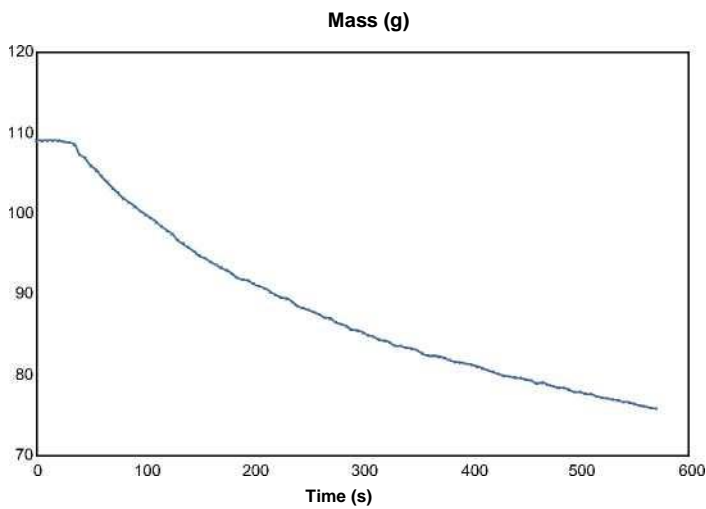
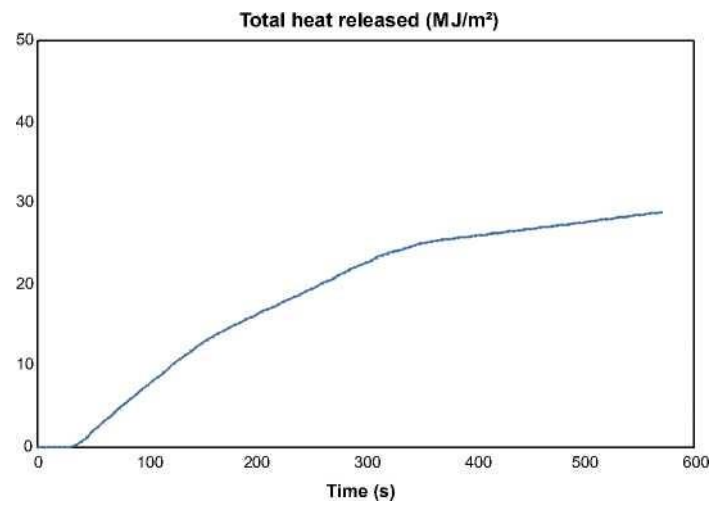
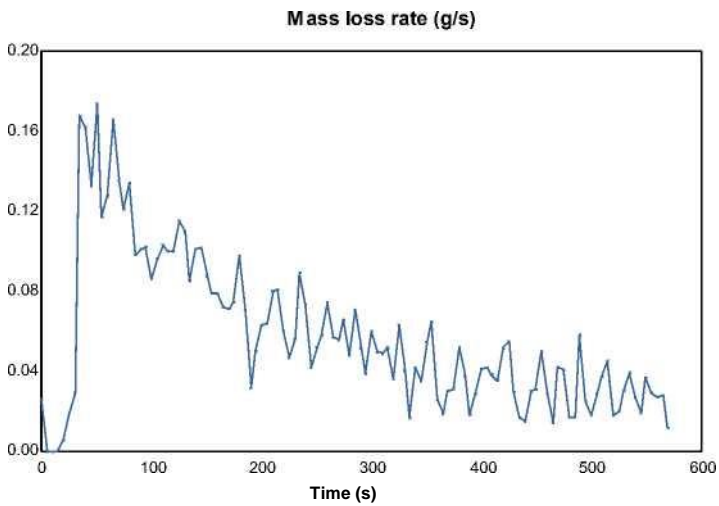
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A.B.N 43 006 014 106
1st Floor, 191 Racecourse Road, Flemington, Victoria 3031
P.O Box 240, North Melbourne, Victoria 3051
Phone (03) 9371 2400

