

redbook

CARPETS

Your guide to selecting
and caring for
Redbook carpet.

Simply great
carpet.



triexta

solution dyed nylon

polyester

polypropylene

Finding and caring for your new carpet is simple with Redbook. This guide has been designed to help you select a carpet, and also includes tips on carpet care, to help keep your carpet looking simply great for years to come.

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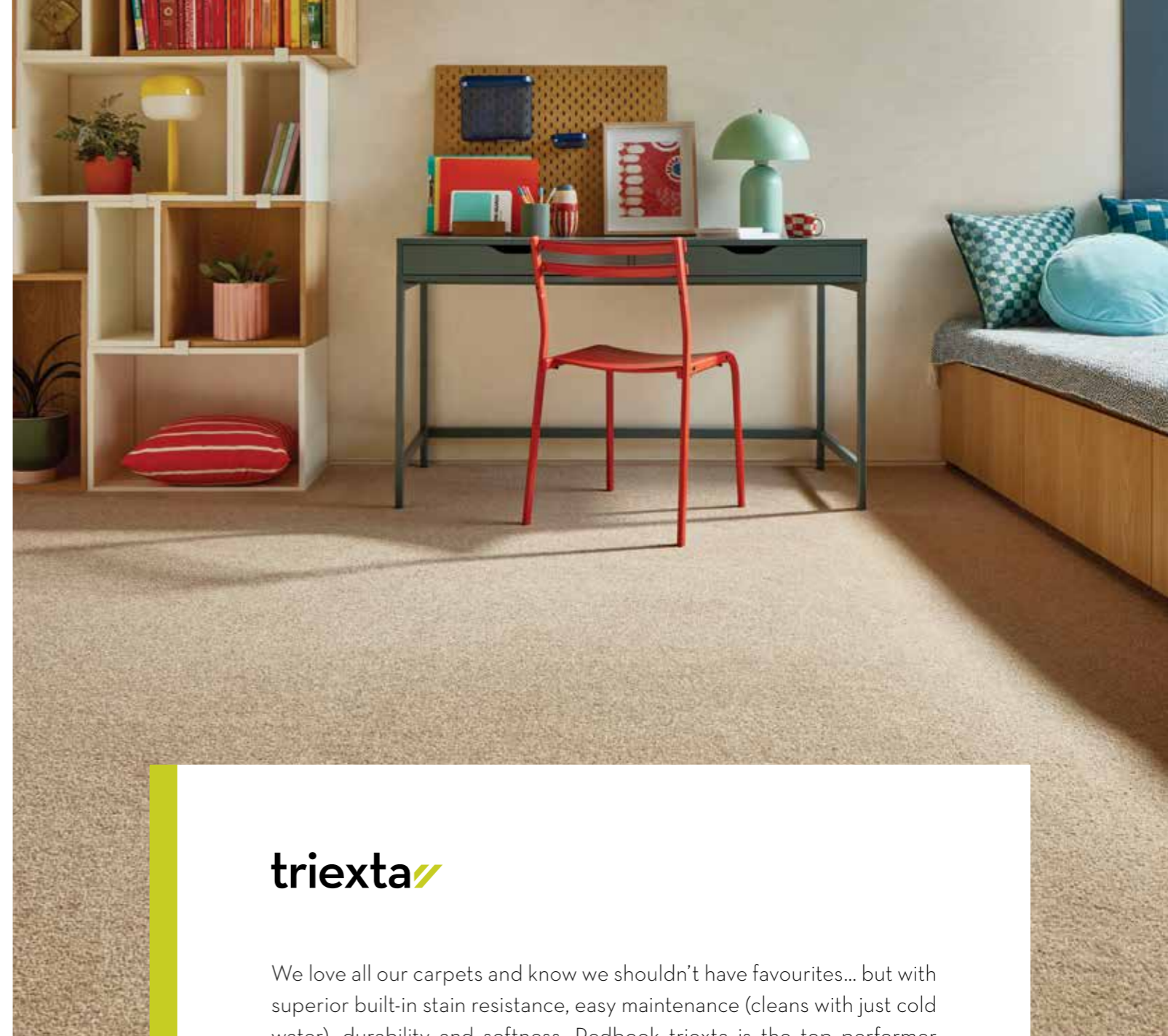
Finding new carpet is simple with Redbook.

