



# AU | NZ Project Booklet

# tretford | CUSTOM RUGS (Installed)

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## AU-NZ | **tretford** - CUSTOM RUGS



### 2 YEAR WORKMANSHIP WARRANTY

All **tretford** Custom Rugs are hand crafted with care and to the highest standards.

Gibbon Group warrants that your **tretford** Custom Rug shall be free from defects in workmanship, construction and materials for a period of **two years from the date of purchase**.

Your new rug must also be unrolled within 2 weeks from date of despatch and allowed to acclimatise (see reverse for instructions). At the time of a claim, please provide proof of purchase.

#### **The warranty does not cover the following situations where:**

- Rug(s) have been laid or installed on a wet/damp floor or substrate
- Rug(s) have been exposed to high quantities of water (steam cleaning, flooding, rain etc)
- Rug(s) have been left in original packaging and rolled up for more than 4 weeks from date of despatch
- Rug(s) have not been allowed to lay flat for 24-48hrs upside down prior to installation
- Rug(s) have not been maintained according to care recommendations (see further care & maintenance information below)

AU-NZ | tretford ROLL | RUGS | PLANK | TILE

## 5 YEAR TRETTFORD WEAR GUARANTEE

### Limited Wear Warranty + Lifetime Anti-ravel/Non-Zipper guarantee

The manufacturer warrants that tretford carpet (Roll/Tile/Plank/Rugs) will not wear more than 25% in the five 5 years following its installation, provided it is installed and maintained indoors according to manufacturer's recommendations.

This warranty covers carpet wear (loss of pile) and does not cover soiling, crushing or tracking. This warranty is prorated based on 5 years of service and is not transferable.

If, after testing the carpet, the manufacturer determines that the carpet has worn more than 25% and that all warranty conditions have been met (see below) the manufacturer will compensate the owner on a pro-rata basis, the original material cost of the carpet for the area directly affected.

### Conditions of Warranty

This warranty is provided on the following conditions:

- It is provided exclusively to the original purchaser.
- The carpet has been installed by a suitably qualified contractor in accordance with all current AS/NZS industry standards.
- The carpet has been properly maintained and cleaned in accordance with the tretford care and cleaning instructions.

### Exclusion from Warranty

- It excludes carpet installed on stairs, areas subject to castor action, damage from skates, spiked shoes and other athletic footwear,

- Water or flood damage, where carpet is affected by such damage, condition or event.
- Improper installation or maintenance – (note - refer to the detailed maintenance guidelines in your Warranty booklet below).
- Wilful damage including burns, tears and cuts.
- Carpet affected by deterioration of underlay or failure of the underlay.
- Defects including folds, wrinkles, bubbling and/or delamination due to improper installation.

### Notes on tretford care and maintenance instructions

Taking a proactive approach to carpet care is very important for maintaining the value and ensures that you prolong the beauty and durability of your new tretford carpet!

Within our cleaning and care instructions, we give you important tips and sensible advice for the correct treatment of your new tretford carpet.

And part of tretford's philosophy on producing a healthy and protected carpet is minimizing the use of chemicals. Tretford treats its carpet preventatively for insect resist treatment according to the valid European (EU) standards (Regulation 528/2012), which meets all requirements for treated goods.

### Maintenance care and basic cleaning:

Regular vacuuming and annual deep cleaning are most important to maintaining Tretford Carpet.

- Regular vacuuming at least weekly, including skirting boards, under furniture and in non-usage areas.
- Annual, at least once-a-year, low-moisture, deep cleaning of the carpet in all areas including along skirting boards, under furniture and in non-usage areas.

A detailed guide to Care and Maintenance is enclosed in this Project Booklet - or to obtain separately, please email [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au) or call Gibbon Architectural on 07 3881 1777.

Contact Gibbon Architectural: (07) 3881 1777

[sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au) / [www.gibbonarchitectural.com.au](http://www.gibbonarchitectural.com.au)

## AU-NZ | tretford CUSTOM RUGS

# FREQUENTLY ASKED QUESTIONS

## where are our rugs made?

The **tretford** carpet is made in Ireland but we craft and assemble our custom rugs in our Brisbane (Qld) warehouse by our talented in-house artisan.