TEST REPORT

Client : Gerflor Australasia Pty Ltd
17 Cato Street
Hawthorn East VIC 3123

Test Number : 21-005942
Issue Date : 08/12/2021
Print Date : 9/12/2021

Sean Bassett
APPROVED SIGNATORY



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Handwritten signature
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MANAGING DIRECTOR

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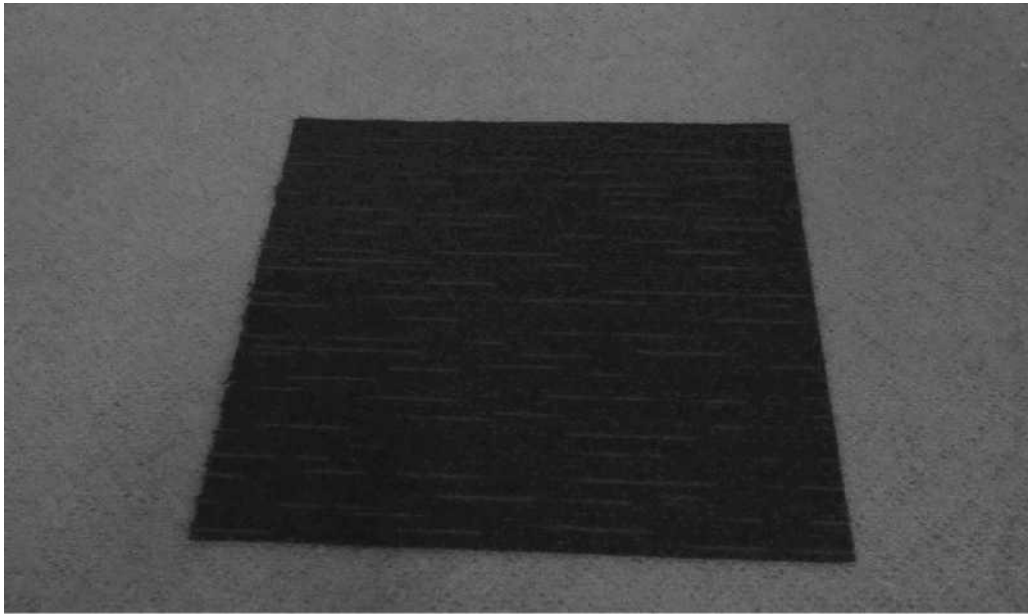
TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 22-000271
Issue Date : 25/02/2022
Print Date : 25/02/2022
Order Number : 34822

Sample Description

Clients Ref : "Splash of Colour"
Loop pile carpet tile
Colour : Black/Blue
Nominal Composition : 100% Solution Dyed Nylon with PVC backing
Nominal Mass per Unit Area/Density : 18oz/yd2
Nominal Thickness : 5mm



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TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 22-000271
Issue Date : 25/02/2022
Print Date : 25/02/2022
Order Number : 34822

AS ISO 9239.1-2003

Reaction to Fire Tests for Floorings.

Determination of the Burning Behaviour using a

Radiant Heat Source

Date of Sample Arrival

31-01-2022

Date Tested

25-02-2022

| | | | | |
|-------------|-----|-----|-----|-----------------------|
| CHF Value | 1 | 23 | | Mean |
| Length | 5.6 | 4.6 | 5.0 | 5.1 kW/m ² |
| Width | 6.0 | -- | | - kW/m ² |
| HF-30 Value | 1 | 23 | | Mean |
| Length | - | 4.8 | - | - kW/m ² |
| Width | 6.0 | -- | | - kW/m ² |
| Smoke Value | 1 | 23 | | Mean |
| Length | 179 | 181 | 191 | 184 %.min |
| Width | 248 | -- | | - %.min |

Observations:

Melting

Yes

The test results relate to the behaviour of the test specimens of a product under the particular conditions of the test, they are not intended to be sole criterion for assessing the potential fire hazard of the product in use.

