

AU | NZ Project Booklet

tretford | CUSTOM RUGS (Loose laid)

Contents

- Workmanship Warranty (sample)
- Wear Warranty (sample)
- Frequently Asked Questions
- Technical Data Sheet
- Rug Placement
- Care & Maintenance
- Certificates:
 - Environmental - EPD & PHD
 - Fire & Slip

AU | 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 | tretford CUSTOM RUGS

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 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 or call Gibbon Architectural on 07 3881 1777.

Contact Gibbon Architectural:

(07) 3881 1777 / sales@gibbongroup.com.au / www.gibbonarchitectural.com.au

AU | 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 here 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.

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.

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.

A



AU | tretford CUSTOM RUGS

Order **tretford** custom rug

Please email rugs@gibbongroup.com.au or 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 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.

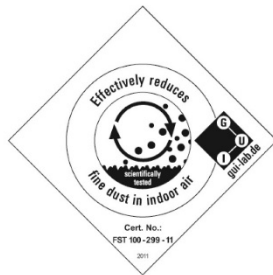
AU | tretford CUSTOM RUGS



TECHNICAL SPECIFICATON

tretford

Construction	Loop (ondule)
Pile Material	80% Goat Hair 15% Polyamid 6 5% Viscose
Backing	Jute
Pile Insert Weight	c. 1200 g/m ²
Pile Height	c. 5 mm
Total Thickness	c. 7,2 mm
Dimensions	c. 200 cm
Total Weight	c. 2,9 kg/m ²
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	Ireland



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

tretford Ltd | Industrial Park, Cork Road | Waterford, Ireland | www.tretford.ie | phone +353 (0)51 375941

AU | tretford CUSTOM RUGS

RUG PLACEMENT

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

Rug Placement

Unroll your Tretford Rug pile face down and allow it to acclimatise for 24 – 48 hours after arrival to help settle any curling of the edges.

In some circumstances this will not be possible due to space, so to reverse any curling caused whilst the rug/s were rolled during transit, back-rolling the edges in the opposite direction of the curling (like you would to a creased banknote) will speed up the settling process.

If curling is still apparent and/or you have concerns, please contact us at rugs@gibbongroup.com.au.

Rug Storage

Tretford Rugs are not designed to be stored rolled up for long periods of time, as this can negatively affect the joins and increase the potential for curling.

If you do require the rug to be stored for a long period of time, please make sure it has been rolled snugly on its core, with the pile facing inwards and taped securely. It is important to either rotate periodically to prevent crush marks appearing.

Non-Slip Backing or Gripper Tape

Each rug is backed using a recycled PET Felt Backing and have the option of anti-slip properties for rugs under 6 square metres (e.g. 2 x 2.5m or under).

Rugs over 6 square metres (e.g. 2 x 3m or over) will not have anti-slip backing properties due to the rug being heavy enough to prevent movement or slippage as well as the difficulty in applying this in our production process.

Rotation & Maintenance

Rotating your rug often will allow the normal wear to be more evenly distributed and will also help to minimise colour changes that may occur from exposure to direct sunlight.

Attention to ongoing maintenance will help prevent potential for insect damage in areas where dark / hidden areas can be missed in vacuuming (see Care & Maintenance guide for further details).

AU | **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:

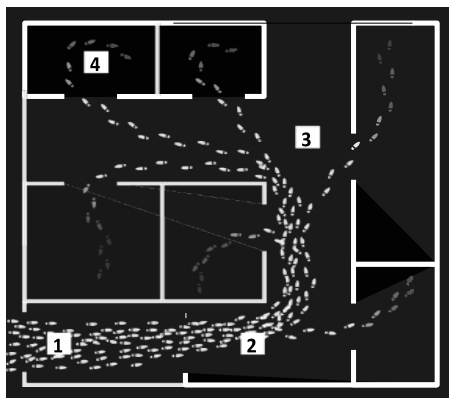
The protection of an interior starts with an optimal protection of the entrance. 85% of the dirt is brought in by shoes, and that is why we recommend installing an efficient and sufficiently long clean-off zone (minimum 9 metres) using a quality entrance matting.

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.**

AU | tretford ROLL | RUGS | PLANK | TILE

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.

AU | tretford ROLL | RUGS | PLANK | TILE

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)							
1-2-8	Blood	2-13	Egg	2-10	Milk	1-2-6	Urine (Fresh)
10-2	Butter	2-6-8	Faeces	4-10	Nail Polish	2-8	Urine (Dry)
9-10	Candle Wax	1-2-8	Fruit juice	1-2	Paint, Latex	2-6-8	Vomit
3-10-8	Chewing Gum	10-2	Furn. Polish	11-13	Rust	9-10	Wax, Candle
10-2	Chocolate	8-2-8	Gravy	10-2	Shoe Polish	12-2-8	Wine (Red)
1-2-8	Coffee	12-2	Ink (Ballpoint)	1-2-8	Tea	1-2-8	Wine (white)
10-2-8	Cooking oil	10-2	Ink (Felt Tip)	8-2	Tomato Sauce		
2-10	Cream	2-10	Ice Cream	2-10	Toothpaste		

STEP NO.

INSTRUCTIONS

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

AU | tretford ROLL | RUGS | PLANK | TILE

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

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

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.



AU | NZ tretford ROLL | RUGS

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



tretford®

TEST RESULT CERTIFICATES

Fire and Slip Tests



Fire Test Results

tretford®
ROLL



Slip Test Results

tretford®
ROLL