## do we hold stock?

**tretford** Custom Rugs are exactly that – custom-made to order – so we don't make stock rugs. Each and every job is custom-coloured and sized to suit your particular space.

We stock all 60 **tretford** colours, which means our lead times can be lower than most custom or made to order products.

## stocked colours

So while we hold all colours in stock, there is always the chance that there isn't enough stock of a colour to make your rug so this could extend the leadtime. To check availability on your selected colour, please call our office on **07 3881 1777** or email us at [rugs@gibbongroup.com.au](mailto:rugs@gibbongroup.com.au).

Where stock of a chosen colour is not available, the lead time for production may be up to 12-16 weeks from the date of payment.

## lead times

Subject to the time of year, our general lead times are approximately **6 weeks from the date of order and payment** - depending on the complexity of design and construction. Please check with us at the time of quoting as busy / holiday periods can sometimes extend out to 10 weeks.

## payment terms

Full payment will be required prior to assembly, as each rug is custom size, colour and design. Other payment terms apply if you hold a Gibbon Group account.

## is there a standard width?

While there is no standard or maximum width, however should the rug be more than **5.2 metres wide**, it cannot be transported in one piece and will require joining on site by a nominated flooring contractor\* (see installation section below). Anything over 5m wide will incur an \$85 transport fee over and above your delivery fee and will be on a case-by-case basis.

## how are your rugs joined?

As our **tretford** material is 2 metres wide, all rugs over 2m wide will be made with a centre join (depending on the rib direction), unless otherwise specified by the client for a side/offset join. All rugs are priced including the waste material, as most of these pieces cannot be used on other rugs due to dye batch variation.

There is no guarantee that joins will be invisible, however we will always do our best to try and achieve this. Most light or solid (non- heathered) colours may have more noticeable joins than others. If you have any questions regarding this, please contact us below.

All rugs are fully welded to form one complete rug with felt backing and a care & maintenance label on reverse.

*Gibbon Group can provide a join sample in your chosen colour so please send a request to [rugs@gibbongroup.com.au](mailto:rugs@gibbongroup.com.au).*

## rug thickness

Each rug is 9mm thick including the felt backing unless the rug is being inset or adhered to the floor, in which case it will not have backing.

Rugs without backing are 7mm thick (this will only be the case when being installed / adhered to the substrate).

## edge finishing / binding

**tretford** Custom Rugs do not require an edge finish as the product is dimensionally stable and will not fray or unravel (see the warranty document to see our lifetime anti-ravel / non-zipper guarantee).

Bound or stitched edging can be applied as an additional feature so please ask your estimator for options at time of quote. A sample of the binding colour can be sent on request prior to ordering (please note limited availability only – and samples can take up to 3 days to produce).

Gibbon Group will then advise of the new lead-time once a confirmed delivery date has been received. Gibbon Group do not have the facility to store rugs and as **tretford** Rugs are not designed to be stored, this can negatively affect the joins and increase the potential for curling.

## delivery: what about delays?

Should there be an unforeseen delay in the production of your rug affecting your delivery date, Gibbon Group will advise as soon as possible to re-schedule the delivery date.

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## AU-NZ | tretford CUSTOM RUGS

### Order **tretford** custom rug

Please email [rugs@gibbongroup.com.au](mailto:rugs@gibbongroup.com.au) or [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au) with a purchase order or an email acceptance with a signed copy of your quote. For all orders, please include **your quote with a signed approval** as well as **any final shop drawings** if applicable.

An invoice will be issued within 24 hours to the purchasing person/company only.

*Invoices will only be issued to the person/company making payment.*

### storage / curling / anti-slip

Like any textile, your **tretford** Custom Rug can suffer from a tendency to curl after being rolled up so back-rolling (ie. turning the end on the length back on itself where the curl is occurring) is an essential first step

to help speed up the settling process. This can be done more than once until the curl settles. We recommend that the rug not be stored for indefinite periods as this will contribute to curling and could also affect joins. Rugs should always be rolled with the face fibre inwards.

