



AU | Project Booklet

tretford | CUSTOM RUGS LOOSE LAID

Contents:

- Sample Warranty
- Rug Placement
- Care & Maintenance
- Fire Certificate
- Environmental Certificate



tretford Custom Rugs

2 Year Workmanship Warranty

Plus a 5 Year Limited Wear Warranty
(Lifetime Anti-ravel / Non-Zipper guarantee)

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 2 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)

WEAR WARRANTY

The manufacturer warrants that this carpet will not wear more than 25% in the 5 years following its installation, provided it is installed and maintained indoors according to the 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 from original Gibbon Group invoice date & applies to the original purchaser only. It excludes rugs installed subjected to castor action, damage from skates, spiked shoes and other athletic footwear, water damage, the effects of improper installation and maintenance; and wilful damage including burns, tears and cuts.

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

5 YEAR LIMITED WEAR GUARANTEE

tretford ROLL

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

The manufacturer warrants that this carpet will not wear more than 25% in the 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. It excludes carpet installed on stairs, areas subject to castor action, damage from skates, spiked shoes and other athletic footwear, water damage, the effects of improper installation and maintenance; and willful damage including burns, tears, and cuts.

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

For further information, contact us on:

P: (07) 3881 1777
F: (07) 3881 1716
E: sales@gibbongroup.com.au

Gibbon Group
T: +61 7 3881 1777
F: +61 7 3881 1716
sales@gibbongroup.com.au
www.gibbongroup.com.au

Frequently Asked Questions

Stocked Colours

All colours are stocked in Australia but not all colours are stocked in high quantities. Please check with our office on your required colour levels before placing an order. You can call us on 07 3881 1777.

Where stock is not available of your chosen colour, the lead time for production of those rugs could be up to 14-16 weeks from the date of payment.

Do we hold stock?

All Gibbon Group rugs are handmade to order and are tailored to each individual or project, so we do not hold stock of rugs in any size or colour.

Lead times

General lead times are approximately 4-6 weeks from the date of order depending on the complexity of design and construction. Please check with us at the time of quoting as this is also subject to the time of year – Christmas period 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 will apply if you hold a Gibbon Group account or can be arranged on a case-by-case basis.

Is there a standard width?

There is no standard or maximum width, however should the rug be more than 5 metres wide, it may require assembly (*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.

As our Tretford material is 2 metres wide, 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.

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 8mm 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.

Edge finishing / binding

Tretford Custom Rugs do not require an edge finish as the product is dimensionally stable, so it will not fray or unravel (see the warranty document to see our lifetime anti-ravel / non-zipper guarantee). Bound (or stitched edging can be arranged, please ask 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).

All rugs are fully welded to form one complete rug with felt backing and a care & maintenance label on reverse. This does not include installed rugs, as these will have no backing.

* Installation (adhesion to substrate)

It is recommended for rugs positioned in public spaces or very high foot traffic areas that they are to be adhered or inlayed to avoid trip hazard, however for public spaces where this is not possible, we recommend using cloth binding to protect the edges of the rug and help prevent curling.

For rugs that are to be installed (adhered to the substrate) on-site, a nominated contractor experienced in installing Tretford must be appointed. Please contact Gibbon Group to assist (T: 07 3881 1777 or rugs@gibbongroup.com.au).

Delivery

As we use a specialty floorcovering transport company, each job will be priced individually at the time of quoting as each order varies substantially in number, weight and length of each roll.

Standard delivery for commercial premises & warehouses is generally \$145, however this can increase depending on the weight and number of rugs. For residential premises, all rugs are priced at the time of quoting and are generally slightly higher than commercial premises due to limited or difficult access, as well as the requirement for the rugs to be moved to a smaller truck.

Delivery: Standard delivery terms

- Kerbside, Ground Floor or Loading Dock only
- Assistance for driver to handle goods may be required
- Rural deliveries will be POA
- Someone will need to be available to sign for delivery of the order

Delivery: Special service options

- Where extra driver is required to assist, or rugs need to be brought into the premises
- Delivery to CBD Area
- For all delivery address' with limited access or that are not on ground floor etc as above
- Deliveries where rugs are to be rolled out and positioned for the customer as well as packaging removal
- Someone will need to be available to sign for delivery of the order

Delivery: can I request a specific delivery time?

Unfortunately, our transport company will only give you an AM or PM timeframe prior to the day of delivery and they will call you to arrange this. You will receive notification from Gibbon Group on the day of despatch from our warehouse which will give you between 2-7 days' notice depending on the destination (see delivery times for each state below).

