

CARPET

PRECINCT

APPENDIX 12

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Godfrey Hirst**CARPETS****Godfrey Hirst Australia Pty Ltd** ABN 58 000 849 758**Head Office**

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Reference: DRAFT
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DRAFT GUARANTEE***TO:**

**OMNIFLOOR PTY LTD
PO BOX 603
YARRAVILLE, VIC 3013**

Product:
Address of Installation:
Period of Guarantee:

**Condo Plush 36oz
Precinct Apartments
7 Years**

THE COMMERCIAL CARPET DIVISION of **GODFREY HIRST AUSTRALIA PTY LTD** will supply to you the above products ("products") to specification in good condition and hereby undertakes, subject to the following conditions, that if in the period of guarantee set out above from the date of invoice this product as installed at the above address fails to give satisfaction in normal use due to any manufacturing defect arising from either faulty materials or inferior workmanship then the defective products will be replaced or repaired (at Godfrey Hirst Carpets' option) without further expense to the buyer.

THE GUARANTEE is subject to the following conditions for use in apartments:

1. That the products be expertly installed by competent tradesmen in accordance with the manufacturer's recommendation and Australian Standards Association Carpet Installation Recommendations AS/NZ 2455:2007 Parts 1 and 2 Part 1, 'Textile Floor Coverings - Installation Practice'.
2. The moisture in concrete slabs upon which the products are laid must not exceed that nominated in AS/NZ 2455:2007 Parts 1 and 2. Godfrey Hirst recommends the 'hood method' be used for surface RH testing.
3. That an adequate maintenance program for the products must be instituted and implemented in accordance with AS3733. Such maintenance program must include, without limitation, regular vacuuming with an approved commercial type cleaner, if a tile product, rotation of tiles in traffic lanes when necessary plus professional spot cleaning and professional steam cleaning where necessary, as dictated by local conditions.
4. Areas of the products adjacent to hard floor surfaces must be adequately protected from cleaning or polishing agents or abrasive materials used in cleaning those hard floor surfaces.
5. Any incisions made during or after laying must be completed and reinforced by experienced carpet layers within a short period of time.
6. The following are not included within the guarantee and will not be the responsibility of Godfrey Hirst Carpets:
 - Wilful or accidental damage to the products
 - Damage due to application of improper cleaning agents, methods or mishaps
 - Damage resulting from the use of mobile equipment
 - Permanent pile reversal (sometimes referred to as shading or watermarking)
 - Ozone damage or colour change or fading or discolouration resulting from external causes, such as atmospheric or chemical influences
7. In this guarantee the term 'normal use' shall exclude the following:
 - Areas subject to long term unprotected and localised use including areas under desks and chairs
 - Pool areas, gymnasiums, aerobic centres or similar facilities
 - Any areas where after laying the carpet is subject to damage or soiling by sub-contract tradespeople or others
 - Areas which have at any time been subject to mould as a result of damp being retained under the impermeable protective covering or through any other cause
 - Extended periods of vacancy or conditions under which humidity varies by more than 50%
 - Any product subjected to abnormal use or abused in any way
 - Stairways
 - Main entrance doors and foyers, lift cars and their approaches
 - Foot traffic usage in excess of an average of **9,000** passages per week

Any claim should be made to the address set out above. You must bear your expenses of claiming under this warranty.

*In respect to transactions with consumers (as set out in section 3 of the Australian Consumer Law): These goods also 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 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.



1) INTRODUCTION

To get the best service possible from a carpet, regular and systematic maintenance is required.

The purpose of this maintenance is to minimize the collection of soiling material and stains in the carpet. The life of the carpet is thereby prolonged in two ways:

- the original appearance of the carpet is kept as long as possible; and
- carpet wear, which is caused by dirt in and on the carpet, is kept to a minimum.

The maintenance program should be established at the same time as the carpet specification. This is because many of the factors, which need to be considered in the design and specification of the carpet, also need to be considered in the maintenance program. The maintenance needs forecast for a particular project site will in turn influence the design of carpet suitable for that location.