Easily compare fibre types across a wide range of colours and styles to select the perfect carpet for your home. Browse with confidence, knowing that all Redbook carpets are made to the highest standards in Australia.

Fibre types guide.

	Redbook fibre types			
	Triexta	Solution Dyed Nylon	Polyester	Polypropylene
Durability	●●●●●	●●●●○	●●●○	●●●
Stain & Soil resistance	●●●●●	●●●○	●●●●	●●●○
Ease of cleaning	●●●●●	●●●●○	●●●	●●
Fade resistance	●●●●●	●●●●●	●●●●	●●●○
Pricing	\$\$-\$\$\$	\$\$-\$\$\$	\$\$-\$	\$

Ratings above provided for Redbook carpets of the same or similar construction in each fibre type.

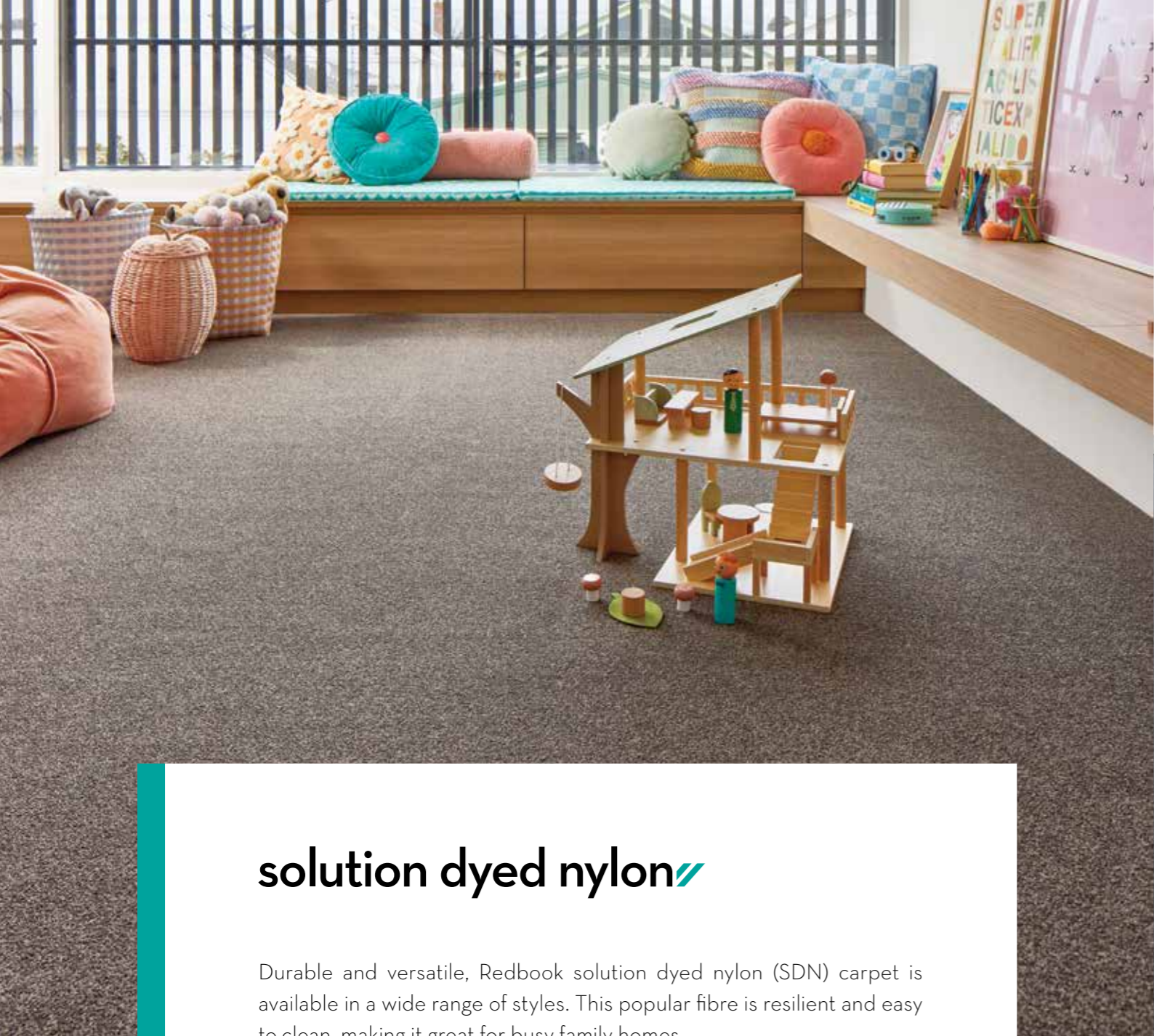


triexta

We love all our carpets and know we shouldn't have favourites... but with superior built-in stain resistance, easy maintenance (cleans with just cold water), durability and softness, Redbook triexta is the top performer across the board.

	Redbook fibre type			
	Triexta	Solution Dyed Nylon	Polyester	Polypropylene
Durability	●●●●●	●●●●○	●●●○	●●●
Stain & Soil resistance	●●●●●	●●●○	●●●●	●●●○
Ease of cleaning	●●●●●	●●●●○	●●●	●●
Fade resistance	●●●●●	●●●●●	●●●●	●●●○
Pricing	\$\$-\$\$\$	\$\$-\$\$\$	\$\$-\$	\$

Ratings above provided for Redbook carpets of the same or similar construction in each fibre type.



solution dyed nylon

Durable and versatile, Redbook solution dyed nylon (SDN) carpet is available in a wide range of styles. This popular fibre is resilient and easy to clean, making it great for busy family homes.

	Redbook fibre type			
	Triexta	Solution Dyed Nylon	Polyester	Polypropylene
Durability	●●●●●	●●●●○	●●●○	●●●
Stain & Soil resistance	●●●●●	●●●○	●●●●	●●●○
Ease of cleaning	●●●●●	●●●●○	●●●	●●
Fade resistance	●●●●●	●●●●●	●●●●	●●●○
Pricing	\$\$-\$\$\$	\$\$-\$\$\$	\$\$-\$	\$

Ratings above provided for Redbook carpets of the same or similar construction in each fibre type.



polyester

