URBAN
COLLECTION

Care and Warranty Guide

www.urbancollection.co.nz

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This booklet is designed to provide you with the assurance, guidance, and knowledge needed to care for and maintain the performance of your carpet effectively.

It's essential to thoroughly read this booklet to gain a comprehensive understanding of how its contents will impact your purchase.

Carpet Characteristics.

Colour Variation

It is common and expected to experience minor colour variations between the samples you view and the actual production runs of your carpet. Various factors such as lighting conditions and viewing angles can also contribute to differences in the perceived colour of the carpet. We highly recommend that you assess the sample at your residence under different lighting conditions before making a final decision on your selection. This will provide you with the most accurate impression of the final effect and help you make an informed decision.

Pile Reversal (Shading)

Pile reversal shading, often referred to as watermarking, is a lasting occurrence that predominantly impacts cut pile carpets, particularly those with a solid colour and plush texture. While its exact cause remains uncertain, this phenomenon tends to manifest after prolonged usage.

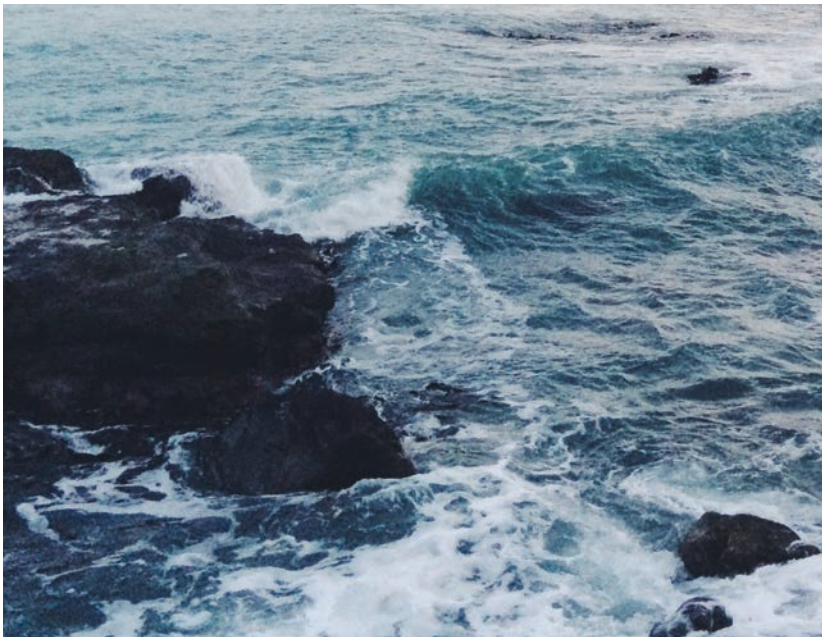
In affected regions, such as high-traffic areas, the carpet fibers undergo a bending or leaning process, leading to a notable shading effect caused by the differential reflection of light. Importantly, it's crucial to understand that this enduring alteration doesn't compromise the carpet's functionality, and thus, it doesn't qualify as a manufacturing defect.

Stairs

Over time, carpets installed on stairs will inevitably experience a gradual loss of their original appearance and flattening over time, primarily due to the consistent pressure exerted by foot traffic. To proactively address this issue, it is advised to consider purchasing extra carpet at the outset. This enables you to refresh the appearance of your stairs when needed.

Missing or Damaged Tufts

Damaged or missing tufts can occur by scratching from household pets or moving of furniture. These can easily be repaired by an experienced installer. It is recommended at the time of purchase to ask for additional carpet for this reason.



Tracking, matting

The gradual emergence of tracking and matting is a natural consequence, predominantly attributed to the consistent foot traffic that carpets endure. Notably, matting tends to become more noticeable in areas of high activity such as entranceways, corridors, staircases, and other frequently traversed spaces. Mitigating these effects can be achieved through a combination of regular vacuuming and periodic professional cleaning. By adopting this proactive approach, you can effectively reduce the progression of tracking and matting, preserving the overall aesthetic and longevity of your carpet.

Maintaining Your Carpet

Vacuum Regularly

It is indeed crucial to emphasise the importance of vacuuming after carpet installation to eliminate any dust and loose yarn on the surface. Regular and thorough vacuuming is a key factor in prolonging the lifespan of your carpet, particularly in high-traffic areas. Aim to vacuum at least twice a week for optimal results.

We recommend using vacuum cleaners that do not have rotating brush bars or beater brushes to prevent any potential damage to your carpet's surface, as this could have adverse effects on both its appearance and performance.

