



RESIDENTIAL NZ

WARRANTY & CARE GUIDE

BREMWORTH WOOL CARPET

Bremworth

THE BREMWORTH PROMISE

At Bremworth, we've been proudly New Zealand made since 1959, combining decades of experience with a commitment to innovation and design. We use premium materials and carefully considered craftsmanship to create flooring that performs beautifully - and looks just as good.

We are proud to stand behind our carpets and offer a six-point warranty package on Bremworth branded wool carpets. This applies to first grade carpets purchased through our retailer network for residential use.

CONSUMER GUARANTEES

Our carpets come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any other 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.



WARRANTY OVERVIEW

BREMWORTH WOOL WARRANTY

With over 60 years of expertise in quality carpet manufacturing, Bremworth backs every residential wool carpet with a comprehensive six-point warranty for lasting confidence and performance.



**15-YEAR ABRASIVE
WEAR LIMITED
WARRANTY***



**5-YEAR INSECT
RESISTANCE LIMITED
WARRANTY***



**LIFETIME
MANUFACTURER'S
DEFECTS LIMITED
WARRANTY***



**LIFETIME FOOD &
BEVERAGE STAIN
RESISTANCE LIMITED
WARRANTY***



**LIFETIME SOIL
RESISTANCE LIMITED
WARRANTY***



**LIFETIME FIRE
RESISTANCE LIMITED
WARRANTY***

*Exclusions, prorating and terms and conditions apply. Please read pages 8-11 for full terms and conditions of each warranty, along with the following general warranty conditions.

GENERAL WARRANTY CONDITIONS

The Bremworth Wool Warranty applies only under these conditions:

1. Bremworth wool carpet must be purchased and installed through our retail network in New Zealand.
2. This warranty applies to carpet invoiced by Bremworth effective from 10th March 2026.
3. Applicable to first grade carpets only (not seconds).
4. Warranties are extended to the original purchaser of the carpet only and are not transferable (e.g. through the sale of your house).
5. Proof of purchase (receipt, bill, invoice, or statement from the retailer) needs to be supplied for any claims, and installation dates.
6. This warranty covers carpets used only in owner-occupied residential homes.
7. Your carpet must be properly installed over a quality new underlay in accordance with the New Zealand Standard NZS 2455.1:2007.
8. For your warranty to be valid, carpets must be cleaned and maintained in accordance with NZS-3733:1995 and in conjunction with the routine maintenance guidelines as outlined on pages 13-14.

GENERAL WARRANTY EXCLUSIONS

The Bremworth Wool Warranty does not cover:

- Damage resulting from accidents or abuse such as soiling, burning, flooding, cutting or damage caused by pets.
- 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.
- Damage to your carpet caused by the failure of the underlay.
- Damage caused by underfloor heating.
- Damage from laying carpet over another carpet.
- Batch-to-batch colour variation if you choose to purchase carpet from multiple dye batches.



WARRANTY TERMS AND CONDITIONS



15-YEAR ABRASIVE-WEAR LIMITED WARRANTY TERMS AND CONDITIONS

Your carpet is protected against fibre loss during normal domestic wear for 15 years. Fibre loss from abrasive wear is defined as actual loss of fibre due to abrasion from the surface pile of the carpet. Bremworth warrants that your carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions. Abrasive wear does not cover changes in appearance retention such as crushing, flattening or matting of the carpet pile in any area.

Other exclusions to this warranty include:

- All stairs.
- Changes in carpet appearance caused from normal wear, staining, soiling, fading or furniture pressure.
- Damage from tears, pulls, cuts or burns.
- Pilling or shedding.
- Damage caused by pets.
- Major fibre loss resulting from insect infestation where the carpet has been poorly cleaned and maintained.
- Damage from chairs with castor wheels.
- Damage from athletic/gym equipment such as roller skates, ski boots or golf shoes.



5-YEAR INSECT RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

Your carpet has been treated with an insect resist agent to deter fibre loss caused by fibre eating insects such as carpet beetle and clothes moth. It will not prevent insects from entering your home. The treatment is applied to the fibre at the dyeing stage and needs to be consumed by the insect to have an effect, resulting in some fibre loss. If any damage is evident (missing fibre), this must be reported immediately, and measures to treat the insect activity / infestation must be taken.

The warranty is conditional on the carpet being properly maintained and vacuumed:

- Regular vacuuming at least once per week.
- Extra care taken around vacuuming skirting boards and in corners.
- Vacuuming under infrequently moved furniture at least every 3 months.