A great value all-rounder, Redbook polyester carpet provides a balance between comfort and durability. With wear, stain and fade resistance as well as softness underfoot, you can get the look you want for less with polyester.

	Redbook fibre type			
	Triexta	Solution Dyed Nylon	Polyester	Polypropylene
Durability	●●●●●	●●●●○	●●●○	●●●
Stain & Soil resistance	●●●●●	●●●○	●●●●	●●●○
Ease of cleaning	●●●●●	●●●●○	●●●	●●
Fade resistance	●●●●●	●●●●●	●●●●	●●●○
Pricing	\$\$-\$\$\$	\$\$-\$\$\$	\$\$-\$	\$

Ratings above provided for Redbook carpets of the same or similar construction in each fibre type.

Quick guide to choosing carpet colour and carpet style.

Carpet Style



Loop Pile carpet feels smooth, has a more casual look and hides footprints well, making it a great choice for high-traffic areas.



Cut Pile carpet creates a more luxurious and formal look. Choose a cut pile plush for a velvet look or the chunkier cut pile twist for a textured finish.



Cut & Loop Pile carpet combines the two styles, creating distinctive patterns and textures which can help disguise marks and footprints.

Carpet Colour



Darker colours help make a room appear cosier, adding depth and a sense of warmth.



Lighter colours can make a room appear larger and brighter.

polypropylene

Redbook polypropylene carpet is a great value option for giving a room an update. This entry level carpet is anti-static and resistant to moisture and mildew.

	Redbook fibre type			
	Triexta	Solution Dyed Nylon	Polyester	Polypropylene
Durability	●●●●●	●●●●○	●●●○	●●●
Stain & Soil resistance	●●●●●	●●●○	●●●●	●●●○
Ease of cleaning	●●●●●	●●●●○	●●●	●●
Fade resistance	●●●●●	●●●●●	●●●●	●●●○
Pricing	\$\$-\$\$\$	\$\$-\$\$\$	\$\$-\$	\$

Ratings above provided for Redbook carpets of the same or similar construction in each fibre type.

Carpet ratings.

When shopping for carpet, you can have complete confidence in ACCS ratings as the scheme is administered by the Carpet Institute of Australia. Testing and classification is undertaken by independent and impartial experts.

