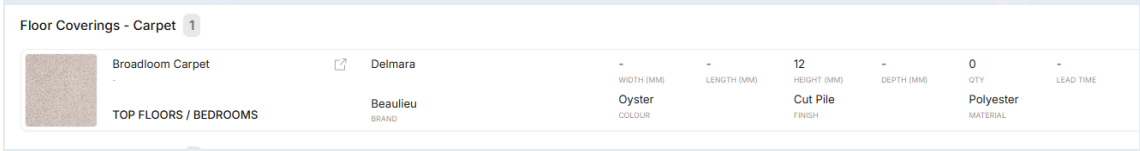
Product Profile

DELMARA

Pile Fibre	100% Solution Dyed PET
Anti-Static Warranty	15 Year
No Fade Warranty	15 Year
Manufacturing Warranty	15 Year
Soil Warranty	15 Year
Stain Warranty	15 Year
Wear Warranty	15 Year
A.C.C.S Number	25242
Residential Grading	Residential Extra Heavy Duty 5* Including Stairs
Total Pile Weight	50oz/yd² | 1,695g/m² (+/- 5%)
Construction	Cut Pile
Pile Height	12mm(+/- 5%)
Width	3.66 Metres (12')
Stitch Rate	58.5 / 100mm
Pattern Repeat	Not Applicable
Machine Gauge	1/8th Gauge
Stain Protection	Carpet Shield
Primary Backing	Woven Synthetic
Secondary Backing	Easybac®
Active Care®	Self Renewing, Odour Reducing Carpet Treatment



Due to dye lot variations, actual material may vary from sample. It is recommended that this carpet be laid in accordance with AS 2455. For conventional installation heavy duty underlay is recommended. Beaulieu Australia does not recommend the use of Hair Felt Underlay 's. Seam Sealer must be used on all seams and cross joins. Chair mats are mandatory. Professional cleaning is recommended. Construction of this carpet may involve the occurrence of shift lines across the width of the carpet. Certain light sources shining across the carpet surface may emphasise these lines by forming shadow lines. This effect is not a manufacturing defect and will not detract from the carpets performance .

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law . You are entitled to a replacement or refund for a major failure and compensation for any goods reasonably 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. The benefits under our warranty are in addition to other rights and remedies available to the consumer under the law in relation to the goods and services which the warranty relates.

Beaulieu Australia reserves the right to modify specifications subject to manufacturing variances . Manufacturing processes may necessitate specification changes without prior notice and without prejudice.

beaulieu
AUSTRALIA

Carpets designed for

Real Life



Beaulieu Carpets Handbook

Care, Cleaning & Warranties

www.beaulieu.com.au

MADE IN AUSTRALIA



Carpets designed for

Real Australian Living

Thank you for choosing a quality product proudly manufactured by Beaulieu Australia.

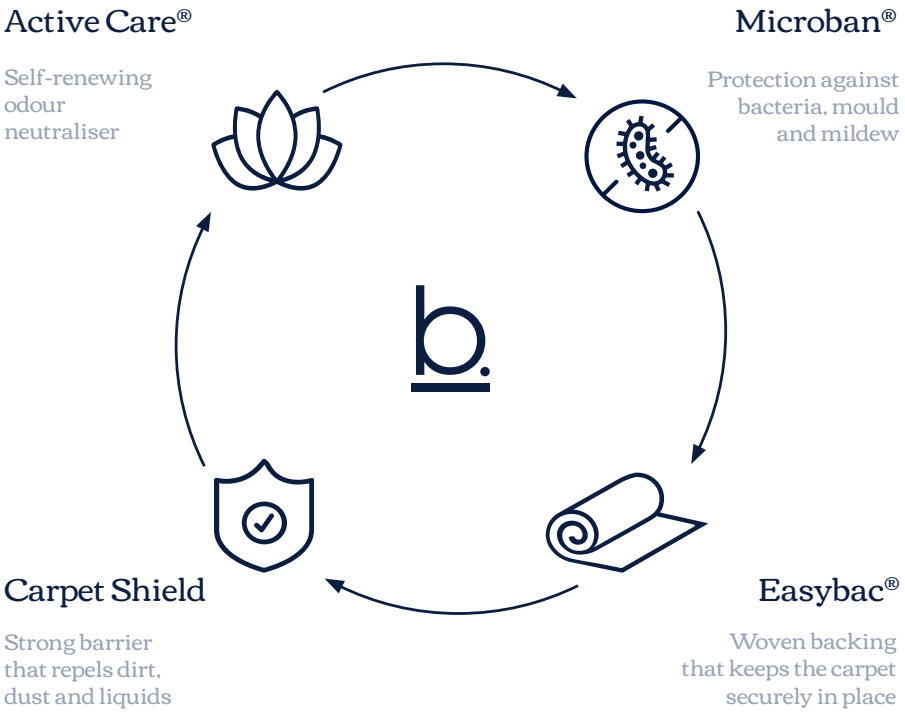
This booklet provides important information regarding carpet care, cleaning, maintenance, terms and conditions of your product warranty.

