



Carpet & Flooring Warranty



- ✓ Best Price Guarantee
- ✓ Quality Installation Guarantee



Harrisons Wonderful made easy

In 1962, Des Harrison first began selling carpet and furniture from his store in Whangarei. In 1983 his three sons John, Patrick and Phil joined the family business.

Harrisons were the pioneers of the mobile, in-home carpet service, launching nationwide in 1992 and have since grown this quality and trusted service into Curtains & Blinds and Solar Power Systems.



A friendly quality service

Everybody wants their home to be a beautiful expression of themselves, their family, their history, and the way they like to live. Harrisons makes it wonderfully easy. We're the people you turn to when you're ready to make your house the home you've always wanted.

- ✓ We introduced the mobile, in-your-home service because we wanted to help people everywhere create homes that perfectly reflect who they are and what they treasure.
- ✓ When you work with us, you work with 100% local business owners who live in your area and you see the products in the context of your own home.
- ✓ What's more, it all happens in one convenient visit. Our people are highly trained, easy to work with and absolutely trustworthy.
- ✓ At Harrisons, we're all about quality service, top brands, our Harrisons Family Promise, guarantees you can trust and the added bonus of Flybuys with every purchase.

Make your
house the
home you've
always wanted



Harrisons Family Promise



Our Quality Promise

To give you complete peace of mind, Harrisons only works with market-leading, quality brands backed by the most robust warranties.



Our Service Promise

Harrisons always go the extra mile, starting with the fact that we bring our showroom to you. We make sure you have a great experience with us, from our first visit right through to when your flooring has been installed and 'lived' on.



Our Price Promise

If you find a lower price from a competitor within seven days of your purchase, we'll match the price plus give you Flybuys.



Our Installation Promise

We're committed to using only quality installers and are confident that you'll love the finished job. We promise that if anything in the installation is not of a high standard, or if any damage to the product or your home occurs during the installation, we'll come back and fix it at no cost to you.



Please see the following pages for the details of these and other warranties, along with terms and conditions.



Harrisons Family Promise

complete
peace of
mind

Harrisons Carpet & Flooring

Peace of Mind Warranty Programme Details

Consumer Rights

Harrisons Carpet & Flooring recognises and endorses all rights of the consumer provided by the Consumer Guarantees Act 1993 (the CGA). Full terms and conditions on our warranties are contained in this booklet. Some of these warranties are in addition to your rights under the general law including the CGA and they do not otherwise affect your existing rights. Nothing in these terms is intended to have the effect of contracting out of the provisions of the CGA. Nothing in these warranties limits or restricts any other statutory right or remedy available to you. Where flooring products are purchased for business purposes, the CGA does not apply.

Our Guarantees

All Harrisons warranties are provided by the Harrisons Carpet & Flooring retailer named on your invoice. The warranties may be transferred to the new owner of the premises should it be sold – please discuss this with your Harrisons Carpet & Flooring retailer to have this documented. All warranties are subject to full payment having been made for the original purchase. Warranties in addition to your rights under the CGA only apply to purchases of product combined with installation services, not purchases of product only.

Our Price Promise

If, within 7 days of your purchase of any carpet from us, you find a lower price elsewhere for the same or a similar product, we will match the price and give you Flybuys. The warranty applies to the overall, completed job price, including installation. A sample of the product and a written price, including metreage, accessories and services must be provided for a claim to be accepted.

Additional Information:

- The Price Promise is for carpet jobs only and excludes hard flooring such as Vinyl, Hybrid, Laminate and Timber because there are too many variables in the install costs (floor preparation etc) to be confident of an accurate comparison.

Modern flooring products that resist fading and staining.

Some Harrisons Carpet & Flooring products are manufactured to protect you against excessive staining and fading. Please note that warranty cover, if applicable and shown on your invoice, has strict limitations due to environmental causes outside Harrisons' control. Please read the following for a full explanation and recommendations on how best to protect your flooring products.

Stain Resistance Warranty

All carpet fibres and flooring types can become soiled and can suffer staining. None are completely stain-proof. All flooring types require regular and appropriate cleaning and care to ensure they maintain their good looks for a long time. This includes regular vacuuming, regular sweeping and/or damp mopping for hard floors, prompt cleaning of spills and periodic professional cleaning for carpets. Please see our flooring care and cleaning guides at the back of this booklet for more information.