Room	Foot Traffic	Star Rating
Bedroom with light traffic flow	Residential Light Duty	★
Living room or entertainment area with light to medium traffic flow	Residential Medium Duty	★★
A hallway or entertainment area with heavy traffic flow	Residential Heavy Duty	★★★ or ★★★★
Areas with extra heavy traffic flow	Residential Extra Heavy Duty	★★★★★ or ★★★★★★

The ratings table is an indication of the minimum quality of carpet required for an area. However more stars, the better it will perform and look better for longer. Buying the highest quality carpet you can afford will let you enjoy your carpet for as long as possible.

Each carpet is also tested as to its suitability for stairs. As carpet installed on stairs is subject to very concentrated wear, suitability for stairs requires a minimum residential rating of heavy duty (3*) rating, which can be found on the label as a stair icon.

An extension of the Australian Carpet Classification Scheme (ACCS), the Environmental Certification Scheme tests carpet to ensure they meet stringent environmental performance standards such as volatile organic compound emissions, noise reduction and thermal insulation properties

For more information visit: www.carpetinstitute.com.au/environmental.

ACCS ratings labels



The Australian Carpet Classification Scheme (ACCS) is one of the most comprehensive 'all fibre' carpet grading schemes in the world. Carpets are classified under the ACCS according to their performance characteristics. The carpet classification is determined using technical data supplied by manufacturers and results from testing conducted by independent laboratories.

An expert panel assesses the test results and samples of carpet provided by the manufacturer to determine a 'star' classification for that particular carpet, which relates to the performance characteristics of the carpet. The more stars the higher the ACCS grading.

Environmental certification scheme label



The Environmental Certification Scheme (ECS) is an extension of the ACCS certification and provides an indication of the environmental performance of the carpet. Look for the green label on the back of your carpet sample, this grading ranges from level one to four, the higher the grading the better it performed to environmental testing.

In order to obtain this certification, carpets must perform well when tested for volatile organic compound (VOC) emissions, noise reduction and thermal insulation properties. Each carpet manufacturer must also comply with Code of Practice for Environmental Management which provides performance standards for raw materials, carpet manufacturing, in-service use and final disposal.

This grading has five levels of certification, each level with a more demanding performance criteria. The best ECS rating achievable is Level 4+.

Declare® LBC Red List Free.

We have something exciting to Declare®.

In a marketplace increasingly focused on environmental considerations and issues around sustainability, Redbook is incredibly proud to have products officially certified Declare® LBC Red List Free.

The International Living Future Institute (ILFI), and local affiliate the Living Future Institute of Australia (LFIA), are organisations committed to driving sustainable change in the Australian Built environment through the development of leading edge programs that are designed to radically change our approach to building and construction.

Predicated on creating a healthier built environment, the Declare® program delivers clear, unambiguous information about building material specifications. Participating manufacturers are required to disclose a Product's entire constituent chemical composition to a threshold of 100-parts-per-million; essentially creating a 'nutrition' label of ingredients.



A product transparency program

Each Declare® label is compared against a list of worst-in-class materials, better known as the Red List. Chemicals on the Red List can pose an increased risk of:

- ✓ Polluting the environment
- ✓ Bio-accumulation of contaminants progressing up the food chain
- ✓ Negative health implications for factory personnel, construction industry workers and building occupants

Aware of our role in developing products that homeowners can comfortably put in their homes, we worked with our entire supply chain to identify, source and utilise raw materials for our certified products that are free of Red List chemicals. When we were confident our product met the stringent sustainability and toxic free chemical standards, we applied for LFIA Declare® certification.

The Declare® initiative has three levels of potential certification:

- ✓ **LBC Red List Free** - Complete ingredient disclosure revealing ZERO Red List chemicals.
- ✓ **LBC Red List Approved** - Where chemicals or product ingredients have no available public information, or a manufacturer is unable to publicly identify an ingredient due to proprietary registration. Products may potentially contain Red List chemicals, which, if identified, will be highlighted in orange.
- ✓ **Declared** - This base level of transparency, while revealing a product's ingredients, will nevertheless contain some Red List ingredients, which will also be highlighted in orange.



This label addresses three key concerns:

- ✓ Where does a product originate?
- ✓ What is it made of?
- ✓ Where does it end up at the end of its life?