We recommend Roberts Rug Gripper tape (available at your local Bunnings store) which can be cut to size either around the perimeter, at the edges where the curling occurs or down the length to stop slippage. This tape is specifically designed for rugs and will not affect your substrate (contact us at [rugs@gibbongroup.com.au](mailto:rugs@gibbongroup.com.au) for more information).

### alterations

**tretford** Custom Rugs cannot be altered or colours changed in any way once completed, so please ensure the design you order is exactly what you require, as it is not possible to take a rug apart and re-join once assembled.



**TECHNICAL SPECIFICATON**

**tretford RUGS**

|                                       |   |
|---------------------------------------|---|
| Construction                          | Loop (ondule)                                 |
| Pile Material                         | 80% Goat Hair<br>15% Polyamid 6<br>5% Viscose |
| Primary Backing                       | Jute  |
| Secondary Backing                     | Felt (recycled PET)                           |
| Pile Insert Weight                    | c. 1200 g/m <sup>2</sup>                      |
| Pile Height                           | c. 5 mm                                       |
| Total Thickness (inc. backing)        | c. 9 mm                                       |
| Dimensions                            | Custom  |
| Total Weight (inc. backing)           | c. 3.2 kg/m <sup>2</sup>                      |
| Comfort class                         | LC2   |
| Stress Range                          | 23 / 33 (strong)                              |
| Colour Fastness to Light              | 5   |
| Colour Fastness to Water              | 4-5   |
| Flammability                          | Cfl-s1 (B1)                                   |
| Impact Noise Reduction                | c. 22 dB                                      |
| Anti-Static Rating                    | - 1,3 kV                                      |
| Cut Resistance                        | yes   |
| Country of Manufacture (carpet roll)  | Ireland                                       |
| Country of Manufacture (rug assembly) | Australia                                     |



Colour variations to samples are possible. 08/2020, subject to modification.

Gibbon Architectural | <https://gibbonarchitectural.com.au>

AU-NZ | tretford ROLL | RUGS

# INSTALLATION INSTRUCTIONS

**These instructions must be followed to retain Manufacturer's Warranties.**

Installation guidelines on tretford architectural folders and the international website do not apply to Australian tretford installations.

For the latest published guidelines, please refer to [www.gibbonarchitectural.com.au](http://www.gibbonarchitectural.com.au).

## GENERAL INFORMATION

The following instructions are to be reviewed in conjunction with AS/NZS 2455.1:2019 prior to installing tretford ROLL carpet. For subfloor instructions please refer to the sub-floor preparation instructions below.

Gibbon Architectural will not be held responsible or warrant any tretford product that is not installed in accordance with these instructions and procedures.

## PRE-INSTALLATION

**All tretford products delivered should be inspected prior to installation to ensure the following:**

- The correct style | colour | quantity | dye batch have been supplied
- No transport damage has occurred. If any sign of damage, please photograph before opening packaging and email photos to [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au).

**DO NOT cut or install any tretford ROLL products if any of the above issues are noted.**  
**PLEASE BE AWARE – that once the carpet is cut, you own it. Please double check.**

## Acclimatisation

At times of extreme humidity changes it is recommended to allow the rolls to acclimatise on site for a period of 24 hours before installation in the area in which it is to be laid.

**Please be aware that tretford is a natural fibre.**

**Ambient humidity (RH) levels >75% at the site are to be avoided and can be mitigated by mechanical extraction if required.**

## Sequential Batching

Please note, in accordance with Australian Standards, tretford Rolls and/or Tile's must be laid in sequential order. If Rolls or Tiles are not installed sequentially, colour variation may occur.

## Ribs

tretford's ribs run across the roll (parallel to the 2m width).

## Direction

tretford must be installed in same direction to avoid an illusion of shade variation. This is done by keeping the line marked on the back of each roll always to the same side.

## Light Source

It is recommended that rolls be laid with the ribs running perpendicular to the principle light source.

A reflection off the backing may be visible between the ribs until the carpet has settled in. This is not a manufacturing fault or indicates below standard tuft weight and is only visible when carpet is newly laid.

## Shading Matching

tretford carpet is a natural fibre product. Different production runs of the same product may therefore be subject to shade variation. This is not a defect or a manufacturing fault. Please loose lay all widths to ensure shade match prior to the final adhesion. All carpet must be laid in the same direction and laid sequentially.