If your vacuum cleaner has a micro filter system or uses bags, it is important to regularly empty the bags or clean/replace the filters. This maintenance routine ensures that the vacuum cleaner maintains its high-performance capabilities and continues to effectively clean your carpets.

Soil Prevention

Foot traffic is indeed a primary source of soiling on carpets. However, there are effective measures you can take to minimise this issue. One such method is to place walk-off mats both inside and outside your entrances. Outdoor mats serve the purpose of removing larger particles of dirt and debris from shoes before entering your premises. These mats act as a barrier to prevent such dirt from being tracked inside. On the other hand, indoor mats are designed to capture smaller dirt particles and also absorb moisture, including wet mud, from shoes.

To maintain the effectiveness of your mats, it is important to regularly clean them and address any build-up of soil or moisture residue. If a mat becomes ineffective at capturing dirt or moisture, it is advisable to replace it accordingly. Additionally, keeping the foot paths, and entrances clean can significantly reduce the amount of debris brought indoors.

Spots and Spills

While it is impossible to completely avoid spills and stains, acting promptly can minimise the chances of permanent staining. If a spill occurs, the first step is to contain the stain or spill to prevent it from spreading. Remove any solid components immediately and use a clean white cloth or paper towel to blot or dab the liquid as much as possible.

It is important to remember to blot the affected area instead of scrubbing, as scrubbing can push the liquid deeper into the carpet fibers. If wiping becomes necessary, start from the outer edges of the stain and work your way towards the center. Blot with a dry absorbent cloth or paper towel until the carpet no longer feels wet.

If you have any concerns or hesitation about handling the spill, it is advisable to seek guidance from a professional carpet cleaning service. They can provide expert advice on how to proceed and assist with any necessary cleaning procedures.

See our stain removal guide on page 5.

Annual Professional Cleaning

To maintain the performance of your carpet, it is recommended to have it professionally cleaned every 12 to 18 months. While regular vacuuming helps remove surface particles, there is often residual dirt and grime that remain embedded in the carpet fibers. Hiring a professional cleaning service is essential for a thorough cleaning.

When selecting a professional cleaning service, ensure they offer hot water extraction, as it is considered the most effective method for carpet maintenance. This process, when performed correctly by experts, contributes to extending the lifespan of your carpet and preserving its appearance.

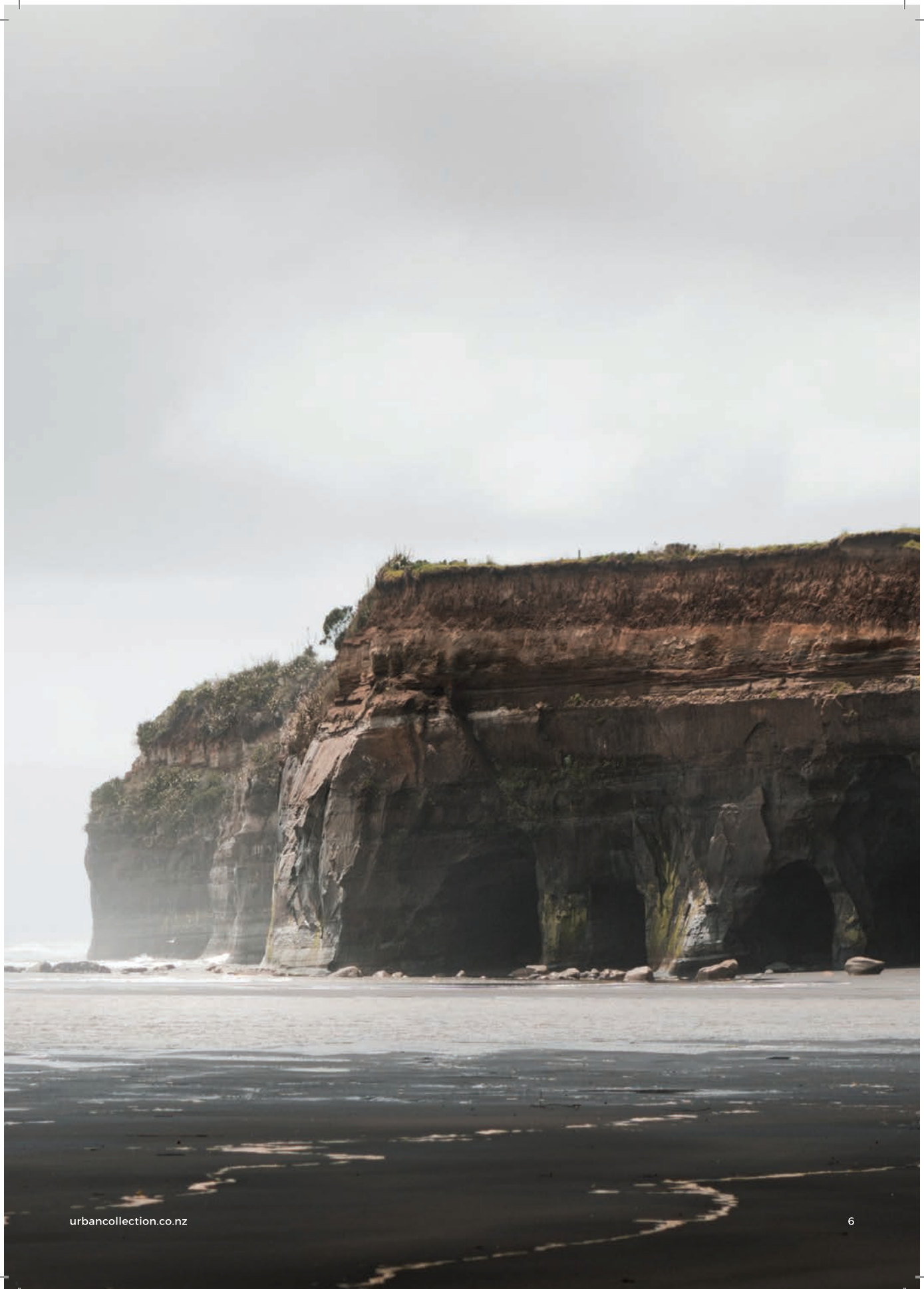
It is important to note that shampooing, do-it-yourself steam cleaning, or dry-cleaning carpets are not recommended. These methods may not provide adequate cleaning and could potentially damage the carpet fibers or leave behind residue. By adhering to professional cleaning practices, you can ensure that your carpet receives the deep cleaning it needs to maintain its performance and visual appeal.