Thorough maintenance will dissuade insects and expose any infestation at an early stage. If you believe there may be a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area with an insecticidal aerosol spray or powder following the manufacturer's instructions. We also recommend for heavy infestations to contact a pest control professional for further assistance. Please retain a copy of your invoice as proof of treatment to assist with any possible future claims.



MANUFACTURER'S DEFECTS LIMITED WARRANTY

Bremworth warrants your carpet against all manufacturing defects for the expected lifetime of the carpet.



FOOD AND BEVERAGE STAIN RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

The unique structure of wool fibre has a protective outer layer of scales called the cuticle which helps resist stains. Bremworth warrants that your carpet will resist most common food and beverage stains that occur during normal residential use for the lifetime of the carpet.

This warranty is subject to spills being attended to immediately as per the recommended cleaning instructions (pages 17-21). 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 Bremworth will replace the affected area.

Please note, Bremworth is not aware of any carpet that is “fully stain proof”.

With this in mind, the following stains are not covered under this Limited Warranty:

- 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 like dyes (such as clothing, food colouring, coffee or tea), bleaches, acne medication, drain cleaners and plant food.
- Colour change due to fading, soiling or abrasive wear.
- Human or pet stains such as vomit, blood, urine and faeces.



SOIL RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

For the lifetime of the carpet, Bremworth warrants that the carpet will not show noticeable colour change resulting from deposits of dry soil generated from normal domestic use. 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. This limited warranty covers dry soil only and excludes colour change derived from residue left on the pile surface from an improper clean or abrasive wear.



FIRE RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

For the lifetime of the carpet, Bremworth warrants that your carpet will not contribute towards accelerating a household fire.

Wool is inherently fire resistant, with a naturally high nitrogen and water content requiring more oxygen than is available in the air for it to become flammable. That is why wool fibre is slow to ignite, slow to burn and self-extinguishing.

It is important to note that wool may be ignited if subjected to a powerful heat source, but when heated to the point of combustion, wool's cross linked cell membrane structure swells to form an insulating layer that smoulders. This layer helps prevent the spread of flame, giving occupants more time to evacuate. Furthermore, wool will not melt, drip or stick to human skin when it burns.



CARING FOR YOUR CARPET

Increase the lifespan of your carpet by following
a regular maintenance programme.



VACUUM REGULARLY

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance.

Vacuum at least once a week and more often in high-traffic areas such as hallways, entrance ways and living rooms. This will remove soil and dirt particles as well as prevent debris becoming embedded in the pile, which can cause accelerated wear by grinding at the base of the tufts.

Make sure you vacuum under infrequently moved furniture every three months.



Scan to see some helpful videos and tips on caring for your wool carpet

RECOMMENDED VACUUM FEATURES

- Non-rotating or plain suction vacuum head, such as the Miele Guard range or SEBO domestic vacuum cleaners.
- Strong suction: essential for pulling embedded soil out of carpet fibres.
- Adjustable height/brush control: allows you to raise the brush or turn it off.
- Change or empty waste compartments frequently and replace filters as recommended by the manufacturer.

WHAT TO AVOID

- Robot vacuums.
- Cordless/stick vacuums: not recommended as the main tool for maintenance but ok for a light vacuum.
- Excessive rotating head use: can cause frizzing, matting, and fibre loss.

PROFESSIONAL CLEANING

Professional cleaning must be carried out when your carpet still looks dirty after vacuuming – or every two years at a minimum. We recommend hot water extraction or steam cleaning only, carried out by a reputable professional in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS-3733. We do not recommend the use of do-it-yourself carpet shampoo machines and in doing so this will void your warranty.

It's important to keep receipts of professional cleaning undertaken, should you wish to make a warranty claim in future.

PROTECT YOUR CARPET

- We recommend walk-off mats at all entranceways to create a barrier to soiling.
- Place protector mats under furniture with castor wheels.
- Use furniture cups under heavy furniture legs. Regularly shift the furniture to give the pile a chance to recover.

ATTEND TO SPILLS AND STAINS IMMEDIATELY

Staining occurs from the chemical bonding of a pigment. Once this bonding has taken place, removal can be extremely difficult (and sometimes irreversible) without causing some damage to the carpet pile. This is why promptly attending to spills is so critical.

No carpet is stain proof; you have a better chance of a great outcome the earlier you address any spillage.

Please refer to pages 17-21 for more help with stains.