As one of Australia's leading manufacturers and suppliers of floor coverings, Beaulieu Australia has proudly built a reputation for quality, innovation, and reliability. With more than 50 years of experience in the flooring industry, our commitment to excellence ensures that every product we offer is manufactured to meet the highest standards of performance and durability.

We are dedicated to creating carpets that suit real homes, real families and real life!

The Beaulieu Difference

Our carpets are engineered to meet the demands of Australian living, offering a perfect blend of style, comfort and resilience. Designed with innovative features such as Active Care®, Microban®, Carpet Shield and Easybac®, they deliver exceptional performance that supports a cleaner, healthier home.



More about our advanced technologies:

Active Care®*

Integrated directly into the carpet, Active Care® technology acts as a self-renewing odour neutraliser, purifying the air and reducing common household odours for a fresher indoor environment.

Microban®*

Beaulieu carpets are equipped with Microban® anti-microbial technology, forming a powerful shield against bacteria, mould and mildew. This 24/7 protection helps maintain a cleaner, healthier living space, even in humid climates.

Carpet Shield*

Designed for lasting cleanliness, Carpet Shield creates a strong barrier that repels dirt, dust and liquids, keeping carpets looking cleaner and smelling fresher for longer.

Easybac®

This market leading technology ensures your carpet stays in place and performs beautifully in any space, while also enhancing overall resilience and adding an extra layer of comfort underfoot. Additionally, it provides resistance to mould and mildew, further extending the life and cleanliness of your carpet.

**Selected products only. Please check the label or learn more at beaulieu.com.au*

Designed for Real Life

Whether you're seeking softness underfoot, protection against allergens, or pet-friendly durability, our carpets are engineered to stand up to daily life, making them ideal for:

- Families
- Pets
- Allergies
- Comfort
- Sustainability

This guide will help you maintain their look and feel for years to come, ensuring a cleaner, healthier and more comfortable living space.



Certified quality you can trust

Beaulieu carpets are crafted with quality and durability in mind. Our carpets undergo rigorous testing and are rated by the Carpet Institute of Australia under the trusted Australian Carpet Classification Scheme (ACCS) for quality and sustainability.

To ensure your carpet is certified, look for the ACCS label on the carpet sample in store—it's your mark of assurance that you're selecting a product expertly graded for its durability and performance.

CARPET CARE

Stain Removal

Act quickly to clean up spots and spills, as the longer they remain, the harder they can be to remove. Water is often an effective first step, particularly for fresh or water-soluble stains, while more stubborn marks may require specialised cleaning methods. This advice is provided in good faith, but we cannot accept responsibility for any issues arising from the suggested treatments. If stains do not respond, we strongly recommend contacting a professional carpet cleaner for further assistance.

The following recommended cleaning procedures are for Beaulieu Australia carpets produced with:

- Premium solution dyed nylon
- Polypropylene
- Polyester carpet yarns

Do not use on conventionally dyed carpet.