Stain Removal Guide

Stain Type	Method
Alcoholic Beverages	1, 4, 3
Blood	4 ,7, 6
Chewing Gum	5, 4 , 7
Chocolate	4, 3, 7, 6
Coffee / Tea	4, 3, 4, 7, 6
Faeces	4, 7, 6
Ink	4, 3, 7, 6
Nail Polish	2, 7
Paint (latex)	1, 4, 7, 6
Urine (Fresh)	1, 4, 7, 6
Vomit	4, 7, 6
Wine	4, 3, 4, 7

1. Rinse the area with cold water.
2. Use a nail polish remover (without lanolin).
3. Use a vinegar solution by mixing one cup of white vinegar in two cups of water and applying it to the stain.
4. Make a detergent solution by mixing 1 teaspoon of mild laundry powder in 1 litre of warm water.
5. Freeze the area with ice cubes kept in a plastic bag. Once frozen, gently remove the debris by picking it up.
6. Place paper towels on the area to remove moisture, then vacuum the area.
7. Rinse the area with warm water.

If any stain or residue remains after following these steps, you'll need to contact a professional carpet cleaner.



7–Year Limited Warranty

Welcome To Our 10-Year Limited Warranty

Congratulations **on your purchase of an Urban Collection Carpet! We recognise the significance of owning a carpet that can withstand the challenges of everyday life. This document has been designed to provide you with the necessary reassurance and guidance to our 7-year limited warranty. It is important that you thoroughly read through this document to understand how it will impact your purchase.**

General Warranty Conditions

Urban Collection solution-dyed polyester carpets are covered by the NZ Consumer Guarantee Act 1993. We endorse and acknowledge all consumer rights under the Consumer Guarantees Act 1993.

Urban Collection recommends that carpets receive a professional hot water extraction treatment every 12 to 18 months. Detailed instructions can be found in our Care and Maintenance Guide. To initiate a claim for staining, soling, or wear-related issues, it is necessary to provide proof of a cleaning receipt dated no earlier than three months.

Please note that Urban Collection will not be liable for consequential or incidental damages under these warranties. Such damages may include but are not limited to, product defects, excessive movement of heavy furniture, and mishandling issues.