Delivery: what days do you deliver?

Deliveries will take place between Monday and Friday during normal business hours, excluding public holidays. Please ensure that a person is available to receive the goods, otherwise an extra re-delivery charge may apply.

Delivery: how long will it take?

Brisbane: Approximately 1-3 business days
Sydney: Approximately 2-3 business days Melbourne: Approximately 3-5 business days Adelaide/Perth: Approximately 5-7 business days

Please Note: Gibbon Group are not responsible for unforeseen transport delays that are out of our control once the order has been dispatched. We will make every attempt to ensure your order arrives on time.

Delivery: how do I track my delivery?

As Gibbon Group use a specialty floorcovering transport company, we will track and trace your delivery for you. Please call or email Gibbon Group head office on 07 3881 1777 / sales@gibbongroup.com.au and provide us with your invoice or quote number as a reference if you would like to find out the status of your rug.

Delivery: can I change the delivery date after putting my order through?

Yes, you can change the delivery date after placing an order, however we may need to halt production of that rug until we have a firm delivery date (if not able to provide at the time of changing).

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: delays to your delivery date

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

Ordering a Tretford Rug

Please email rugs@gibbongroup.com.au or fax (07) 3881 1716 with a purchase order or an email acceptance with a signed copy of your quote. For all orders, please include a copy of your quote with a signature in the client approval section as well as any shop drawings if applicable (also signed in the client approval section).

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.*

Curling

If you experience curling, back-rolling is an essential first step to help speed up the settling process, as your rug will have a memory from being rolled up in transport. You can also use strips of our recommended Roberts Rug Gripper tape cut to size around the perimeter of your rug or just the edges where curling is happening. 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 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.

Important downloads / links

[Gibbon Group Trading Terms & Conditions](#)

RUG PLACEMENT

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

Initial Steps for Placement of Your New Rug

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, taped and is able to be either rotated to prevent crush marks appearing or stood on end in a safe place.

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

Rotating your rug often will allow the normal wear to be more evenly distributed. Regularly rotating will also help to minimise colour changes that may occur from exposure to direct sunlight as well as helping prevent moth damage in areas where dark / hidden areas can be missed in vacuuming.

Moth Damage

Tretford is treated to European standards (BS 4797:1972) (SIS 650220), however can still be susceptible to moth damage.

The best prevention is to regularly vacuum all areas of your rug and rotate as per above recommendations and if possible, use fly screens throughout your space. Another alternative is to contact your local pest treatment company and arrange treatment that way.

CUSTOMER REFERENCE
TRETFORD ROLL

Sample description as provided by customer
 TOTAL weight mass/unit area **2750 g/m²**
 Construction Details **Bonded** Secondary Backing **Jute**
 Style **Loop Pile**

Order No. **GH**
 Pile Fibre Content **80% Goat Hair 15% Nylon 5% Viscose**
 Colour **Brown**
 Pile Height / mm

TEST METHOD AS/ISO 9239.1 2003 Reaction To Fire Tests For Floorings Part 1 Determination of the Burning Behaviour Using a Radiant Heat Source. As required by specification C1.10 of the Building Code of Australia.

The test values relate to the behaviour of the test specimens of a product under the particular conditions of the test, they are not intended to be the sole criterion for assessing the potential fire hazard of the product. Clause 9 of AS/ISO 9239 Part 1.

Conditioning as specified in BS EN 13238.2001

Sample submitted Date **Aug 2016**

Test Date **04 Aug 2016**

ASSEMBLY SYSTEM: DIRECT STICK TREFORD 240.

The floor covering was directly stuck to the substrate using **TREFORD 240** adhesive.

Substrate: **Non-Combustible**

Substrate - **6mm Fibre Reinforced Cement Board to simulate a Non-Combustible Flooring.**

The Holding Torque on Specimen Frame was **2Nm.**

Initial Test Specimen 1 Length Direction Critical Radiant Flux **7.5 kW/m²**
 Specimen 1 Width Direction Critical Radiant Flux **8.1 kW/m²**
 Full tests carried out in the **Length** Direction


SPECIMEN	Length #1	Length #2	Length #3	Mean
Critical Radiant Flux (kW/m ²)	7.5	7.4	8.0	7.6
Smoke Development Rate (%.min)	155	106	99	120

The values quoted below are as required by Specification C1.10 Fire Hazard Properties (Floors) of the Building Code of Australia. The Critical Radiant Flux quoted is the value at Flame-Out/Extinguishment (BCA General Provisions A1.1).