A high-angle, close-up photograph of a woman's bare feet resting on a grey, textured wool carpet. To the right of the feet, a small, dark brown ceramic cup lies on its side, having spilled its contents. The woman is wearing a light purple or lavender dress. The scene is lit with soft, natural light, creating a realistic and relatable moment of an accident in a domestic setting.

SPILLS AND STAINS

DEALING WITH SPILLS AND STAINS

Bremworth is not aware of a carpet that is completely “fully stain proof”. If you follow our simple maintenance recommendations and stain removal guidelines, you can help to ensure your carpet keeps its good looks for longer.

Keep in mind, Bremworth produces a stain remover treatment which can be purchased through our retailers and also at most good supermarkets. This is a top performing spot cleaner and has received fan mail from delighted users. Please read the instructions carefully before using.

Clean up immediately

When spills occur, it's important that they're cleaned up immediately. Remember, even though wool fibre naturally features stain resistant properties, no carpet is immune from staining if spills are left untreated.

Contain the stain

Before using any recommended stain treatment or remedy, please make sure you have ‘contained the stain’ by firmly blotting up any excess liquid spills with clean white paper towels and scraping up any solids. Please note: never rub or scrub carpet as this can cause permanent damage to the pile.

Six step procedure

Once you have taken action to contain the stain, please follow 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.
Refer to pages 19-21 for the recommended cleaning solution.
- Step 2** ● Apply a small amount of the selected cleaning solution to a clean white cloth and work it 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 clean white paper towels until all solution has been removed.
- Step 5** ● Apply a thick layer of clean white paper towels and weigh it down with a flat heavy object. Continue to change the paper towels as needed until as much moisture is gone from the carpet as possible.
- Step 6** ● If the stain is still visible following treatment, contact a reputable professional cleaning company.

STAIN GUIDE FOR WOOL CARPETS

Here's our easy reference guide about what to use for specific spills and stains on wool carpet. Simply cross-reference the type of treatment options below with the specific stain in the table on pages 20-21.

CODE	CLEANING AGENTS / METHODS
1	Cold water
2	1 tsp of wool detergent + 1 tsp of white vinegar + 1L of warm water
3	Clear household disinfectant
4	Carpet Stain Remover for DRY stains. Use only on dry carpet.*
5	Chill with ice cubes in a plastic bag. Pick or scrape off gum.
6	Mix 1/3 cup of white vinegar with 2/3 cup of water
7	Nail polish remover (should not contain lanolin)
8	Surgical alcohol
9	Place absorbent paper over wax and apply hot iron. Wax will melt.
10	Vacuum clean
11	Mineral turpentine
12	Seek assistance from a professional carpet cleaner

*Note: If you are using our Stain Remover product, please read the instructions carefully before using.

STAIN	STEP 1	STEP 2	STEP 3
Beer and spirits	1	2	-
Bleach	1	12	-
Blood	1	2	-
Butter	4	2	-
Candle wax	9	4	-
Chewing gum	5	4	-
Chocolate	4	1	-
Coffee	1	6	-
Cooking oil	4	2	-
Cream	1	4	-
Egg	1	12	-
Faeces	1	3	12
Floor wax	4	1	-
Furniture polish	4	1	-
Gravy and sauces	1	2	-
Ink – ballpoint	8	1	-
Ink – felt-tip	4	1	-
Lipstick	4	2	-
Milk	1	4	-

STAIN	STEP 1	STEP 2	STEP 3
Mud	10	4	-
Mustard	1	2	-
Nail polish	7	4	-
Oil and grease	4	2	-
Paint (oil based)	4	-	-
Paint (acrylic)	1	2	-
Rust	6	12	-
Salad dressing	1	4	-
Shoe polish	4	2	-
Soft drink and fruit juice	1	2	-
Soot	10	4	-
Tar	11	4	-
Tea	1	6	-
Tomato sauce	1	2	4
Urine (fresh)	1	2	3
Urine (old stain)	12	-	-
Vomit	1	3	6
Wine	1	6	-

Cigarette damage – to remedy cigarette damage on a wool carpet, just brush off the charred tips with your fingers or a coin.

A modern interior scene with a wooden bench, a floor lamp, and a green bag. The room has dark wood walls and a light-colored carpet. A floor lamp with a white conical shade stands on the left. A green leather bag sits on a wooden bench in the center. A bed with a grey coverlet is visible on the right.

CARPET CHARACTERISTICS

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

TRACKING

As the name suggests, 'tracking' is the imprint left by footprints on your carpet. This is more common on the plusher cut pile surfaces and disappears with vacuuming but may reappear when the carpet is next walked on. Carpet is most prone to tracking in areas of heavy use such as doorways and halls. These areas should be given extra attention during routine vacuuming.