IF IN DOUBT IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

COMMON HOUSEHOLD STAINS

- Adhesives
- Auto Grease
- Beer / Fruit Juice / Soft Drinks / Cordials
- Bleeding Wounds (Blood)
- Betadine, Calamine Lotion, Cough Syrup
- Butter / Cheese / Ice Cream
- Candy / Gelatin
- Chewing Gum / Sticky Residue
- Chocolate
- Clay
- Coffee
- Cooking Oil / Curry
- Cosmetics & Toiletries (Mascara, Lipstick)
- Crayon
- Dairy Sauces (Gravy, Egg)
- Excrement (faeces)
- Food Colouring
- Foundation / Concealer
- Furniture Polish / Stain
- Grass Stains
- Grease Stains (General)
- Lacquer / Heavy Polish
- Machine Oil
- Mud / Dirt (Dry or Wet)
- Nail Polish
- Paint
- Permanent Ink / Texta / Marker
- Rust
- Sticky Foods (Jam, Syrups)
- Sweat / Protein Stains
- Urine
- Wine

NOTE - please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the above mentioned stains, spills and more. Always ensure to follow the instructions in this manual carefully.

1 Volatile Solvent

Or fast evaporating non-flammable dry cleaning fluid. Spray a small amount of solvent directly onto the stain. Gently massage with a clean, white cloth. Blot up any remaining moisture, vacuum thoroughly when dry.

2 Non-Volatile Solvent

Often referred to as paint, oil and grease removers. Apply solvent to a clean, white cloth and blot the stain gently. Once complete, rinse the area using Method 1 (Volatile Solvent). Blot dry and vacuum the treated area.

3 Detergent Solution

Always use a detergent solution with a pH of less than 10. Mix ¼ teaspoon of mild, non-lanolin dishwashing liquid with 1 cup of warm water. Apply with a clean cloth and blot the stain gently. Rinse using Method 4, then blot dry.

4 Warm Water Rinse

Use lukewarm water applied with a clean cloth to rinse away residue or detergent. Blot the area gently with a dry cloth. Use cold water specifically for blood stains.

5 Vinegar Solution

Mix 1 cup of white vinegar (5% acetic acid) with 1 cup of water. Dampen a clean cloth with the solution and blot the stain. Rinse the area and blot dry.

6 Ammonia Solution

Mix 1 tablespoon of ammonia with 1 cup of water, or use a protein spotter. Apply with a clean cloth and blot gently. Rinse thoroughly and blot the area dry.

7 Acetone Solvent

Use a non-oily, lanolin-free nail polish remover. Apply a small amount to a clean cloth and dab gently on the stain. Rinse with warm water and blot dry.

8 Tannin Stain Remover

Use a professional tannin remover as directed by the manufacturer. Pre-test in a hidden area before applying. Rinse well and blot the area dry.

9 Lacquer Thinners

Apply a small amount of lacquer thinner to a clean cloth — never directly to the carpet. Dab the stain gently. Rinse with warm water and blot dry.

10 Rust Remover

Use only a rust remover that contains no hydrofluoric acid. Follow the manufacturer's instructions carefully. Rinse thoroughly and blot dry.

11 Vacuum Method

Cover the area with a white paper towel and place approx. 1kg of weight on top. Change towels after 3 hours and remove them after 4. Allow the area to dry completely.

12 Persistent Stains

Dilute household bleach (5.25–6%) using 1 part bleach to 4 parts water. Apply briefly to the stain, then rinse with clear water. Blot dry and use a wet/dry vacuum to remove residue.

Carpet Maintenance

VACCUMING

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

Beaulieu Australia recommends the use of a quality upright or barrel vacuum cleaner fitted with a power driven rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum.

We recommend vacuuming based on the areas traffic:

Soiling Level	Maintenance Required	Spot Removal	Vacuuming of high traffic areas	Full Vacuum	Interim Maintenance	Intensive Cleaning
Light	Light	Daily	Daily	Weekly	6-9 months	12-24 months
Medium	Medium	Daily	Daily	2-3 Days	5-6 months	9-15 months
Heavy	Intense	Daily	Daily	Daily	3-4 months	6-9 months
Very Heavy	Very Intense	Daily	At least once daily	Daily	As required	As required

STEAM CLEANING

Carpets should be professionally steam cleaned annually. Vacuuming alone cannot remove oil and surface / wet soils. This can cause gradual but significant dulling of colour. To remove oil and surface / wet soils and to revitalise your carpet, use hot water extraction cleaning (steam cleaning).