## Access Floors

tretford ROLL cannot be direct stuck onto metal access floors. Options either: Dual Bond method, or install over a Masonite/Hardboard underlay.

## Video Guides & Tips

To view our instructional videos along with some useful tips on installation of tretford roll, scan the below QR code:



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# SUB FLOOR PREPARATION

tretford ROLL is to be installed on dry, clean, and properly prepared subfloors as per AS/NZS 2455.1:2019. Gibbon Architectural are not responsible for any failure of a tretford product which is caused through moisture related issues, poor or incorrect floor preparation, incorrect installation techniques or any other failures which arise through the installer not following these instructions in conjunction with Australian / New Zealand Standards.

Shrinkage or bubbling of the tretford carpet can occur and/or the adhesive bond to the subfloor may be compromised due to the following situations:

1. Moisture in the subfloor
2. Watered down/faulty/incorrect adhesive
3. Insufficient allowances for proper tack of the adhesive before laying in the carpet. If the subfloor requires levelling, use a sand/cement screed.

Bubbling around perimeters can also occur when too much allowance is made for shrinkage and carpet is cut in too tight against walls. tretford does not shrink if correct procedures have been followed.

A primer may be required if installing onto a high porosity sub-floor. Please contact **Gibbon Architectural** for direction.

[Please see full Sub Floor Preparation document here.](#)

Or scan the below QR code to view:



## SPECIFIED ADHESIVE tretford 240

Due to tretford's unique construction, the permanent bond adhesive **tretford 240** must be used. Specially formulated with high solids/low water content – **tretford 240** will limit the issue of excessive moisture where shrinkage can occur.

**DUAL BOND:** Please note tretford 240 must be used to bond both the underlay to the subfloor and carpet to underlay. For further information please see [tretford 240 technical data sheet.](#)

### DIRECTIONS FOR USE

All surfaces to be bonded should be dry, smooth, and free of any contaminations that may affect bond. All surfaces must be prepared in accordance with AS/NZS 2455:1:2019 textile floor covering – installation practice. It is recommended that all highly absorbent substrates be primed with a suitable primer prior to the application of adhesive. The minimum subfloor temperature before commencing surface preparation and adhesive application is 10°C. tretford 240 should be applied using one of the following notched trowels for your type of installation.

**ANY USE OF NON-SPECIFIED ADHESIVES WILL VOID MANUFACTURER'S WARRANTIES. (NO SPOT GLUING).**

### Adhesive Application

DUAL BOND - UNDERLAY direct to the sub floor

**"V1" 1.6mm notched trowel**

SPREAD RATE: approx. 5m<sup>2</sup>/litre

TRETTFORD TO SUBSTRATE OR UNDERLAY

**"V2" 2.4mm notched trowel**

Required for the installation of tretford carpets as a direct stick application direct to sub-floor or recommended underlay in a dual bond application.

SPREAD RATE: approx. 3m<sup>2</sup>/litre



AU-NZ | tretford ROLL | RUGS

# INSTALLATION METHOD

\* *These instructions must be followed to retain  
Manufacturer's Warranties.*

## Direct Stick & Dual-Bond

Spread tretford 240 with the recommended notched trowel and coverage rate (please refer to previous section on recommended adhesive). tretford must be 100% adhered to the subfloor – no spot gluing. Place the carpet and press from the centre outwards to exclude air and ensure overall contact with the adhesive. Roll from end-to-end and side-to-side using a 68kg roller. Roll again after 30 minutes.

To avoid problems with shrinkage do not lay tretford into overly wet adhesive. Allow the adhesive to tack-up (dry to a paste like consistency) before lowering the carpet. Tack-up time will depend on atmospheric conditions and on the absorbency of the substrate.

The correct tack-up time can be determined by placing a small piece of carpet into the adhesive. When the carpet is pulled away, strings or cobwebs should be apparent. If the correct tack has not developed, wait five minutes, then re-check every few minutes until cobwebs appear. Double-dropping the carpet into the adhesive or using fans to create air movement can reduce tack-up time.

### Shrinkage can only occur if there is:

- Excessive moisture in the subfloor
- Water content in the adhesive is too high
- Insufficient time is allowed for correct tack to build-up or there are significant changes in air humidity during installation.

