




CAVALIER  
BREMWORTH



enduro  
DESIGNED FOR FAMILY LIFE

# Warranty and Care Guide

Enduro solution-dyed nylon carpets



“Enduro is a new carpet fibre that is designed to let you enjoy your lifestyle, not spend your life worrying about your carpet.”



Enduro is a specially engineered solution-dyed nylon with strong stain resistance and a tough construction that means it will stay looking good for years to come.

It's ideally suited for our harsh sunlight with colour locked into the fibre to resist fading. Made by New Zealand's most trusted carpet brand, Cavalier Bremworth.



This warranty and maintenance guide covers Enduro solution-dyed nylon carpets from Cavalier Bremworth. We source only the highest quality synthetics with excellent stain and soil resistance that will stand up to modern family life.

As with any type of flooring, solution-dyed nylon carpets still need regular care to stay looking their best. We urge you to take the time and read the recommended care and cleaning procedures.

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# Warranty overview

## We stand behind what we make

Cavalier Bremworth has been designing and making carpets for more than 55 years to exacting quality standards. We are proud to stand behind the carpets we make and offer a six-point warranty on our Enduro solution-dyed nylon carpets brought through our retailer network for residential use in a private household. These warranties need to be read in conjunction with our general terms and conditions on page 12.

# Your warranties at law

We acknowledge and respect the terms of the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2012. Our carpets come with guarantees provided by the Consumer Guarantees Act and Australian Consumer Law 2012 that cannot be excluded. Under Australian Consumer Law you are entitled to a replacement or refund for a major failure and for compensation for any other foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

A summary of your rights and remedies under the New Zealand Consumer Guarantees Act can be found at the Ministry of Consumer Affairs' website at [www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz). Further detail on Australian Consumer Law can be found at [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).

Your rights under the New Zealand Consumer Guarantees Act or Australian Consumer Law commence from the date of purchase and may run for the life of your carpet.

# Your Cavalier Bremworth warranties

Cavalier Bremworth also provides a number of express warranties (which are set out on pages 6-10 in relation to its carpets. These warranties do not limit or affect your entitlements under New Zealand or Australian consumer laws, including the Consumer Guarantees Act and Australian Consumer Law 2012. You may have additional rights under these laws than are provided for in the warranties below.

Under your Cavalier Bremworth warranties, should a problem arise and we accept that you have a valid warranty claim under the warranties set out in the booklet, at our discretion, we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a refund for the carpet in the affected area. The extent of the refund will be based on the age of your carpet (i.e. to allow for depreciation) – a full explanation of how this is calculated is found under the general terms and conditions on page12.

# In the event of a problem

If you have a concern about your Cavalier Bremworth carpet and would like to make a claim under your Cavalier Bremworth warranties (e.g. rather than under the Consumer Guarantees Act or Australian Consumer Law), you should contact the retailer who sold and installed your carpet. They will make an inspection and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further. A member of the Consumer Services team will be in touch to discuss the issue and arrange an inspection if required.

New Zealand	Australia
Phone 0800 808 303	Phone 1800 251 172
7 Grayson Ave, Papatoetoe	165-169 Lower Gibbes St
P O Box 97 040, Manukau	Chatswood, NSW 2067
Auckland 2241	P O Box 845, Willoughby, NSW 2068

Cavalier Bremworth strives to comply with all of its obligations at law and you are free to contact us or the retailer who sold and installed your carpet, should you wish to make a claim under the Consumer Guarantees Act or Australian Consumer Law 2012 in relation to your carpet.





## Our six warranties

Cavalier Bremworth offers six warranties on its Enduro solution-dyed nylon carpets. Note that conditions and exclusions do apply and we ask that you read the warranty details carefully. Failure to adhere to the recommended cleaning and care procedures may void all or part of these warranties.



STAIN  
RESISTANCE



FADE  
RESISTANCE



ABRASIVE  
WEAR



INSECT  
RESISTANCE



ANTI  
STATIC



MANUFACTURING  
DEFECTS

## 1. Stain resistance\* – 20 years

We warrant that your Cavalier Bremworth Enduro solution-dyed nylon carpet will resist most common food and beverage stains that occur during normal residential use, so long as:

- You attend to spills and stains promptly as per the recommended care and cleaning instructions at the end of this booklet. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned.  
If the affected area still remains unsatisfactory after the professional clean, and you can provide proof of that cleaning, then we will replace the affected area.

\*Note: No carpet is fully stain proof. There are some stains that are excluded from this warranty and these include:

- Non-food and non-beverage stains caused by substances such as cosmetics, bleaches, inks etc.
- Stains caused by substances that change or destroy the colour of the carpet such as stains caused by dyes (such as clothing or food colouring), bleaches, acne medications, drain cleaners and plant food.
- Human or other pet stains (such as vomit, blood and faeces).
- Colour change due to fading.