Steam cleaning should only be undertaken by a professional carpet cleaner (who is a member of a professional association) in accordance with Australian / New Zealand Standard AS/NZS 3733. Shampooing, do it yourself steam cleaning or dry cleaning is not recommended and will void your warranty.



IMPORTANT - Ensure that all cleaning agents and/or soaps are thoroughly rinsed from the carpet with water only to prevent re-soiling.



WARRANTY INFORMATION

Your product assurance, backed by expertise

We stand behind our products with confidence. The warranties outlined in this booklet are fully supported by Beaulieu Australia, providing you with peace of mind and assurance in your investment.

Warranty General Conditions

Beaulieu Australia offers limited residential warranties in addition to your rights under Australian Consumer Law. Our carpets are manufactured under a certified quality system, meeting ISO 9001 (Quality), ISO 14001 (Environment), and ISO 45001 (Occupational Health and Safety) standards, ensuring reliable performance and durability.

These warranties apply to 5-, 7-, 10-, 15-, or 25-year coverage and are valid only within Australia for carpet purchases made after 1 May 2012. They are applicable exclusively to domestic use. The manufacturer excludes and will not cover consequential or incidental damages under these warranties. This includes any loss, expense or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour required due to modifications to the original product.

The warranties cover defects in materials and workmanship and apply only to first-quality carpets used in residential settings. All warranties are pro rata and align with the product's specified warranty period. They are valid only for the original purchaser and are non-transferable. Warranty details for each product can be found on the sample label or confirmed through your retailer.

All warranty claims must be submitted through an authorised Beaulieu Australia retailer. Beaulieu Australia reserves the right to inspect and test any carpet under claim.

NOTE - Not all carpets are covered by all warranties. Please refer to your product specifications for details on which warranties apply to your selected carpet.



The following warranties also apply to indoor use in both residential and commercial settings. To maintain the validity of the warranty, the carpet must be installed in accordance with AS/NZS 2455 – Textile Floor Coverings – Laying Practice and maintained in line with AS/NZS 3733 – Cleaning Maintenance of Residential and Commercial Carpeting.

WEAR WARRANTY

Beaulieu Australia warrants against abrasive wear, ensuring that the loss of pile mass will not exceed 10% in any area, excluding stairs. If the carpet fails to meet this standard, Beaulieu Australia will repair the affected area. If repair is not reasonably possible, the company will either replace the area or reimburse the original purchaser, in accordance with the terms outlined in the General Terms and Conditions of these warranties.

This warranty is limited to abrasive wear and does not cover matting, crushing, or watermarking. All carpets are subject to some degree of matting or crushing due to the pressure of regular foot traffic; however, these conditions do not represent a loss of face fibre weight and are therefore not covered.

Watermarking is a recognised optical phenomenon caused by irreversible changes in pile direction in random areas of cut-pile carpets. It can occur in all fibre types, including wool, nylon, polyester, and polypropylene, and is not considered a manufacturing defect.

ANTI-STAIN WARRANTY

If a permanent stain results in an irreversible localised colour change rated less than 3.5 on the Grey Scale for Evaluating Staining and this occurs within the applicable warranty period, Beaulieu Australia will, at its discretion, replace the affected area with the same or an equivalent carpet. The replacement will be provided at no cost for the carpet itself; however, installation costs are not included.

Exposure to harsh chemicals such as bleaches, tile cleaners, mildew removers, oven cleaners and drain cleaners may cause permanent discoloration or deterioration of carpet fibres and should therefore be used with extreme caution.

Warranty coverage may be voided if spills are not cleaned promptly, if routine maintenance is neglected, or if care instructions are not followed. The warranty covers stains only and excludes soiling. Beaulieu Australia reserves the right to nominate their own professional cleaner.

The original purchaser must provide proof of purchase along with documentation confirming that professional steam cleaning (hot water extraction) has been carried out.

PET PROTECTION WARRANTY

Pet-friendly marked carpets are warranted against stains caused by domestic pet urine and faeces for the duration specified on the label. To maintain this coverage, all accidents must be cleaned promptly and thoroughly. Most stains can be effectively treated by following the guidelines outlined in this guide.