**SHRINKAGE IS NOT ACCEPTED AS A  
MANUFACTURING FAULT.**

## CUTTING THE CARPET

tretford's unique construction allows the carpet to be cut in any direction without fraying. Ribs may be cut diagonally to give a neat finish at all room edges. If butt joints are required, cut the ends to be joined at an angle so that the last ribs on each roll are pushed neatly together to form an invisible join.

tretford should always be installed by 100% adhesion to prevent expansion, contraction and bubbling resulting from changes in humidity.

### PERIMETERS

Provision should be made to trim to walls under skirting; otherwise care needs to be taken in trimming carpet at the perimeter. Only cut in around the perimeter once the adhesive has set. Temporary tacking can be an additional safeguard if it is deemed necessary. For dual bond installations, please refer to Dual Bond Installation section.

### SEAMS

Seams (side joins) are to be double cut when installing the light and non-heathered colours – this will ensure a cleaner join.

### CROSS-JOINS & SEAMS

**Direct Stick:** All cross-joins must be joined using Dual-Bond Heat Bond Tape.

**Dual Bond:** All cross-joins & side seams: to be joined using Dual-Bond Heat Bond tape. Refer to AS NZS 2455.1-2019.

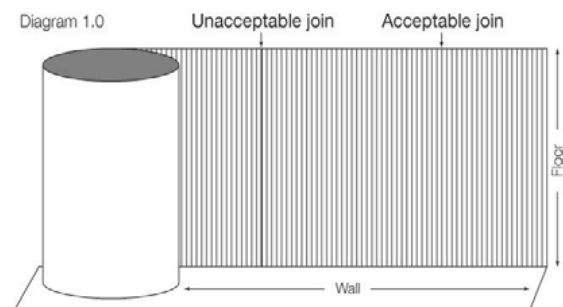
### RIBS

Cutting into the middle of a rib when doing cross-joins is unacceptable.

The gap between cross-joins must not be larger than the distance between each rib of the carpet (diagram 1.0).

Cut between the ribs and **one side bevelled back** at an angle to ensure consistent spacing (diagram 1.1).

**PLEASE NOTE: If previous methods for  
Cross-Joins, Seams and Ribs are not followed,  
tretford's warranties will be voided.**



AU | NZ tretford ROLL | RUGS

# SPECIFIED UNDERLAY

**(Note : USE OF NON-SPECIFIED UNDERLAYS WILL VOID MANUFACTURER'S WARRANTIES.)**

## DUNLOP CARPET UNDERLAYS

- DUNLOP TECHNICS 5 - 5mmS
- DUNLOP DURAFIT 7 - 7mm (Domestic only)

## SPECIALISED INSTALLATIONS

- PLAYGROUND SOFTFALL UNDERLAY SYSTEM  
(Please contact **Gibbon Architectural** for instructions.)

## INSTALLATION

The carpet must be 100% adhered to the underlay and the underlay 100% adhered to the subfloor. Do not use a pressure sensitive /release adhesive at any stage. (Refer previous sections re: cross joins/seams and recommended adhesive instruction). Adhesive tack-up time will be longer over underlay as it is non-absorbent.

## PERIMETERS

When installing over an underlay, ensure that the carpet is trimmed neatly to wall finish otherwise provision should be made to fit under skirtings. Seams should be located no closer than 15-20cm from the edge of the room to avoid unsightly peaking.

## GRIPPER

A further option is to use either architectural or residential GRIPPER to provide additional hold while the adhesive is curing. Because of tretford's construction, it is only possible to fix the gripper down the length of the runs - at either end - which gives more stability at this curing stage. The ribs run across the width making it quite rigid and therefore GRIPPER cannot be successfully fixed down these side seams, i.e., 2 of the walls would have GRIPPER fixings.

**PLEASE NOTE:** Always ensure that the correct profile of GRIPPER is used to match the profile of the underlay used. It is ultimately up to the discretion of the installer and Gibbon Architectural will not be held liable for any issues related to installations where GRIPPER has been used.

