



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

Gibbon Group  
T: +61 7 3881 1777  
F: +61 7 3881 1716  
[sales@gibbongroup.com.au](mailto:sales@gibbongroup.com.au)  
[www.gibbongroup.com.au](http://www.gibbongroup.com.au)

# 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](mailto: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.

# PREVENTATIVE MEASURES

## Prepare & prevent

The lasting and beautiful character of tretford carpet is often determined by the right choice of colour. In rooms with intensive foot traffic, it is best to opt for darker colours with a mix of heathering. The carpet has a greater dirt-concealing capacity in such a case.

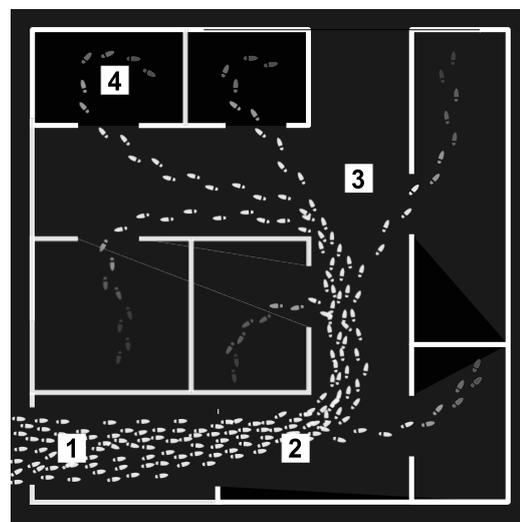
## Clean-off zone

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 heathering 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 traffic area
3. Intensive traffic area
4. Normal traffic area

# ROUTINE MAINTENANCE

## Proactive carpet care

By selecting tretford Carpet (Roll, Tile, Rugs, Plank), you have chosen one of the healthiest carpets manufactured today. It is reflected in tretford's whole process of production where natural goat hair fibre and other raw materials are brought together to make its unique construction.

And part of tretford's philosophy on producing a healthy carpet is minimizing the use of chemicals - which is why tretford will only use insect resist treatment to the level of the European (EU) standards.

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

## Regular vacuuming

tretford cord carpet does not easily attract nor hold dirt and is cleaned under normal conditions with a vacuum cleaner. Thorough daily vacuuming will extend the carpet's life especially in the high traffic areas because accelerated wear occurs when traffic grinds embedded soil into the carpet fibre.

To properly maintain tretford, thorough vacuuming is required at least once a week in all areas. For preventing carpet moth damage, ensure that this includes low or little usage areas - in particular, under raised furniture and along skirting boards.

Regular vacuuming will also enhance in-door air quality. Upright vacuum cleaners with beater bars are the most effective at lifting pile and removing soil particles. Should soiling or staining occur, one of our two cleaning methods should be used (see below).

## Maintenance guidelines

- Regular full vacuum, at least weekly, including along skirting boards, under furniture and in non-usage areas.
- Annual, at least one a year, low moisture, deep clean of carpet in all areas including along skirting boards, under furniture and in non-usage areas.

# SPOT CLEANING

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, heavy duty cleaning fluids/ chemicals or carpet cleaning products with a high PH level on tretford as this can damage or discolour the carpet. Remove the spill or by scraping with the back of a knife and then blotting with a damp, clean white towel. Never rub the carpet.

Use an appropriate spot remover if necessary (contact Gibbon Group for more information).

Please follow the guide in the stain table below for further information if the above does not remove the stain/food/spillage.

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

Spotting kits are very effective at removing stains and are highly recommended (contact Gibbon Group for more information). If a spotting kit is not available, please follow the spot cleaning guidelines below

## SPOT CLEANING TABLE (IF NO SPOTTING KIT IS AVAILABLE)

J	Blood	D	Fruit	A	Mascara	D	Tea
A	Butter	A	Furniture Polish	B	Mayonnaise	B	Toothpaste
G	Chewing Gum	B	Garden Soil	B	Milk	A	Type Ribbon
B	Cheese	B	Glue (White)	A	Nail Polish	H	Urine (Fresh)
B	Chocolate	A	Grease	A	Paint, Latex	C	Urine (Dry)
D	Cocktails	A	Hair Spray	D	Rust	E	Vomit
D	Coffee	B	Ice Cream	A	Shoe Polish	G	Wax, Candle
A	Crayon	A	Ink, Biro/Felt	D	Soft Drinks	A	Wax, Paste
B	Egg	E	Ink, Permanent	B	Soya Sauce	D	Wine
B	Excrement	B	Ketchup	A	Tar		