## 2. Fade resistance\* – 20 years

Cavalier Bremworth warrants that your Enduro solution-dyed nylon carpet will not display significant fading due to light exposure. If we determine that noticeable colour change due to u/v exposure has occurred, we will repair or replace the carpet as per our warranty conditions. Noticeable colour change is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists Gray Scale for colour change.

\*Note: there are some exclusions to this fade resistance warranty:

- Changes in carpet colour resulting from external causes such as spills of household chemicals, or improper cleaning.
- Fading from food or beverages excluded from the stain warranty or from the build-up of dry soil from foot traffic.
- Changes in carpet colour due to air purifiers, photo-copiers or other electronic equipment that may emit ozone in noticeable quantity.
- Gradual fading over time from pesticides or cleaning agents.

### 3. Abrasive wear\* – 20 years

Your carpet is protected against fibre loss during normal domestic wear.

Fibre Loss from abrasive wear is defined as actual loss of fibre, due to abrasion, from the surface pile of the carpet. We warrant that your Enduro solution-dyed nylon carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions.

Abrasive wear does not mean crushing or flattening of the carpet pile in any area.

\*Note: Exclusions to this warranty include:

- Changes in carpet appearance caused from staining, soiling, fading or furniture pressure.
- Damage from tears, pulls, cuts or burns.
- Pilling or shedding.
- Damage caused by pets.
- Damage from chairs with roller castors, carts with wheels, or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

### 4. Insect resist – Lifetime

Cavalier Bremworth warrants that your Enduro solution-dyed nylon carpet, used for residential purposes in a private household, will not require any chemical treatment or application to guard against infestation from insects that can damage your carpet. Private household at all times since its original installation.

### 5. Anti-static – Lifetime

For the expected lifetime of your Enduro solution-dyed nylon carpet, it will not generate static greater than 5.0 kilovolts as determined by independent testing.

### 6. Manufacturing defects\* – Lifetime

We warrant your Cavalier Bremworth Enduro solution-dyed nylon carpet against all manufacturing defects during the expected lifetime of the carpet, so long as:

- The carpet was bought and installed through an authorised Cavalier Bremworth retailer.
- The carpet has been properly maintained and used for residential purposes in a private household at all times since its original installation.

\*Note: Shading on cut pile carpets does not constitute a manufacturing defect.



# General terms and conditions

If we determine not to repair or replace the affected carpet, we will issue a refund based on the age of your carpet. The age is determined from the date of installation of your Enduro solution-dyed nylon carpet by a Cavalier Bremworth retailer. The refund value is based on a new carpet of the same or comparable type made by Cavalier Bremworth.

Depreciation table for refund value:			
First 15 years	100%	20 years	50%
16 years	90%	21 years	40%
17 years	80%	22 years	30%
18 years	70%	23 years	20%
19 years	60%	24 years+	10%

- Warranties are extended to the original purchaser of the carpet only and are not transferable (e.g. through the sale of your house). The warranty is solely for the use of the carpet in a private residence in accordance with the carpet’s rating recommendation/s. The warranty only applies to first grade carpets and is not applicable to carpets sold as seconds.
- Carpets must be properly installed over quality underlay in accordance with the Australian and New Zealand Standard AS/NZS-2455 for installation and maintained in accordance with the care recommendations provided.

Failure to appropriately install the carpet as per the standards and to maintain the carpet in accordance with the recommended cleaning and care procedures could void all or part of the warranty coverage, at Cavalier Bremworth’s discretion.

- Our warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.
- Warranties do not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or cleaning agents which have affected the properties of the carpet. It does not cover damage caused by prolonged or excessive moisture.
- Warranties do not cover damage to your carpet caused by the failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.

Under these warranties, Cavalier Bremworth will not pay consequential or incidental damages, including any loss, expense or damage other than to the carpet itself.



## Recommended cleaning and care

No carpet is completely stain-proof, even solution-dyed nylon carpets manufactured with the latest technology. However, if you follow our simple maintenance recommendations and stain removal guidelines, then you can help ensure your carpet keeps its good looks for longer.

### Routine maintenance

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Vacuuming should be carried out at least once a week and more often in high traffic areas such as hallways and entranceways.

Professional cleaning should be carried out when your carpet still looks dirty after vacuuming – and every two years at a minimum. You should consult a professional cleaner for the best method of cleaning. Do-it-yourself carpet shampoo machines are not recommended as the associated detergent products can often leave a sticky residue – which attracts soil to the fibre and makes it become dirty more quickly.

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels. Chairs with roller wheels should have protector mats underneath.

## Dealing with spills and stains

When spills occur it is important that they are cleaned up immediately. Even though our Enduro solution-dyed nylon carpet has inbuilt stain resistant properties, no carpet is immune from staining if spills are left untreated.

BEFORE using any recommended stain treatment or remedy, please make sure you have 'contained the stain' firmly blotting up any excess liquid spills with a wad of clean paper towels and scraping up any solids.

And please – NEVER rub or scrub wet carpet as this can cause permanent damage to the pile.

Once you have taken action to remove the worst of the stain, please refer to the stain guide on the following page and use the six-step procedure outlined here. Make sure the stain is dry before proceeding to the next step in the order of recommended treatment.