Redbook is proud to have achieved LBC Red List Free certification across many of our products. Please refer to our website for individual product certifications or contact us if you have any questions.



Selecting your Carpet

Whether you are replacing old, out of date carpet, buying for the first time or just giving your room a colour makeover, there are many things to consider when selecting carpet. Which rooms of your home will be carpeted and how much foot traffic is likely? Do you have children and/or pets? What is your décor style? Considering these factors will help you decide on the best carpet for your home. As a general rule, you should seek to purchase the highest quality carpet you can afford, so you can continue to enjoy it for years to come.

The longevity, appearance and texture of a carpet is largely determined by its fibre type. Many Redbook carpets are durable, stain resistant and fade resistant, so Redbook carpets can provide long lasting comfort in your home. Carpet performance is related to the amount and quality of fibre in the pile. The higher quality of the fibre and the denser it is packed, the better the performance.

Colour is one of the most important aspects to consider when choosing carpet as it impacts the ambience of a room. It can help alter the appearance of a room's size and shape and allows you to make the most of natural and artificial light. When selecting new carpet, you should take home a sample and view it in your home at various times of the day, as the colour can appear different under varying lighting sources. Darker, multi-coloured and patterned carpets are especially effective at hiding soiling compared to solid shade, lighter carpets.

Texture is also an important consideration. As well as providing visual appeal, carpet texture adds dimension to a room. Carpets with soft, lustrous, long pile can be susceptible to tracking (see page 19), while plush and twist carpet constructions can show pile reversal (see page 20), characteristics which are a matter of personal taste and should be taken into account when selecting your carpet. Textured and loop pile carpet offer a more uniform finish.

Your new carpet is a substantial investment and like your other fine furnishings, requires proper care to keep it attractive over the years to come. You can protect your investment, prolong the life of your carpet and enhance the quality of your indoor environment by establishing a regular maintenance schedule.

Caring for your Carpet

A comprehensive carpet care program consists of four elements:

- Preventative measures
- Regular vacuuming
- Steam cleaning
- Spot cleaning

Preventative Measures

- Use new, quality underlay under your carpet, particularly on stairs. Good underlay not only gives better resilience underfoot, but can also add to the life of your carpet. Installing carpet over carpet (i.e. using old carpet as underlay) is not recommended.
- Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during wet weather.
- Protective indoor mats or rugs are very useful in front of chairs, as the continual grinding of footwear can accelerate wear in these areas. This wear is usually most prevalent in front of chairs used for TV viewing, computer use and under tables.
- Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing the pile. Use a protective chair pad under chairs or appliances with rollers or castors to prevent wear and damage to the carpet. When moving heavy wheeled furniture (pianos, buffets, etc.), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.

- Be sure to regularly remove and clean any rugs used over your carpet. Clean and restore the pile of the carpet in the underlying area. Check rugs for colourfastness before replacement, as the dyes in some rugs may bleed through to the carpet. After steam cleaning your carpet, remember to allow it to dry completely before replacing rugs.
- Protect your carpet and furnishings from prolonged periods of sunlight with window tinting, blinds, shades and/or awnings to minimise fading and maintain durability. Move furniture periodically to expose all areas evenly.

Note of Caution: The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion), insecticides, furniture polishes, plant foods, household bleaches, acids, strong alkali, athletic or muscular liniments or creams, chlorine, hair colourings and corn plasters. These types of products if spilt or sprayed inadvertently onto your carpet may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.

Regular Vacuuming

Thorough and frequent vacuuming, particularly in high traffic areas, is important for prolonging the life of your carpet and also enhancing its appearance.

After your carpet is laid, vacuum to remove surface lint, dust and fluff. Thereafter, continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the pile surface, where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas is recommended, with five to seven passes for heavily soiled areas. Vacuuming against the natural pile direction first lifts the pile, helping to unsettle and remove dirt and grit while reducing matting. Then, vacuum in the direction of the pile to achieve a uniform finish.

To effectively clean your carpet use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag or canister. This is particularly important if you are dust sensitive.

Consider your carpet type when selecting a vacuum. Adjustable height and suction are important features as they enable your vacuum to be used on a wide variety of carpet constructions.