# SPECIFIC INSTALLATION

## Installation on Stairs

In contract situations stair nosing should be used. In residential situations, tretford sheet should be conventionally installed using good quality underlay. Generally, ribs will be laid landscape running across the stair.

## Under Floor Heating

Both tretford and the recommended adhesives are suitable for use over an in-floor heating system; however, it is recommended that the heating be switched off for 48hrs prior to, and for 48hrs after installation. Temperature is to be increased gradually when turned back on.

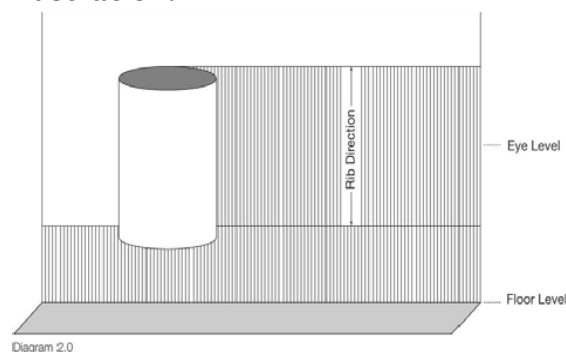
**PLEASE NOTE:** tretford cannot be used in installations where a blanket type heating system is used.

## Installation on Walls & Ceilings

tretford can be installed as an acoustic wall covering on any clean, dry, smooth surface such as concrete, dry wall, plaster (not directly over gypsum-based substrates), particle board, metal, plastic, laminate or plywood (min thickness 12mm or ½"). Do not install over wallpaper or vinyl wall coverings.

When installing tretford on walls with ribs running vertically, run full sheet along ceiling line to keep seam below eye level (refer to diagram 2.0) - avoid locating horizontal seams at eye level. Fire tests results are available - for these and more detailed guidelines please contact [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au).

## Illustration:



AU-NZ | tretford ROLL | RUGS | PLANK | TILE

# CARE AND MAINTENANCE

## Prepare & prevent:

The lasting and beautiful character of tretford carpet is often determined by the right choice of colour. For example, in rooms with intensive foot traffic, it is best to opt for darker colours with a 'heathered' blend in the face fibre, which have greater dirt-concealing capacity.

## Clean-off zone:

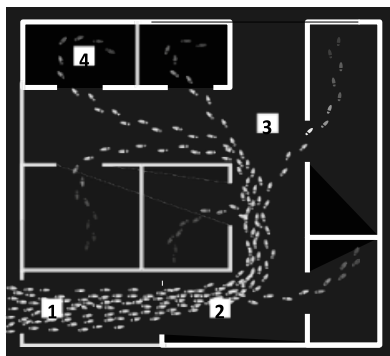
The protection of an interior starts with an optimal protection of the entrance. 85% of the dirt is brought in by shoes, and that is why we recommend installing an efficient and sufficiently long clean-off zone (minimum 9 metres) using a quality entrance matting.

We recommend you choose a darker 3-star colour and/or heathered mix which is ideally suited for clean-off zones.

## Types of traffic areas:

An (office) space can be divided in 4 traffic areas:

1. *Clean-off zone*
2. *Heavily intensive area*
3. *Intensive traffic area*
4. *Normal traffic area*



## Proactive carpet care:

tretford's whole process of production is where natural goat hair fibre and other raw materials are brought together to make its unique construction and hold true to tretford's philosophy of producing a healthy carpet with minimal use of chemicals.

Taking a proactive approach to maintenance will ensure that you prolong the beauty and durability of your tretford carpet.

## Regular vacuuming maintenance:

To properly maintain tretford, thorough vacuuming is required **at least once a week in all areas**, and more frequently in high traffic areas. This should be the top priority in your maintenance regime. **This should be all areas, including along skirting boards, under furniture and in non-usage areas to get a thorough vacuum.**

Gibbon Group (as the Australian Distributor of tretford carpets) recommends the use of **barrel head vacuum cleaners** (rotating brush head) that work to "lift" the fibre during cleaning and remove more debris from the base of the carpet, along with micro filters which effectively collect all residues in a disposal bag. Vacuum brands such as Sebo & Dyson have examples of barrel head vacuums.