PERMANENT PILE REVERSAL

Cut pile carpets, particularly plush pile carpets, may 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. Brushing or professional cleaning does not reduce shading. The extent to which shading occurs cannot be accurately predicted or prevented.



This is what a cut pile carpet can look like if shading occurs

It does not affect the wear or durability of the carpet and is not a manufacturing fault.

EVERY CARPET IS UNIQUE

The colour and/or texture from each production run can vary between both individual batches and samples.

PATTERNED CARPETS

Our patterned carpets are manufactured to exacting standards, but even with specialist installation, pattern irregularities especially across joins may be visible.

FLUFFING OR SHEDDING

With new carpet, balls of fluff may appear on the surface. These are loose bits of fibre left in the pile by the manufacturing process and are a tiny proportion of the fibre in the pile. This fluff will likely fill the bag of your vacuum for the first few times you vacuum, and the quantity will diminish over time.

It is perfectly safe to vacuum thoroughly as soon as installation is complete. On loop pile carpets, this fluff can be more difficult to free from the pile and may appear as frizzing. Use of a smooth brushless head vacuum with strong suction will usually free these balls of fluff. Walking in socks or pantyhose on your new carpet can accentuate fluffing because the fibres in the socks or pantyhose can draw these loose fibres to the surface.

STAIRS

It is common for carpet to wear faster on stairs due to repetitive localised pressure. This is particularly true for lower stairs where foot traffic slides off the nose of the stair as opposed to standing on the tread. Bremworth carpets have a Stair Rating which indicates that the carpet can be folded over the stair nosing without causing the pile to show the backing. A stair rating is not for determining wear or appearance retention.



SPROUTING

A single tuft rising up from the pile surface is called 'sprouting' and any such tufts in a cut pile carpet may be safely trimmed with scissors without affecting the appearance – but do not pull the tuft or it could leave a hole in the carpet. In this instance, we advise a professional repair which can be arranged through your carpet retailer.

MISSING TUFTS

Occasionally, carpet pile (tufts) can be missed from manufacturing. In this instance, we advise a professional repair which can be arranged through your carpet retailer. This does not affect your carpet's quality or warranty.

FADING

Like all textiles, your carpet may fade or change colour over time particularly in areas consistently exposed to sunlight. This often goes unnoticed as the change is gradual over the years. North or west-facing glass doors or floor-to-ceiling windows are the worst offenders and we recommend these areas be fitted with effective UV protection on the glass to prevent photo-degradation. Curtains, blinds and louvres offer the best protection.

Fading in areas such as bedrooms or hallways is less likely to occur if they are not exposed to prolonged periods of direct sunlight.

PEAKING SEAMS

In some instances, a visible carpet join cannot be avoided. However, joins should be straight, aligned and as flat as possible. To reduce visibility, joins should be located away from natural light sources, as light may cast shadows across the join making it prominent. Peaking seams are not a manufacturing fault and will usually dissipate over time.

ROLL PRESSURE MARKS

On occasions, new carpet will exhibit noticeable light and dark areas, often in strips. This is more likely to occur with plusher pile carpets and is known as roll pressure marks. These marks are caused by the weight of the carpet in a large roll pressing down on the layers underneath and bending the fibres. It can also happen when two rolls are rolled at different tensions and then laid next to each other. Over time and with regular vacuuming and general foot traffic, this effect will diminish, though it can take three to six months or so for the marks to disappear entirely depending on the level of traffic the area receives. Roll pressure marks are not considered a manufacturing defect.



COMPLAINTS

IN THE EVENT OF A PROBLEM

Should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this guide, 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, based on the original wholesale (Bremworth) invoice value to your retailer.

The depreciation will be calculated from the date of purchase and as follows:

Years 1-3	100%
Years 4-6	70%
Years 7-9	40%
Years 10-12	20%
Years 13-15	10%

Please note this excludes the cost of uplift, installation and underlay.

MAKING A CLAIM

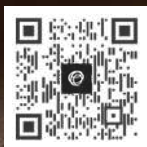
If you believe your carpet is failing to perform in accordance with this warranty or consumer law guarantees, **please first contact the retailer who sold and installed your carpet.**

Please share photos and describe the problem and include your proof of purchase. The retailer will then inspect your carpet and if unable to remedy the issue, they will lodge a formal request to our Consumer Services team to take this further.





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