Sample was conditioned in accordance with BSEN 13238:2010 at a temperature of 23±2°C and relative humidity of 50±5% for a minimum of 48 hours prior to testing.

Results in accordance with section 8.4 have not been included in the report. They are available upon request.

HF30 not reported as flame out time occurred before 30 minutes.

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Phone (03) 9371 2400

TEST REPORT

Client : Beaulieu of Australia Limited

166 Pearson Road

Yatala QLD 4207

Test Number : 22-000271

Issue Date : 25/02/2022

Print Date : 25/02/2022

Order Number : 34822

Each specimen was adhered to a substrate of 6mm thick fibre reinforced board using Mapei-Ultra bond Eco Tack adhesive and clamped prior to testing.

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Fiona McDonald

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MANAGING DIRECTOR

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TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 22-000274
Issue Date : 31/01/2022
Print Date : 31/01/2022

Sample Description Clients Ref : "Splash of Colour"
Loop pile carpet tile
Nominal Composition : 100% Solution Dyed Nylon
Nominal Mass per Unit Area/Density : 18oz/yd2

AS 4586-2013
Appendix A

Slip Resistance Classification of New Pedestrian Surface Materials Dry Pendulum Test Method

| | | | | | | | |
|-------------------------------------|-------------------------------------|----|----|----|----|-----|------------|
| Date of Testing | | | | | | | 24/07/2017 |
| Test Temperature | | | | | | | 22 °C |
| Sample Preparation | Tested as received without underlay | | | | | | |
| Pile Direction | | | | | | | Length |
| Fixed/Unfixed | | | | | | | Unfixed |
| Slider No 96 Batch No | | | | | | | 67 |
| Length | 1 | 2 | 3 | 4 | 5 | SRV | |
| British Pendulum | 73 | 74 | 75 | 75 | 74 | 74 | |
| Number | | | | | | | |
| Classification (Surface tested dry) | | | | | | | P5 |

These results apply only to the specimens tested and it is recommended that before selection of flooring or paving materials the effect of service conditions, including maintenance and wear on their slip resistance be checked.

Equipment: Cooper Pendulum Skid Tester Serial No: 1433-01 Calibrated 02/09/2015 Slider prepared using P400 and 3µ lapping film

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/ MANAGING DIRECTOR



Infrastructure Technologies

Gate 5, 2 Normanby Road, Clayton Victoria 3168
Telephone: 61 3 9545 2777 Facsimile: 61 3 9544 1128 Web: <http://www.csiro.au>

Registered Testing Authority - CSIRO

23 December 2015

Our Ref. EN13 / 415 03/0212

TEST REPORT No. 7574.3

Requested by: Gerflor Australasia P/L
17 Cato St Hawthorn East
VIC 3123

on (date): 25 November 2015
Manufacturer: Gerflor
Product Desc.: Virtuo Classic 55 / Insight DB 55: 2.5mm thick vinyl/plank with 0.55mm wear layer

Sampling details:

Where: Delivered
Date: 25 November 2015
By whom: Courier
How (methods): N/A

The results reported relate only to the sample(s) tested and the information received. No responsibility is taken for the accuracy of the sampling unless it is done under our own supervision. CSIRO cannot accept responsibility for deviations in the manufactured quality and performance of the product. While CSIRO takes care in preparing the reports it provides to clients, it does not warrant that the information in this particular report will be free of errors or omissions or that it will be suitable for the client's purposes. CSIRO will not be responsible for the results of any actions taken by the client or any other person on the basis of the information contained in the report or any opinions expressed in it. The reproduction of this test report is only authorised in the form of a complete photographic facsimile. Our written approval is necessary for any partial reproduction.

This test report consists of 3 pages

SUMMARY OF SLIP RESISTANCE TESTS PERFORMED:

| | Result Class |
|--------------|--|
| AS 4586:2013 | Slip resistance classification of new pedestrian surface materials, Appendix D: OIL-WET Ramp Corrected mean overall acceptance angle: 13° R 10 |

In order to interpret the classifications, please refer to Standards Australia Handbook 198, An Introductory Guide to the Slip Resistance of Pedestrian Surface Materials, which recommends minimum classifications for a wide variety of locations.