## Additional maintenance guidelines:

- Annual, at least 12 – 18 months, low moisture, interim deep clean of carpet in all areas including along skirting boards, under furniture and in non-usage areas.
- **Please refer to professional cleaning recommendations under Interim Deep Cleaning.**



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### **Insect resistance:**

tretford carpet treats all their carpets to deter infestation and damage from moth and insects. The presence of such insects in an indoor area is due to environmental factors out of their control. The treatment does not stop insects from entering your home and moth/insects in some areas have developed a level of tolerance to treatments. This treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect – meaning that some fibre loss can occur – so prevention through regular housekeeping is essential.

**If infestation does occur, it is the responsibility of the consumer to arrange for the professional eradication of the insect problem to prevent damage being done to the carpet. The cost of doing this is the responsibility of the consumer.**

For this reason, it is imperative for ongoing preventative maintenance to be carried out to reduce the risk of infestation. This includes regular vacuuming especially around walls, including the use of a nozzle to get into the very corners and edges of the rooms, and periodical vacuuming under furnishings such as lounge chairs. Surface sprays can also be used around the edges of carpeted rooms every 6 months or so to deter insect attacks.

## **SPOT CLEANING**

Goat hair is naturally more stain resistant than other fibres and does not need added stain protection chemicals. However, no carpet is 100% stain proof and being proactive in the treatment of spot and spills will avoid disappointment in your carpet appearance.

Almost every carpet is a victim of spills from time to time. Many of these accidents can be looked after with minimum care, if a few simple rules are followed, the most important of which is that the **carpet should never be rubbed.**

Spillages and cleaning solutions should be blotted up by gently pressing a colourfast towel or similarly absorbent material against the affected area. Please do not bleach or use heavy duty cleaning fluids/chemicals or carpet cleaning products with a high pH level on tretford as this can damage or discolour the carpet.

**The longer a spill is left unattended, the harder it is to remove the stain.**



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## SPOTTING KITS

Goat hair is naturally more stain resistant than other fibres, so there's not much need for added stain protection chemicals, however no carpet is 100% stain proof.

Being proactive and attacking your spots and spills quickly will give you a much higher chance of achieving a good outcome.

Please refer to the table below should soiling/staining occur to your Tretford carpet or rug.

| SPOT CLEANING TABLE (IF NO SPOTTING KIT IS AVAILABLE)           |             |              |                 |              |              |               |               |
|---|-------------|--------------|-----------------|--------------|--------------|---------------|---------------|
| Important : follow Step Nos. in sequence (shown in below table) |             |              |                 |              |              |               |               |
| <b>1-2-8</b>  | Blood       | <b>2-13</b>  | Egg             | <b>2-10</b>  | Milk         | <b>1-2-6</b>  | Urine (Fresh) |
| <b>10-2</b>   | Butter      | <b>2-6-8</b> | Faeces          | <b>4-10</b>  | Nail Polish  | <b>2-8</b>    | Urine (Dry)   |
| <b>9-10</b>   | Candle Wax  | <b>1-2-8</b> | Fruit juice     | <b>1-2</b>   | Paint, Latex | <b>2-6-8</b>  | Vomit         |
| <b>3-10-8</b>   | Chewing Gum | <b>10-2</b>  | Furn. Polish    | <b>11-13</b> | Rust         | <b>9-10</b>   | Wax, Candle   |
| <b>10-2</b>   | Chocolate   | <b>8-2-8</b> | Gravy           | <b>10-2</b>  | Shoe Polish  | <b>12-2-8</b> | Wine (Red)    |
| <b>1-2-8</b>  | Coffee      | <b>12-2</b>  | Ink (Ballpoint) | <b>1-2-8</b> | Tea          | <b>1-2-8</b>  | Wine (white)  |
| <b>10-2-8</b>   | Cooking oil | <b>10-2</b>  | Ink (Felt Tip)  | <b>8-2</b>   | Tomato Sauce |               |               |
| <b>2-10</b>   | Cream       | <b>2-10</b>  | Ice Cream       | <b>2-10</b>  | Toothpaste   |               |               |