If your flooring product carries a stain resistance warranty, we guarantee it will resist stains from many common foods and beverages as detailed below for the period stated on your invoice. If a claim is lodged, you must have first tried to clean the affected area using the recommended method. If that is unsuccessful, you must then have the area professionally cleaned and provide proof that this has been carried out within the last 30 days.

This warranty does not cover the following items:

- Food and beverages that contain strongly coloured natural disperse dyes as found, for example, in mustard, curry, turmeric, herbal teas, coffee, soy sauce and corn relish
- Very hot liquids where the heat has damaged the product
- Vomit
- Strong chemicals and dyes
- All substances that are not a food or beverage
- Soiling

Additional information:

- There can be some slight loss of stain resistance in high traffic areas such as stairs, and residual stains may occur in those areas. A warranty claim relating to such an area will be assessed on its merits.
- We strongly advise against the use of surface spray treatments including fungicides, bactericides, biocides, anti-static, and anti-stain treatments. These can adversely affect the locked-in stain resistance and/or benefits of your carpet. The use of these does not constitute normal use, could cause damage and could void the warranty.

Fade Resistance Warranty

New Zealand has some of the harshest conditions in the world for fading and general deterioration of products caused by direct exposure to sunlight. All carpet fibres and hard flooring types will fade to some extent.

Carpet fibres are dyed and exposure to light will cause them to gradually lose colour over time. They also flatten over time which may give the appearance of them having faded. Environmental causes such as ozone, cleaning products and emissions from household heating methods can also cause fading and colour change. These changes are not considered to be manufacturing defects and do not affect the performance of the carpet or hard flooring product.

Some modern flooring products are designed to resist fading more than others. If fading, colour change or product deterioration is a concern to you, please carefully consider the type of flooring product you install in high sunlight areas. Additionally, you should use high quality window film or window treatments such as blinds, shutters, or curtains to reduce the amount of direct sunlight the floor receives. Please visit harrisonscurtains.co.nz for help with this.

If your flooring product carries a fade resistance warranty, we guarantee it will not display a significant amount of fading due to exposure to sunlight or atmospheric contaminants for the period stated on your invoice. If a claim is lodged, a non-returnable piece of product must be provided to us to submit it to the supplier for testing. If testing confirms that the product has not performed to their standard, we will replace the affected area. Installation expenses are included.

Anti-Static Warranty

Some carpets can be affected by static build-up which can cause dirt to cling to the carpet, meaning it's harder to remove by vacuuming. Static can also potentially cause minor static shocks, although these are not dangerous. Many Harrisons carpets are

specially treated to reduce static build-up, minimising this issue for the life of the carpet. If your carpet has an anti-static treatment and warranty it is referred to on the carpet's label and on your invoice. The treatment is guaranteed to last for the time specified on your invoice. Stairs and commercial installations are specifically excluded from this warranty.

Insect Resistance Warranty

Some carpets can be affected by insect infestation. A well-known example is Carpet Beetle, the larvae of which can feed on wool. They avoid light, so are often found in the corners of rooms behind furniture and curtains. Thorough, regular vacuuming in these areas is strongly recommended and if any sign of damage is noted, further action should be taken immediately to minimise damage. Some carpets are treated with an insect resistant agent. If your carpet carries an insect resistance warranty, the carpet is guaranteed to deter a major insect infestation for the period stated on your invoice as long as regular and thorough maintenance has been carried out.

Wear/Fibre Loss Warranty

Over time, with normal use, all carpets lose fibres, most of which will be sucked into your vacuum cleaner. In carpet terms, fibre loss is known as 'wear'. It is negligible in synthetic carpets, but quite normal and expected in wool carpets because wool is a natural fibre which sheds over time. It is generally not something to be concerned about but some carpets do carry a wear warranty relating to fibre loss.

If your carpet carries a wear warranty, we guarantee it will not lose more than the percentage, specified by the manufacturer, of its surface pile weight within the period stated on your invoice. If a claim is lodged and testing confirms that the product has not performed to the manufacturer's standard, we will replace the affected area. Installation expenses are included.

Warranties cover the affected area only

All Warranties allow for replacement of flooring in the affected area only to the nearest join or doorway. If, at the time of claim, the same product is not available, the closest match in quality and style from our then current range will be provided. If the same product is available, we cannot guarantee an exact colour match due to batch variations.

