

# tretford RUGS | Loose Laid

## PROJECT BOOKLET

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# 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 2 years from the date of purchase**. Note: any claim will require proof of purchase.

Your new tretford Custom Rug **must be unrolled within 4 weeks from time of receipt** and allowed to acclimatize (see reverse for instructions).

**The warranty does not cover the following situations where the rug/s have been:**

- Laid or installed on a wet/damp floor or substrate
- Exposed to high quantities of water (steam cleaning, flooding, rain etc)
- Not allowed to lay flat & acclimatise for at least 24 to 48hrs prior to installation
  - *(no furniture to be placed on the rug during this time)*
- Not been maintained according to care recommendations
  - *(see Care & Maintenance information below)*

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# 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 – (refer to detailed maintenance guidelines).
- Willful 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.

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## **tretford care and maintenance**

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.

### **General care and basic cleaning:**

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

- Regular vacuuming at least weekly, including along 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 the Project Booklet.

To obtain separately, please email [sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au) or call 07 3881 1777.

Contact Gibbon Architectural:

(07) 38811777

[sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au)

[www.gibbonarchitectural.com.au](http://www.gibbonarchitectural.com.au)

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## TECHNICAL SPECIFICATION

Product:	tretford CUSTOM RUGS
Construction ( <i>INTERLIFE Quality</i> )	Loop (ondule)
Pile Material	70% Goat Hair
	30% Polyamid 6
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	c. 9,0 mm
Dimensions	c. 200 cm
Total Weight	c. 3,5 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)
Thermal Resistance	c. 0,10 m <sup>2</sup> K/W
Impact Noise Reduction	c. 22 dB
Anti-Static Rating	- 1,3 kV
Vertical Resistance	c. 10 <sup>9</sup>
Cut Resistance	yes
Suitable for Office Chairs	yes
Suitable for Stairs	yes ( <i>in connection with tretford stair-profiles</i> )
Suitable for WW-Floorheating	yes
Suitable for house dust allergic persons	yes
Country of Manufacture	Germany



Colour variations to samples are possible. 2/2023, subject to modification.

Weseler Teppich GmbH & Co. KG | Emmelsumer Str. 218 | D-46485 Wesel | [www.tretford.eu](http://www.tretford.eu) | T +49 (0)281 81910

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# FREQUENTLY ASKED QUESTIONS

## WHERE ARE OUR RUGS MADE?

Our Custom Rugs are crafted and assembled by our talented in-house artisan in our Brisbane (Qld) warehouse. The carpet base material is manufactured in Germany.

## DO WE STOCK FINISHED RUGS?

tretford Custom Rugs are exactly that – custom-made to order – so we don't make stock rugs. Each and every job is custom-coloured & sized to suit your particular space. We stock most of the 60 tretford colours in the carpet roll, which means our lead times can be lower than most custom or made-to-order products.

## 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 when enquiring 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. Please contact us if you hold a Gibbon Group account.

## 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).

## IS THERE A STANDARD WIDTH?

While tretford carpet is produced in a 2 metre width, tretford Custom Rugs can be made to your specified width as the carpet can be very successfully joined together. However should the rug be more than 5 metres wide, it cannot be transported in one piece and will require joining on site by a nominated flooring contractor. Rugs over 5m wide will incur an additional transport fee over and above your delivery fee.

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## HOW ARE YOUR RUGS JOINED?

As mentioned above, 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 a side/offset join is specified. All rugs are priced to include waste material, as these pieces cannot be used on other rugs due to dye batch variation.

## ARE THE JOINS VISIBLE?

While joins in the same colour are not guaranteed to be invisible, we always do our best to minimise this. Most light or solid (non- heathered) colours will have more noticeable joins, but often become less visible with foot traffic. If you have any questions regarding the joins, or would like to see example imagery, please send a request to [rugs@gibbongroup.com.au](mailto:rugs@gibbongroup.com.au).

## 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 tretford's lifetime anti-ravel / non-zipper guarantee). In high traffic/high maintenance environments, bound or stitched edging is highly recommended as additional edge protection - please request options at time of quote. A sample of binding colour can be sent upon order (note limited availability-samples take up to 3 days to produce). Gibbon Architectural will then advise of the new lead-time once a confirmed delivery date has been received.