- Step 1** Test the recommended cleaning solution on a hidden piece of carpet or carpet mat.
- Step 2** Apply a small amount of the selected cleaning solution to a clean white cloth and work in gently. Work from the edges of the spill to the centre to prevent the spill from spreading.
- Step 3** Continue using the recommended stain treatment as long as there is a transfer of the spill to the cloth. You don't need to use the second or third treatment suggestions if this first one works.
- Step 4** Dab (don't drown) the affected area thoroughly with cold water and blot up using a wad of paper towels until all of the solution has been removed.
- Step 5** Apply a thick layer of white paper towels and weigh it down with a flat heavy object. Continue to change the paper towels as needed till as much moisture is gone from the carpet as possible.

# Stain guide for synthetic carpets

Hot water extraction, performed by a trained, qualified carpet care professional, is recommended every two years to remove ingrained dirt that can damage your carpet pile. With this method, a detergent solution is sprayed on the carpet and removed by extracting the dirt and solution with a powerful vacuum from a portable unit. A professional has been trained to use the equipment properly so that the carpet will not be damaged. Additionally, the equipment they use is much more powerful than rental units available to you.

Code	Cleaning agents / methods
1	Dry cleaning fluid
2	Nail polish remover
3	Detergent mix – two tsps. mild liquid detergent mixed with two cups water
4	Lukewarm tap water
5	Vinegar solution – one cup vinegar to two cups water
6	Ammonia solution – two tbsps. household ammonia to one cup water
7	Cavalier Bremworth Dry Stain Remover
8	Professional clean advised

# Stain guide for synthetic carpets

Stain	Method
Acne medication	1,3,6,5,4,8
Alcoholic beverages	3,6,5,4,7,8
Bleach	3,4,8
Blood	6,3,4 (cold), 7, 8
Candle Wax	2,1,8
Charcoal	9,3,7,8
Chewing Gum (freeze with ice, then	1,8
Chocolate	3,5,4,7,8
Coffee/tea with milk/sugar	3,5,4,7,8
Cosmetics	2,1,3,6,5,4,7,8
Crayon	1,3,8
Food	3,6,4,8
Fruit juice	3,6,5,4,7,8
Furniture polish (water based)	3,4,1,6,7,8
Furniture polish (solvent based)	2,1,3,6,5,4,7,8
Grass	2,1,3,6,5,4,7,8
Grease	1,3,4,8
Ink	2,1,3,6,5,4,7,8
Lipstick	2,1,3,6,5,4,7,8

Milk	1,3,6,5,4,8
Mud	3,4,8
Mustard	3,5,4,7,8
Nail polish	2
Oil	1,3,7,8
Paint	3,6,4,7,8
Plant food	3,6,5,4,7,8
Rust	5,3,4,7,8
Shoe polish	2,1,3,6,4,7,8
Soft drinks	3,6,5,4,7,8
Tar	1,7,8
Toothpaste	3,5,6,4,8
Urine – wet	3,6,5,4,8
Urine – dry	3,4,5,6,8
Vomit	3,6,5,7,8
Wine	4,3,5,7

Note: some spills contain chemicals that may discolour or even damage the carpet fibre or dyes. If you have doubts about what caused the stain, and how to remove it, please contact a professional carpet cleaner.

While this advice is offered in good faith, no responsibility is accepted for claims arising from the recommended treatments.



## Important carpet characteristics

Carpet is a textile that exhibits particular characteristics you need to be aware of before buying. These characteristics are an inherent feature of the carpet itself, and are not manufacturing defects.

**Permanent shading on cut pile carpets.** Cut pile carpets, particularly plush pile carpets, will develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is caused by the permanent bending of the carpet pile fibres which then reflect the light differently. The extent to which shading occurs cannot be accurately predicted or prevented. It does not affect the wear or durability of the carpet and is not recognised by Cavalier Bremworth as a manufacturing flaw or defect.

**Supplied product colour and/or texture** may vary from dye-lot to dye-lot and from the supplied sample.

**Fading.** For floor areas that are exposed to strong sunlight, UV window film along with the use of curtains, blinds, shades and awnings will assist in fade reduction.

**Pattern matching.** While our carpets have been manufactured to exacting standards to minimise pattern distortions, the extensible nature of textile products means that some distortion is likely. Even with special care during installation, some irregularities may be visible, especially when viewing across multiple-width installations.

**Repetitive or excessive wear,** for example from chairs with castor wheels, will cause wear and damage, unless adequate protection is provided (such as a plastic mat).



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## Cavalier Bremworth

### New Zealand

7 Grayson Ave, Papatoetoe  
P O Box 97 040, Manukau  
Auckland 2241

Phone 0800 808 303

[www.cavbrem.co.nz](http://www.cavbrem.co.nz)

### Australia

165-169 Lower Gibbes St  
Chatswood, NSW 2067  
P O Box 845, Willoughby, NSW 2068

Phone 1800 251 172

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