SOIL WARRANTY

Beaulieu Australia warrants that its carpets will not show noticeable colour change from dry soil that cannot be removed using the recommended cleaning and maintenance procedures. Regular vacuuming and proper care are essential to maintain appearance and cleaning effectiveness.

To maintain warranty eligibility, the original purchaser must provide proof of purchase and documentation of professional hot water extraction cleaning at least once every 12 months from the date of purchase. The warranty applies only to soil-related claims.

Beaulieu Australia reserves the right to have its nominated professional cleaner remove soiling subject to a claim at the expense of the claimant.

NO FADE WARRANTY

Beaulieu Australia warrants against noticeable colour loss from light fading for the period specified. A failure is defined as a lightfastness rating of 3 or below on the International Grey Scale, when compared to unused carpet from the same batch or the manufacturer's colour standard, as tested under ISO-B02 'Colourfastness to Light'.

To reduce the risk of fading, window coverings are recommended in areas exposed to direct sunlight. This pro rata warranty covers fading only.

ANTI-STATIC WARRANTY

If the carpet generates a static charge exceeding 3.5kV during the warranty period, the affected area will be replaced with the same or equivalent carpet, excluding installation costs, at Beaulieu Australia's discretion.

Note: Static shocks are noticeable above 3kV and become objectionable above 5kV.

This warranty covers static propensity only and excludes installation, backing, underlay, improper cleaning, or misuse.

ANTI-ZIPPERING WARRANTY

This warranty is void if seams are not properly sealed during installation.

If zippering or edge unravelling occurs and all warranty conditions are met, Beaulieu Australia will replace the affected area with the same or equivalent carpet, excluding installation costs, at its discretion.



Exclusions

1. Seconds, irregulars, short lengths, or used goods.

2. Items ordinarily covered by homeowner insurance policies, such as accidents, burning, flooding, persistent moisture or smoke.

3. Wear and tear, poor maintenance, misuse, accidental damage, or failure to follow care guidelines.

4. Tears, pulls, cuts, burns, cutting, clawing and pet damage (other than specifically specified) pilling.

5. Matting, crushing, watermarking, and any damage not resulting in actual fibre loss.

6. Fading or discolouration resulting from sunlight, heat, or chemical exposure is not covered unless specifically stated under the No Fade Warranty. This includes discolouration caused by chemical agents such as oxidants, pesticides, cleaning products, benzoyl peroxide, and other common household substances, as well as exposure to heat or light accelerants.

7. Any defects due to improper installation (e.g. rucking, tuft losses, seam peaking) or due to the failure or non-usage of carpet underlay (direct stick) including sub floor imperfections.

8. Damage to carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care.

9. Damage caused by the lack of protective measures under rolling chairs or wheeled furniture.

10. Carpet installed outdoors or in wet areas i.e. bathrooms, kitchens, laundries, outdoor areas and garages.

11. Carpet installed in heavy wear conditions such as on stairs.

12. Failure to promptly respond to any spillages/stains and/or improper maintenance and/or failing to carry out proper routine maintenance in accordance with the recommendations described in this guide.

13. Pet-related damage to selected loop pile and commercial carpets is not covered, including damage caused by vomit or accidents that are not cleaned promptly. Additionally, damage resulting from accidents, improper use, or abuse, such as that caused by athletic equipment like roller skates, ski boots, or golf shoes, is also not covered.

14. Stains caused by non-food substances such as cosmetics, hair dye, nail polish, shoe or furniture polish, paint, permanent markers, and crayons are not covered. This also includes damage from chemical agents (e.g. acids, alkalis, insecticides), vomit from both humans and animals, and the use of improper cleaning methods or products.

15. Damage to carpet caused by the application of improper cleaning agents and other chemicals such as bleach, drain cleaners, plant food, plant fertilizers, chlorine, acids, strong alkalis, insecticides, acne medications (e.g. benzoyl peroxide).

16. The application of any post-manufacturer topical treatments (e.g. anti-static or stain resistance).

17. Stains caused by strongly coloured disperse or natural dyes, such as mustard, curry, turmeric, coffee, tea, red wine, pollen, or flowers.