It is important to realise that test results obtained on unused factory-fresh samples may not be directly applicable in service, where proprietary surface coatings, contamination, wear and subsequent cleaning all influence the behaviour of the pedestrian surface.



REPORT NO: 7574.3 Page 2 of 3
ISSUE DATE: 23 December 2015
MANUFACTURER: Gerflor
PRODUCT DESC: Virtuo Classic 55 / Insight DB 55: 2.5mm thick vinyl/plank with 0.55mm wear layer

SLIP RESISTANCE CLASSIFICATION OF NEW PEDESTRIAN SURFACE MATERIALS

OIL-WET RAMP TEST METHOD

TEST CARRIED OUT IN ACCORDANCE WITH
AS 4586:2013 (Appendix D)

Test Date: 21 December 2015

Location: Slip Resistance Laboratory Test conducted by: KH, AG

Sample Fixed

Joint width: 0 mm

Surface structure: Smooth
 Profiled Structured

RESULTS

Corrected mean overall acceptance angle: 13 °

Displacement space: not tested

CLASSIFICATION:

Slip Resistance Assessment Group: R 10

Displacement Space Assessment Group: -

Test shoe used: Uvex Athletic



Infrastructure Technologies

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Telephone: 61 3 9545 2777 Facsimile: 61 3 9544 1128 Web: <http://www.csiro.au>

REPORT NO: 7574.3
ISSUE DATE: 23 December 2015
MANUFACTURER: Gerflor
PRODUCT DESC: Virtuo Classic 55 / Insight DB 55: 2.5mm thick vinyl/plank with 0.55mm wear layer

Page 3 of 3

Date and Place

23 December 2015, Clayton, Vic

Name, Title and Digital Signature:

A digital signature in black ink, appearing as a stylized cursive script, is overlaid on a semi-transparent circular watermark of the CSIRO logo.

KHANH HO
Technical Officer
Tel: 61 3 9545 2520
Fax: 61 3 9544 1128
Email: Khanh.Ho@csiro.au



Infrastructure Technologies

Gate 5, 2 Normanby Road, Clayton Victoria 3168

Telephone: 61 3 9545 2777 Facsimile: 61 3 9544 1128 Web: <http://www.csiro.au>

PR:H231215-09:37:31

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TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 23-001343
Issue Date : 25/05/2023
Print Date : 25/05/2023
Order Number : 36298

Sample Description

Clients Ref : "Tuscan Sun"

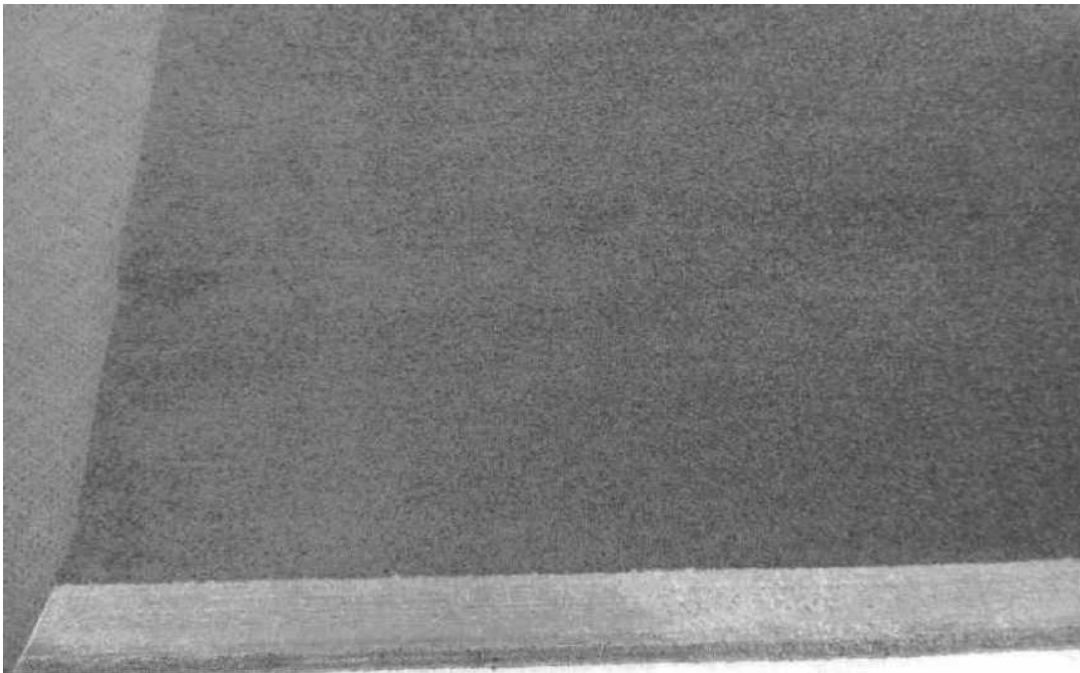
Cut pile carpet tested on Dunlop Government Red Underlay