Luxuriously thick, soft cut pile carpets: Use a high height setting so any beater bar/rotating brush just lightly touches the carpet surface. Use a suction level that allows the vacuum to move easily whilst lifting dirt and other foreign matter. Avoid vacuums with very concentrated or sealed suctions. Large wheels will ensure the vacuum glides easily across the carpet.

Loop pile or long pile carpets (including cut loop and berber) Vacuum with suction only. Vacuum powerheads, beater bars and rotating brushes should never be used as they may cause excessive fuzzing of the pile surface.

Other carpet constructions: Use a vacuum with a beater bar to agitate the pile and loosen any foreign matter in the pile.

Change or empty dust collection bags frequently (vacuum cleaner efficiency can be reduced when half full). Ensure the vacuum is kept in sound mechanical condition. Replace filters as recommended by the manufacturer. Check the height of beaters (if fitted) and ensure brushes are cleaned and replaced when worn out.

Spot Cleaning

Carpet is not 100% stain proof but to ensure best results from spot cleaning, follow the easy steps on page 18 of this guide.

Steam Cleaning

Carpet should be steam cleaned approximately every twelve to eighteen months depending on the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should always be performed by a professional steam cleaner. Your local carpet retailer may be able to recommend one. Steam cleaning should be carried out in accordance with the latest Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733 "Textile floor coverings - Cleaning maintenance of residential and commercial carpeting".

Redbook Carpets does not recommend shampooing, do-it-yourself steam cleaning or dry cleaning of carpets.

Spot Cleaning Guide

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour.

Basic Carpet Cleaning Steps:

1. Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
2. **Triexta carpets:** Cold water is all that's needed to remove most stains from Redbook triexta carpets. Always work from the outside of the stain or spillage towards the middle to avoid further spreading the stain. Apply clean cold water to the affected area with a sponge or spray while avoiding over wetting the carpet and blot up with a sponge or use a wet/dry vacuum to remove the water. Repeat until no discolouration is evident in the carpet or removed water. Once this has been achieved repeat the cleaning 4 or 5 times to remove any remnant stain hidden in the pile.

Once the stain has been removed with cold water, press dry with a clean white cloth or white paper towel.

Other carpets: Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with cold water immediately

applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area.

Ensure carpet is press dried with a clean white cloth or white paper towel to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.

Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with cold water, repeating treatment until no stain is evident on cloth or towels.

3. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
4. Sometimes stains will reappear due to 'wicking' as stains hidden in the pile resurface as the carpet dries. If so, allow the carpet to dry fully and repeat the above treatment until no stain is evident (this process may need to be repeated over a number of days).
5. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately. It is important professional steam cleaners continually treat any areas affected by stains until there is no sign of discolouration in the carpet or removed water, following which the cleaning cycle should be repeated a number of times to minimise the risk of wicking.

Stains should be differentiated from soiling. Ensure that any residue from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discolouration appears to be a stain. If so, repeat stain removal procedures above.

Carpet Performance Characteristics

Damaged (or Missing) Tufts

Pets can damage tufts by scratching at the carpet pile, or alternatively, damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. It is a good idea to keep a small piece of extra carpet aside to provide spare tufting yarn.

Shedding and Fluffing

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer periods than others, depending on the type of carpet.

Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object such as pet claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors. Never try to pull a sprouting yarn out, as this may cause a run in the carpet.

Wrinkling (or Rucking)

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. In areas of high humidity use of an air conditioner or dehumidifier is recommended during summer months. Dragging of heavy objects across the carpet can also cause the carpet to stretch and wrinkle, and when moving heavy items it is best to lift the item or use plywood or similar to walk the item over the carpet. Your carpet installer can usually correct this problem by re-stretching.

Tracking (Flattening) and Matting

Tracking and matting are conditions that tend to occur in high usage areas e.g. in walkways, on stairs, in front of chairs and under tables. These conditions are a greater risk with lighter weight carpets where the fibres can more easily lay over. Generally the softer, more lustrous and longer the pile, the more noticeable will be footprints and movements over the carpet. Even though the effect can be quite pronounced it will be lessened by careful vacuuming. Tracking is a matter of personal taste and if you are concerned with the effect, carpets with these features are not recommended.

Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. An additional aid is to place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

Permanent Pile Reversal (commonly known as shading or watermarking)

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

Permanent pile reversal is not a manufacturing fault and its existence has no effect on carpet performance. However as the development of this phenomenon can affect the appearance of a carpet, you are advised to discuss this characteristic with your retailer when considering carpet purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia (free call 1800 188 822 or visit www.carpetinstitute.com.au).

Colour Variation

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dyelots. If possible, all carpet in your home should be laid from the same production run. Our quality assurance program (AS/NZS ISO 9001:2000 certified) seeks to minimise potential for variance and ensure any variation is within recognised textile industry standards.

Shift Lines

Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of carpet construction. Lines may be more apparent with “large” designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet’s wear or durability.

Phasing and Panelling

All sisal look (textured loop pile) carpets where the aesthetics of design is enhanced by random effects of contrasting colours, can show the phenomenon known as phasing. This is where the random effects of the contrasting colours, coincide in production. The occurrence of panelling may be seen in loop pile carpets, whereby the shading effects of colour patterning can appear as panelling down the carpet. These effects are an accepted part of the design and will in no way be detrimental to the carpet’s performance.

Pattern Matching/Bowing and Skewing

Redbook Carpets uses the best available techniques to minimise pattern distortion during manufacture. However some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of carpet or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be guaranteed.

Installation of patterned carpet requires more time and effort which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible. If concerned, please discuss further with your retailer and/or carpet layer.

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable. Full details of the tolerances of Redbook carpets are set out in the Redbook Carpets Installation Recommendations (available at www.redbookcarpets.com or by calling 1300 130 239).

Fading

To minimise the chance of fading, Redbook Carpets uses the most up to date dye stuffs in the production of carpets. However, carpets like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. It is recommended that you have some form of window protection, e.g. window tinting, curtains or blinds, for those areas where sunlight falls onto carpet for extended periods.

Colour change can also occur as a result of emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. Care should be taken when using these items.

Colour change may also occur due to ozone damage. The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high UV content. It is thought to be influenced by atmospheric or ozone conditions. Some colours are more susceptible than others. If you believe there may be a risk of ozone damage, please discuss with your retailer. As these effects are random and unexplained and do not affect the performance of the carpet, they are not considered to be manufacturing defects.



Installation

All carpets must be laid in accordance with AS 2455 .1 “Textile floor coverings – Installation practice – General” and the Redbook Carpets Installation Recommendations (available at www.redbookcarpets.com or call 1300 130 239).

Carpet should always be installed with new, quality underlay. Carpet and underlay are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288 “Soft underlays for textile floor coverings” i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professionals to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot.

To avoid bubbling and wrinkling, all carpets should be power stretched in both length and width during installation using a power stretcher with extendable poles (not knee kickers) where possible.

The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Seam adhesive (sealer) must be used for all seams (widthwise and lengthwise). Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by the Redbook Limited Residential Warranties.

Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask your installer where they will place seams and cross joins to ensure they are in an optimal area.

Carpet pile should sweep down on stairways. A little hidden extra carpet should be folded back at the top and bottom of stairs so that as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet.



Scan the QR code for Installation Recommendations

Our Warranties

As an Australian carpet manufacturer, we endorse and recognise all rights of the consumer under the Australian Consumer Law. All our products are manufactured under a management system independently and externally certified as complying with ISO9001 (Quality Assurance & Management Systems), ISO14001 (Environmental Management Systems) and AS4801 (OH&S Management Systems). We are proud of our manufacturing processes and guarantee all our carpets against defects in materials and workmanship. We do not guarantee against normal wear and tear, damage due to improper installation, failure to properly maintain your carpet or damage caused by accident or abuse. Our Australian After Sales Service team can be relied upon to respond to any consumer queries or concerns with our products.

In addition, we provide Redbook Limited Residential Warranties. Any individual product’s warranty can be established by checking the labels on the back of carpet samples or by asking the retailer. These warranties are in addition to consumers’ rights under the statutory consumer guarantee provisions in the Australian Consumer Law, which may exceed the rights under these warranties. The amount recoverable under these warranties decreases after five years or fifteen years (depending on the warranty). For full information in respect to the scope and limitations of these warranties, please refer to the full terms and conditions available from your retailer, by calling 1300 130 239, or by downloading from www.redbookcarpets.com



Scan the QR code for Warranty Information





For information about your Redbook carpet or for any assistance in respect to carpet care or warranties, please contact:

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