### STEP NO.

### INSTRUCTIONS

|           |   |
|-----------|---|
| <b>1</b>  | Cold water  |
| <b>2</b>  | 1 x teaspoon mild detergent, (wool approved) & 1 teaspoon vinegar in 1 litre warm water |
| <b>3</b>  | Chill with ice cubes in a plastic bag or aerosol freezing agent – pick or scrape off.   |
| <b>4</b>  | Clear nail polish remover (without lanolin)   |
| <b>5</b>  | Rust remover (requires professional carpet cleaner application)                         |
| <b>6</b>  | Clear household disinfectant  |
| <b>7</b>  | Vacuum immediately  |
| <b>8</b>  | Rinse with warm water   |
| <b>9</b>  | Place absorbent paper over wax and apply hot iron to paper                              |
| <b>10</b> | Dry cleaning solvent such as white spirits  |
| <b>11</b> | Mix 1/3 cup white vinegar with 2/3 cup of water   |
| <b>12</b> | Clear soda water – blot/pat dry   |
| <b>13</b> | Seek professional carpet cleaning   |

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# INTERIM DEEP CLEANING

## **Prolong your carpet's lifecycle through specialist cleaning.**

The goal of specialised maintenance is to keep the carpet clean and maintain a consistent appearance level. The primary focus is on frequent low moisture pile lifting and the removal of sticky residues or stubborn marks that would otherwise trap soil in the carpet fibres. Shampoos and cleaners with a spirit base or high pH level should be avoided.

tretford carpet should be professionally deep cleaned every 12 – 18 months to remove any sticky soil that has lodged itself into the carpet fibre. Shampooing and Do-It-Yourself steam cleaning are not recommended. **Only low moisture extraction methods can be used on your tretford carpet.**

**All Wear Warranties are void if the following low moisture, deep cleaning options are not used.**

## **Low moisture extraction method:**

tretford only recommends the use of two systems:

1. Chem-Dry Hot Carbonating Extraction
2. HOST Dry Carpet Cleaning.

These next generation approaches to effective periodic deep cleaning are described as Low Moisture as they use 80% less water in the cleaning process over traditional hot water extraction methods.

Committed to reducing our environmental impact, tretford recommends these two water-saving solutions for carpet cleaning.

## **1. Chem-Dry Hot Carbonating Extraction:**

Chem-Dry offer Hot Carbonating Extraction Technology where carbonated water along with safe, (Green Certified) non-toxic agents give a deep clean, along with powerful extraction that means 92% of the water they use is extracted from your carpets.

When contacting Chem-Dry please use the code '**tretford**', as they will allocate their most experienced operator in your local area to the job.

**In Australia please phone: 1800 243 637**

In New Zealand email: [julie.snow@chemdry.co.nz](mailto:julie.snow@chemdry.co.nz)

## **2. HOST Dry Carpet Cleaning:**

This system uses natural Green Seal Certified sponges to encapsulate foreign soiling in the carpet fibre, which is then vacuumed out using their specialist equipment with high power extraction units. HOST spotting kits are very effective at removing stains and are highly recommended (contact Gibbon Architectural for purchase information).

### **Benefits of recommended low moisture systems:**

- Clean dry carpet – either immediately or within a short period
- No wick-back of spots
- No sticky residue will remain in the carpet
- Will not promote mould or mildew growth
- Can be scheduled during business or outside business hours

Please check the website for Host Carpet Cleaners in your area on [www.floorlife.theandrewsgroup.com.au](http://www.floorlife.theandrewsgroup.com.au)

**CAUTION: Systems that use horizontal or bonnet head cleaners using circular scrubbing action MUST NOT be used as this machine will damage the carpet fibre. Using this method will void the warranty.**



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## ENVIRONMENTAL CERTIFICATIONS

### Global GreenTag

#### GreenRate

Level A

#### GreenTag

LCA Rate  
Silver Plus



**tretford®**

#### Greentag

#### BPPVC

Best Environmental  
Practice PVC



**tretford®**

#### Health Rate

#### PHD

Platinum  
(world's best rating)



**tretford®**

#### GreenTag

#### EPD

Environmental  
Product  
Declaration  
ISO 14025



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## TEST RESULT CERTIFICATES

### Fire and Slip Tests



Fire Test Results

**tretford®**  
ROLL



Slip Test Results

**tretford®**  
ROLL