Design factors which need to be considered in the context of maintenance, include carpet pattern, texture and colour, traffic loads, walk-off mats, lift carpets, chair pads and environmental conditions in and around the building which will influence the amount of soiling material which can find its way to the carpet pile.

In planning a maintenance program, the following elements require consideration and are dealt with in the main part of this maintenance program:

- * **General specifications and information on cleaning and maintenance techniques**
- * **Cleaning methods and frequency**
 - daily vacuum cleaning
 - daily spot and stain removal
 - periodic deep cleaning
- * **Preventative measures**
- * **Other (non-cleaning) maintenance requirements**
 - Maintenance schedule and records

2) GENERAL

The maintenance of carpet supplied by Godfrey Hirst shall be performed in accordance with Australian Standard AS 3733 (*"Textile Floor Coverings - Cleaning Maintenance Techniques for Domestic and Commercial Carpeting"*).

Where provisions of this maintenance program differ from those of AS 3733, this program's provisions shall take precedence.

AS 3733 provides detailed information on a wide variety of cleaning methods and equipment, including spot and stain removal. It provides a guide to planning a maintenance program and cautions against damage from improper cleaning methods and chemicals.

Although some relevant parts of AS 3733 are highlighted within this Godfrey Hirst Maintenance Program, it is recommended that both AS 3733 and this Program be consulted together in planning and carrying out carpet maintenance.

3) CLEANING METHODS AND FREQUENCY

(a) Vacuum Cleaning

All areas shall be vacuum cleaned with an upright suction cleaner with a pile beater at the frequency given in the following tables:

Locations with a light flow of traffic.	Such as hotel/motel bedrooms, offices and shops with little traffic.	Daily, or as required (minimum once per week).
Locations with frequent traffic.	Such as moderately busy offices, shops, hotel.	Daily or 2 to 3 times per week.
Locations with a very heavy flow of traffic.	Such as public areas, lobbies, busy shops, offices, clubs and hotels.	Daily.

See also, Section 2.1.2 and Table 2.1 of AS 3733.

The Pile Beater may consist of revolving bristle strips or a beater bar/bristle strip combination. Revolving bristle strips are more suitable for direct stick carpets and the beater bar/bristle strip combination is more suited to carpets installed by the stretch-in system over underlay. Whichever is used, it is recommended that the vacuum cleaner have an adjustable height beater. The height should be checked and adjusted each time the cleaner is used, to ensure that the carpet pile is not damaged by beating that is more vigorous than is necessary.

Carpet sweepers and suction cleaners without beater attachments may be used at any time for surface touch-up. Their use is to be in addition to, not in lieu of, the scheduled vacuum cleaning with an upright beater cleaner to the schedule given above.

Vacuum cleaning shall be carried out in accordance with the procedures given in Sections 5.2.1 and 5.2.4 of AS 3733.

Several passes must be made over each area to ensure efficient removal of soiling material.

(b) Spot Cleaning

Spot cleaning is to be carried out on a daily basis in all areas. Spot and stain removal shall be carried out as described in Appendix B1 of AS 3733. The techniques to be used for specific stains to be found in Table B1 of AS 3733.

Highly alkaline spot cleaning chemicals should be avoided. However, if necessary to remove difficult stains, the spot must be neutralized after cleaning by applying dilute acid - for example white vinegar (dilute acetic acid) or acidic brown-out solutions - before the spot is allowed to dry out. Neutralization means that a moistened pH test paper applied to the damp carpet surface should give a reading of between 5.0 and 7.0.

Spillages, spots and stains shall be removed as soon as possible after they have occurred. If a cleaning contractor is employed, it may be necessary for building maintenance staff to attend to spot and stain removal rather than waiting for the attendance of the contractor, to avoid the setting of stains in the carpet. Spotting kits as described in Section 3.4 of AS 3733 should be made available to maintenance staff for immediate use when necessary.