MEAN CRITICAL RADIANT FLUX 7.6 kW/m²

MEAN SMOKE DEVELOPMENT RATE 120 percent-minutes


OBSERVATIONS: **The samples shrunk away from the heat source, ignited and burnt a short distance.**



M. B. Webb
 Technical Manager

DATE: 04 Aug 2016

Performance & Approvals
 Testing No. 15393
 Accredited for compliance with ISO/IEC 17025.



PAGE 1 of 2

Clause 9 of AS/ISO 9239 Part 1

The values on Page 2 have no relevance to the Code.

1004 04 09

TIME FOR EACH SPECIMEN TO REACH EACH MARKER IN SECONDS

Specimen	50	60	110	160	210	260	310	360	410	460	510	560	610	660	710	760	810	860
1	138	139	148	156	170	250	/											
2	164	165	169	195	222	264	/											
3	132	133	169	182	458	/												

TESTS

BURNING CHARACTERISTICS

SMOKE PRODUCTION

Specimen	Burn Length (mm) at Flame Out/ Extinguishment	Time To Burn Out (s)	Maximum Light Attenuation (%)	Smoke Development Rate (%.min)
Initial Test: Width	240	941	43	117
Specimen Tests: Length				
1	275	898	43	155
2	280	754	36	106
3	255	797	33	99
Mean	270	816	37	120



M. B. Webb
 Technical Manager

DATE: 04 Aug 2016

Performance and Approvals
 Testing No. 15393
 Accredited for compliance
 with ISO/IEC 17025.

The laboratory does not allow the use of this page of the report without the use of page 1.

This page alone has no validity under Clause 9 of AS/ISO 9239 Part 1

2004 04 09 3254 4 August 2016



Waterford Carpets Ltd

Industrial park, Cork Road, Waterford, Ireland

This is to Certify that the following Product/s have been found in conformance with the Global GreenTag^{CERT™} Scheme Standard for the Tier and Level noted herein:

Tretford Cord Roll Carpet Range

GreenStar® 'Design and As Built v1.3' and 'Interiors v1.3' Rating Tools Credits:
Sustainable Products, Indoor Pollutants, Responsible Building Materials

GreenStar® 'Performance v1.2' Rating Tool Credit:
Refurbishment Materials

Licensed Sites:
Waterford, Ireland
Licence No.:
WAT:CP01:2020:GR
Licence Date:
28th February 2020
Latest Revision Date:
28th February 2020
Valid to:
28th February 2021
GreenTag^{CERT™} Standard:
Standard Version 3.2



David Baggs
Chief Executive Officer
Global GreenTag^{CERT™} Program Director



green product certification
trust brands

Conditions of Licence

The conditions of licence are contained in full in the Ecospecifier Global GreenTag^{CERT™} Standard, Terms and Conditions, and Rules for the Use of the Mark Documents as sighted and/or executed by the Licensee.

In summary it is the responsibility of the licensee in particular to:

1. always comply with the relevant provisions of the GreenTag certification program;
2. make all necessary arrangements for the conduct of the future evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment surveillance, reassessment) and resolution of complaints;
3. make claims regarding certification only in respect of the scope for which certification has been granted;
4. not use its product certification in such a manner as to bring the GreenTag into disrepute and not make any statement regarding its product certification which the certification body may consider misleading or unauthorized;
5. upon suspension or cancellation of certification, discontinue its use of all advertising matter that contains any reference thereto and returns any certification documents as required by GreenTag;
6. use certification only to indicate that products are certified as being in conformity with specified GreenTag standards;
7. endeavour to ensure that no certificate or report nor any part thereof is used in a misleading manner;
8. make comment or inclusions solely in accordance with license requirements in making reference to its product certification in communication media such as online, emails, documents, brochures or advertising;
9. Inform GreenTag of any change in the Certified product or manufacturing process that is likely to significantly affect the product's design or specification, or changes in the ownership, structure or management of the Licensee, if relevant, or any other information that indicates the product may no longer comply with the requirements of this Standard;
10. In the event of GreenTag determining changes have been made to product or supplier details and not notified to GreenTag, the Licensee will, on receipt of a GreenTag 'Notice to Rectify', immediately provide GreenTag with the required details and any fees necessary to allow recertification. Failure to do so may result in the withdrawal of the Licence. If the product Licence is withdrawn, the Licensee must, within 7 days, cease to further promulgate all product marketing, packaging, advertising or other material carrying the logo. Furthermore all material carrying the Certification Mark/s must be withdrawn within 90 days.

Revision date	Certificate number	Notes
28th February 2020	WAT:CP01:2020:GR	Products recertified under GreenTag standard v3.2