A	Appropriate solvent or white spirit, blot, detergent, blot, water, blot.
B	Detergent, blot, ammonia (diluted), blot, detergent, blot, water, blot
C	Detergent, blot, white vinegar, blot, ammonia (diluted), blot, detergent, blot, water, blot
D	Detergent, blot, white vinegar, blot, detergent, blot, water, blot
E	Detergent, blot, ammonia (diluted), blot, white vinegar, blot, water, blot
F	Detergent, blot, white vinegar, blot, ammonia (diluted), blot, water, blot
G	Freeze with ice cubes, shatter with blunt objects, vacuum, appropriate solvent, or white spirit, wait, blot, repeat if necessary
H	Blot, water, blot, ammonia (diluted), blot, detergent, blot, water, blot
J	Use cold ingredients: water, blot, detergent, blot, ammonia (diluted), blot, detergent, blot, water, blot.

# 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. We recommend specialised maintenance through interim deep cleaning 2 to 3 times per year, depending on levels of foot traffic and soiling of the carpet.

## Low moisture extraction method.

tretford only recommends the use of two systems:

- Chemdry Hot Carbonating Extraction &
- 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 – see below...

## 1) Chemdry Hot Carbonating Extraction

Chemdry 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 Chemdry please use the code word 'TRETTFORD', 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 Group for purchase information). If a spotting kit is not to hand, please follow the guidelines in the Spot Cleaning section (previous page). 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.**



# INTERIM DEEP CLEANING

## Hot water extraction method.

tretford will only approve of Hot Water Extraction systems where NO spirit or solvent based detergents are used. Natural fibre carpets can be permanently damaged should the wrong chemicals be used.

Should either of the above Low Moisture systems not be available and Hot Water Extraction must be used, tretford recommends only certified WoolSafe cleaning companies who have been trained to clean 'natural' fibres, using certified WoolSafe products. For information on recommended professional cleaners in your local area, please see the list on the WoolSafe website:

[www.wool-safe.org/find-a-carpet-cleaner](http://www.wool-safe.org/find-a-carpet-cleaner)

or contact your local representative:

[www.gibbongroup.com.au/contact-us](http://www.gibbongroup.com.au/contact-us)

Keep in mind when Hot Water Extraction is used:

- a higher volume of water is used.
- cleaning will have to be scheduled in the evening due to longer drying times.

Ensure the carpet is completely dry before allowing traffic or furniture on carpet to avoid matting, wick-back or rapid re-soiling of the damp carpet.

## IMPORTANT:

NOT using RECOMMENDED cleaning operators, can lead to:

- Use of incorrect chemicals with high alkalinity or PH can permanently damage natural fibre;
- Leaving a residue which causes rapid re-soiling and possible colour change.
- Over-wetting the carpet - which can lead to:
  - Potential shrinkage
  - Prolonged damp and chance of odour development
  - Rapid re-soiling and permanent fibre damage if walked on before properly dry
- Long unnecessary drying times
- The risk of damage to under-floor wiring (access flooring).

Complaints cannot be entertained where carpets are not maintained using an approved system as described above or in accordance with these recommendations.

**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.**



CUSTOMER REFERENCE  
**TRETFORD ROLL**

Sample description as provided by customer  
 TOTAL weight mass/unit area **2750 g/m<sup>2</sup>**  
 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/m<sup>2</sup>**  
 Specimen 1 Width Direction Critical Radiant Flux **8.1 kW/m<sup>2</sup>**  
 Full tests carried out in the **Length** Direction

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

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/m<sup>2</sup>**

**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: <b>Width</b>	240	941	43	117
Specimen Tests: <b>Length</b>				
1	275	898	43	155
2	280	754	36	106
3	255	797	33	99
<b>Mean</b>	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<sup>CERT™</sup> 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<sup>CERT™</sup> Standard:  
Standard Version 3.2



David Baggs  
Chief Executive Officer  
Global GreenTag<sup>CERT™</sup> Program Director



green product certification  
trust brands

## Conditions of Licence

The conditions of licence are contained in full in the Ecospecifier Global GreenTag<sup>CERT™</sup> 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