(c) Periodic Deep Cleaning

Periodic cleaning is to be carried out using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. This is to be done in accordance with the method of Sessions 3.6, 5.4.1 and 5.4.4 of AS 3733, and the frequencies given in Table 2.2 of AS 3733.

Particular Frequencies to be noted:

Corridors, foyers and lift lobbies	Yearly
Offices with medium to heavy traffic flow	Yearly
Offices with light traffic flow	3 – Yearly

Experience with particular locations may indicate that periodic cleaning is required more or less often than those frequencies specified.

See also Section 2.1.4 and Table 2.3 of AS 3733.

Detergents and other chemicals used in the hot water injection solution shall be of pH8 or lower in their concentrate form. The solution sprayed from the head or wand shall have a pH in the range of 5.0 to 7.0, as measured with a pH test paper capable of indicating in increments of 0.5 pH units.

Highly alkaline pre-treatment should be avoided. However, if used, they must be sufficiently neutralized, diluted and extracted by the hot water injection and extraction so that a moistened pH test paper applied to the carpet surface gives a reading of 5.0 to 7.0. The carpet pile must not remain in an alkaline condition.

If alkaline pre-treatment are used, it will assist in the neutralization process if the hot water injection solution is at the lower end of the pH range of 5.0 to 7.0. The pH can be adjusted using dilute acid - for example, dilute acetic acid (white vinegar) or acidic brownout solution.

Hot water injection solution shall be maximum of 50°C in the solution tank.

The efficiency of the vacuum system of the hot water injection and extraction unit must be equivalent to that of a good truck mounted unit. Some portable 'steam cleaning' systems have insufficient extraction power to adequately remove moisture from the carpet.

It is necessary to ensure that the solution application is uniform, that it is the minimum required to clean the carpet and that it is left for the minimum time possible on the carpet before being extracted. It is also necessary to extract the solution evenly and thoroughly to be sure that after cleaning, the moisture content of the pile is even throughout and as low as possible to assist the drying process. To achieve these aims the following cleaning process shall be used. Clean in straight lines and overlap each stroke by at least one third of the wand or head width to avoid lines.

Clean in rectangular sections approximately 1.5 m x 2.0 m. Immediately after each pass towards the operator with the solution spray and vacuum operating within the head or wands, make a second pass over the same area away from the operator, with the vacuum on and without the sprays operating. In this second pass, the vacuum nozzle must pass over the whole area just sprayed, so must commence nearer the operator than the point at which the sprays were last applied.

After injecting and extracting each 1.5 m x 2.0 m area, give two more passes (one in each direction) over the entire area just cleaned, with vacuum operating only.

Subsequent 1.5 m x 2.0 m areas shall half overlap the previous area along the length and just touch adjacent areas along the width with minimal overlap. Effectively, each area is cleaned and thoroughly extracted twice.

(See Figure 1)

An adequate flow of drying air must be provided to allow the carpet to dry out in a reasonable time. Because each floor of modern buildings are effectively sealed, the air conditioning system should be run at a temperature of 20°C to 25°C while the carpet is being cleaned and then for a further 24 hours after completion of cleaning. Relative humidity should not exceed 55 to 60% during this time.

PRECINCT APARTMENTS
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PRODUCT SUPPLIER DETAILS

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AIRSTEP SALES Office: Sth Gippsland Hwy, Dandenong South, VIC Tel: 1800 803 545 Fax: 03 9706 8553	
TAG/BOLON Office: PO BOX 681, South Yarra, VIC, 3141 Tel: +61 3 9827 1311	
DAMTEC Office: 30 Chaffey St, Thomastown, VIC 3074 Tel: 03 9462 7000 Fax: 03 9462 4661	
ALTRO SAFETY FLOORING Office: 3 St Andrews Court Rowville, Vic 3178 Tel: 1800 673 411 Fax: (03) 9764 5655	