## STORING YOUR RUG

Gibbon Architectural do not have the facility to store your rugs indefinitely and we do not recommend your rug to be stored rolled up for long periods of time as this may negatively affect the joins and/or 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 rotate periodically to prevent crush marks appearing

## DELIVERY:

<u>Standard</u> Transport	Delivery Time Frames
<ul style="list-style-type: none"> <li>• Kerbside / Loading Dock - no delivery into premises;</li> <li>• Someone must be available to assist &amp; take rug/s from driver;</li> <li>• Metro area delivery (CBD is POA);</li> <li>• Site must be Truck Accessible;</li> <li>• No time-slot deliveries;</li> </ul> <p><i>Should you require a special service, request a quote from us based on the <u>Specialist Service</u> criteria below.</i></p>	<p>From date of despatch:</p> <ul style="list-style-type: none"> <li>• Brisbane: Approx. 1 business day</li> <li>• Sydney/ACT: Approx. 1-2 business days</li> <li>• Melbourne: Approx. 2-3 business days</li> <li>• Adelaide/Perth/NT: Approx. 5-7 business days</li> </ul>

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<u>Specialist Service</u>	Delivery Time Frames
<ul style="list-style-type: none"> <li>• Delivery to into building / premises or up to specific level;</li> <li>• Customers that require unrolling, placement and removal of packaging;</li> <li>• Deliveries that require an extra driver to unload (if no one able to assist at time of delivery);</li> <li>• Or time-slot or before / after hour deliveries.</li> </ul>	<p>From date of despatch:</p> <ul style="list-style-type: none"> <li>• Brisbane: Approx/ 2 business days</li> <li>• Sydney/ACT: Approx. 3-4 business days</li> <li>• Melbourne: Approx. 4-5 business days</li> <li>• Adelaide/Perth/NT: Approx. 7-10 business days</li> </ul>

# 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](mailto:rugs@gibbongroup.com.au).

## 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**).

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# CARE & 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.

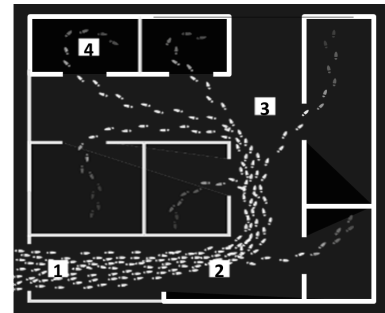
### CLEAN-OFF ZONE:

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 (ideally 4 footfalls) 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 - can be divided into 4 traffic areas:

- Clean-off zone
- Heavily intensive area
- Intensive traffic area
- 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 - holding 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 tretford's beauty and durability.

### 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.**

tretford recommends the use of barrel head vacuum cleaners (rotating brush head - eg. refer Sebo & Dyson brands) that work to "lift" the fibre during cleaning and remove debris from the base of the carpet, with micro filters which collect all residues in a disposal bag.

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## ANNUAL DEEP CLEAN:

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 below: Interim Deep Cleaning.*

## 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 tretford's control. The treatment does not stop insects from entering your home and moth/insects and in some areas insects can have developed a level of tolerance. 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. **Pantry moth traps from your local supermarket can be used year round as a preventative method to reduce risk of infestation.**

## 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 slightly damp 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 - refer to the Spot Cleaning table below.**

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# Spot Cleaning Table

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

<b>SPOT CLEANING TABLE</b>							
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.	Method
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

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# Interim Deep Clean

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

**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

**tretford only recommends the use of two Carpet Cleaning systems:**

- **CHEM-DRY HOT CARBONATING EXTRACTION**
- **HOST DRY CARPET CLEANING.**

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

## 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.

To find the Chem-Dry operator in your State [click here](#). Please use the code 'tretford' when booking your job. In New Zealand email: [julie.snow@chemdry.co.nz](mailto:julie.snow@chemdry.co.nz)

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## 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).

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

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**CAUTION:** Horizontal or bonnet head cleaners using circular scrubbing action MUST NOT be used.

**This will damage the carpet fibre and will void the warranty.**

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