TERMS AND CONDITIONS

Terms and Conditions

1. Proof of purchase (e.g. original sales receipt) is required for all claims.
2. The purchaser must reasonably cooperate with Beaulieu Australia during the claims process.
3. Warranties are void if carpets are misused, exposed to abnormal conditions (e.g. flooding, plumbing leaks), or not properly maintained.
4. Beaulieu Australia will repair warranted defects or, if repair is not feasible, may replace the affected area or offer reimbursement at its sole discretion.
5. If replacement is required, Beaulieu Australia will cover the cost of the carpet and reasonable removal and installation expenses, excluding incidental costs (e.g. moving furniture, business disruption).
6. If the original product is unavailable, a comparable carpet in quality and colour will be provided.
7. Warranty liability is limited to the original purchase price of the carpet and installation.
8. If reimbursement is chosen, Beaulieu Australia will cover carpet removal and refund the cost of the carpet only. Installation, underlay, delivery, cleaning and other incidental costs are excluded.
9. The claimant is responsible for any costs associated with making a warranty claim.
10. Beaulieu Australia must be given a reasonable opportunity to inspect the carpet and will assess claims within a reasonable timeframe.
11. These warranties replace all other express warranties. Any implied warranties are excluded unless required by law.
12. To the extent permitted by law, Beaulieu Australia is not liable for incidental or consequential damages.

Consumer Obligations

To maintain and protect your warranty, you must:

- Retain proof of purchase, including a receipt, invoice, or statement showing the purchase price, date of purchase and installation date.
- Ensure your floor covering is installed by a qualified professional following AS/NZS 2455.1 – Textile Floor Coverings Laying Practice, and that you follow the consumer guidelines in this section of the warranty guide.
- Maintain your carpet regularly, including vacuuming and cleaning in line with AS/NZS 3733 – Cleaning Maintenance of Residential and Commercial Carpeting and Beaulieu Australia's care recommendations.



CARPET INSTALLATION GUIDELINES

Installation Guide

- Subfloor and all other preparations are to be in accordance with Australian Standards AS/NZS 2455 – Textile Floor Covering Installation Practice. Carpets should always be installed with new, quality underlay.
- Underlay and carpet 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 our retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS:4288 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.
- Beaulieu Australia does not recommend the use of hair felt underlay with its products.
- Insist on trained professional tradesmen 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 dye lot. All joins must be sealed width wise and length wise.
- 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 may cause premature wear.
- 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 Beaulieu Australia warranties.
- All carpets should be power stretched in both length and width using the full mechanics of a power stretcher, not knee kickers. Wrinkling and rucking may occur if carpet is not adequately power stretched during installation resulting in premature wear.
- Downward pressure needs to be applied to the join as it is being completed. Timber is ideal as it minimises heat transfer. Carpet joins need sufficient time to cool before tensioning, 10 to 15 minutes. Time may vary due to environmental conditions. The joins should feel cool to the back of the hand prior to tensioning.



- As Easybac® is a very strong backing system consisting of numerous layers of synthetic fibres; the carpet should be stretched until taut. Carpets with Easybac®, when tested, have the same dimensional stability, as other carpets with outdated backing types however, when installed correctly, will deliver superior performance.
- Carpet piles 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. At the time of measuring for installation, ask the retailer where they plan to place seams and cross joins. In some cases, alternative positioning may achieve better visual results.

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



WARRANTY SUPPORT

What to do in the event of a warranty-related issue?

If you believe, your carpet is not performing as expected under the warranty or your consumer rights please contact the store where you made the purchase. All claims must be lodged through an authorised Beaulieu Australia retailer.

The retailer will assist you with the process and advise on the appropriate next steps.

To support your claim, please provide a clear description of the issue, and include photos where possible, the date of installation, and a copy of your invoice. They will arrange an on-site inspection if necessary and contact Beaulieu Australia if further action is needed.

For your records

Date Purchase Made

Retail Store Name

Address

City

State

Postcode

Style Name

Colour Name

Metres Purchased

Dye Batch #

Installer Name

Installer Telephone

Beaulieu Australia Pty Ltd
ABN 37 010 727 992
P.O. Box 6160 Yatala DC.
Queensland 4207
Australia

Tel: 07 5540 6600
Fax: 07 5540 6611
Email: info@beaulieu.com.au

beaulieu.com.au

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