Colour : Flint

End Use : Flooring

Nominal Composition : 100% Resistain Solution Dyed Nylon

Nominal Mass per Unit Area/Density : 30oz/yd²



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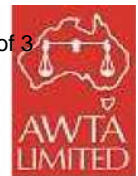
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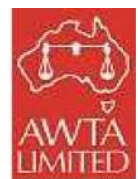


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MANAGING DIRECTOR

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TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 23-001343
Issue Date : 25/05/2023
Print Date : 25/05/2023

Order Number : 36298

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AS ISO 9239.1-2003

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Page 2 of 3

Reaction to Fire Tests for Floorings. Determination of the Burning Behaviour using a Radiant Heat Source

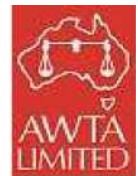
Date of Sample Arrival 06-04-2023

Date Tested 25-05-2023

| CHF Value | 1 | 2 | 3 | Mean |
|-------------|-----|-----|-----|-----------------------|
| Length | 2.9 | 3.0 | 3.1 | 3.0 kw/m ² |
| Width | 4.2 | - | - | - kw/m ² |
| HF-30 Value | 1 | 2 | 3 | Mean |
| Length | 3.1 | 3.0 | 3.1 | 3.1 kw/m ² |
| Width | - | - | - | - kw/m ² |
| Smoke Value | 1 | 2 | 3 | Mean |
| Length | 169 | 104 | 179 | 151 % .min |
| Width | 66 | - | - | - % .min |

Observations:

Melting Yes
Penetration of flame through to substrate Yes




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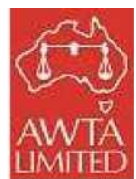
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TEST REPORT

Client : Beaulieu of Australia Limited
166 Pearson Road
Yatala QLD 4207

Test Number : 23-001343
Issue Date : 25/05/2023
Print Date : 25/05/2023
Order Number : 36298

Each specimen was loose laid over Dunlop - Government Red underlay and 6mm thick fibre reinforced cement board and clamped prior to testing.

HF30 not reported as flame out time occurred before 30 minutes.

The test results relate to the behaviour of the test specimens of a product under the particular conditions of the test, they are not intended to be sole criterion for assessing the potential fire hazard of the product in use.

Sample was conditioned in accordance with BSEN 13238:2010 at a temperature of 23±2°C and relative humidity of 50±5% for a minimum of 48 hours prior to testing.

Results in accordance with section 8.4 have not been included in the report. They are available upon request.

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Page 3 of 3

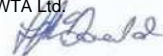
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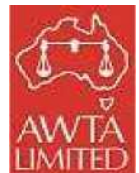
Accreditation Numbers: 983, 985, and 1356

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