Our limited warranty provided applies exclusively to the domestic use of this product. To ensure the validity of the warranty, please be aware of the following exclusions:

1. Warranties are extended to the original purchaser of the carpet and cannot be transferred, even in the event of selling your house.
2. The purchaser must retain the proof of purchase in the form of a receipt, invoice, or statement from the retailer/contractor, along with proof of the installation date.
3. The warranty solely applies to first-grade carpets and does not cover carpets sold as seconds.
4. The carpet must be maintained in accordance with our Care and Maintenance Guide.
5. The product must be installed using a new underlay and in accordance with the current AS/NZS-2455 standards.
6. The Installation is carried out by a registered Floor NZ contractor using Urban Collection's recommended adhesive.

Warranty Exclusions

The warranty excludes all damage due to, but not limited to, abnormal wear such as soiling, pet damage, cutting, flooding, natural disasters, accidents, excessive water, or the persistence of excessive moisture. It also excludes damage caused by inadequate installation, defective installation, as well as subfloor imperfections. Other exclusions are changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes and chemicals other than food or non-beverage substances.

1. Damage caused by moving heavy objects over the flooring.
2. Damage caused to the carpet due to insufficient cleaning, topical agents, and poor maintenance.
3. Damage caused by the applied pressure of roller castor chairs and athletic equipment, such as gym equipment and rugby boots.
4. Damage caused by beater brush vacuums.

7–Year Limited Warranty

In the event of a problem:

If you have a concern about your Urban Collection carpet failing to perform under these warranties or your consumer rights, please reach out to the retailer from whom you purchased and had the carpet installed. Depending on the nature of your complaint, the flooring retailer will arrange for an onsite inspection to assess the issue. As the customer, it is your responsibility to clearly communicate the problem and provide proof of the installation date, along with a copy of the invoice.

If the inspection confirms that the cause of the defective carpet falls within the terms and conditions of our warranty, Urban Collection will proceed with either repairing or replacing the warranted carpet in the affected area. The replacement carpet will be of the equivalent quality to the available colour in the current range. If we decide not to repair or replace the affected carpet, we will provide a refund based on the age of your carpet, according to the following depreciation table. Urban Collection reserves the right to have the final decision.

Urban Collection's liability under these warranties is limited to the direct costs associated with the replacement or repair of affected carpeting. Please note, that our warranty considers the natural depreciation of your carpet's value over time and with regular use. To determine the value of replacement materials, we provide the following depreciation table for your reference:

Year 1 – 3	100%
Year 4 – 5	50%
Year 6 – 7	20%

Abrasive Wear Warranty

Urban Collection's wear warranty covers fibre loss resulting from normal domestic wear. This abrasive wear, commonly known as fibre loss, occurs due to the regular use of the carpet. Urban Collection guarantees that the surface pile will not experience more than 10% abrasive wear from the date of original installation. It is important to note that carpet flattening or crushing is not considered part of normal abrasive wear. For specific details and exclusions, please refer to the General Warranty conditions.

Stain Warranty

Urban Collection warrants that our carpets are resistant to most consumable food and beverage stains provided you attend to the affected area immediately. Please refer to our Care and Maintenance guide for instructions. If the affected area remains unsatisfactory, it is necessary to have the specific area professionally cleaned.

Please note that the warranty excludes the following substances or causes of damage:

1. Non-food and non-beverage stains (cosmetics, inks, footwear, hair dye, furniture polish, pet stains, cosmetic use, vomit, or urine, etc).
2. Chemicals that cause damage or discolouration to the carpet's appearance (such as oven cleaners, plant food liquid, bleach etc).
3. Consumables that contain natural dyes (tea, sauce, mustard, etc.).
4. Improper care of soiling, spilling, and staining removal as described in the Care and Maintenance.

Fade & Colour Fast Warranty

It is a fact that carpets will gradually fade and lose colour when exposed to direct sunlight in our NZ conditions. It is important to protect them from direct sunlight to help sustain their lifespan. This can be done by having shades, curtains, and U/V preventative sheers to protect them from direct sunlight exposure.

Urban Collection warrants that from the original date of purchase, our carpet will not display significant fading with a rating of 3 or less on the AATCC Grey Scale for colour change.

Anti-static Warranty

Urban Collection guarantees that its carpets will not generate static charges exceeding 4.0 Kilovolt from the date of original installation. If you notice that your carpet is producing static charges beyond this limit, we kindly ask you to get in touch with your retailer.

Manufacturing Defects

Urban Collection provides a 5-year warranty against manufacturing defects for your carpet, starting from the date of its original installation. Manufacturing defects are not limited to, and include, colour, shading, piling faults, tufting faults, pile weights, and variation in textures from the original sample viewed to the surface and backing components. Please note that shading on cut pile carpets is not considered a manufacturing defect and is therefore not covered under the warranty.

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