Preparing for the installation of your new Carpet & Flooring

We want your new flooring installation to proceed as smoothly as possible with the minimum of inconvenience to you and your family, and for the final result to look perfect. Please take a few minutes to read these tips which will help you understand the process and help the installers provide you with the best possible job.

Let's find the best time for installation

No matter how well prepared you are, the installation of your new flooring will probably cause some inconvenience to your usual home life. Please plan accordingly, particularly if anyone in your home is sensitive to dust or solvents or is allergy prone. For safety reasons, children and animals should be kept clear of areas where work is being carried out. Please work with us to try to schedule an appropriate installation date to make this as easy as possible.

Our installers are trained to provide the most professional installation services possible and, depending on the size of the house and scope of the job, many installations are completed in one day. However, it is not always possible to forecast an exact start and finishing time for a project.

We might need some power and room for storage

Our installers will require access to power for their tools. Please let us know in advance if this will not be possible. Materials will need to be stored during the installation. With your permission and depending on weather conditions, the installers will temporarily make use of areas not being installed such as carports, garages, driveway, and patios. Please let the installers know of any areas you'd prefer not to be used.

Let's clear some space

Naturally, the installation of your new flooring will proceed much more smoothly if you have removed all the furniture and items from the rooms being worked in. The floor needs to be completely clear for the job to be done. If you need help with this, please let us know well before the installation date and we'll be happy to arrange it. Please note that a charge will apply for this service.

Apart from the furniture, here is a handy list of things you'll need to prepare in advance:

- Remove breakables
- Detach wiring from electronic equipment such as TVs and Sound Systems
- Remove or raise low hanging light fittings
- Remove pictures from walls
- Remove books, cutlery, linen, clothing, etc. from drawers and cupboards
- Pianos and Pool Tables generally require moving by specialists
- Strip beds
- Clear the bottom of wardrobes and cupboards
- Arrange for freestanding dishwashers, ovens and other appliances to be disconnected and removed. Wired in electrical appliances must be disconnected and reconnected by an electrician. Gas appliances must be disconnected and reconnected by an authorised gas supplier.
- We recommend having a plumber remove toilets before hard flooring is installed, then refit them afterwards.

If you have existing flooring

If you already have wall to wall carpeting or other floor covering, it will have to be completely removed before the new flooring can be installed. If you wish, we are happy to provide this service (modest charge). Please vacuum the carpet one last time before removal begins. Make sure all windows and doors are open before the carpet and underlay are lifted. Smoothedge (the wooden strips around the edge) should be left in place to be re-used. Finally, vacuum and damp mop the exposed floor to properly remove any remaining dust and dirt. Please ask us for advice if you are removing other types of flooring than carpet.

Open all the windows on install day

Many materials, including some associated with carpet and other flooring removal and installation, can have a temporary adverse effect on indoor air quality. So please make sure there is plenty of ventilation when your old flooring is removed and the new one is installed. We recommend that you open every possible window and door to increase air flow and continue to ventilate the flooring area for at least 72 hours after installation. Ideally, you and any children in your household, and particularly anyone with respiratory issues, should avoid being at the house during the work.



Sanding may cause dust

In some instances, sanding of the existing floor will be necessary. Sanding machines have vacuums attached to minimise dust, but please ensure any fittings and fixtures are protected with tarpaulins or similar covers and seal the affected area from other parts of the house by closing and possibly taping up connecting doors.

Floor Smoothing vs. Levelling

The installation of floor coverings sometimes requires the existing floor to be made smooth before the new product is installed. We will discuss this with you and our installers can prepare the floor appropriately for you. Please note that this service does not generally extend to levelling an uneven floor. That is more likely to require a builder and, if needed, should be carried out in advance.

Your new carpet height may affect your existing doors

If necessary, our installers will remove and replace doors in the areas being carpeted. However, if the

bottom of a door needs trimming to clear the new underlay and carpet, which could be a different height than the old carpet, they will leave the doors off for this to be done. You will need to arrange a competent tradesperson to do this work as our installers do not undertake carpentry work. We can often supply details of someone local who can do this work for you.

Turning carpet offcuts into mats

We always work to minimise wastage, but after the installation you may be left with some spare pieces of carpet. We may be able to refer you to a local provider to have your offcuts made into small mats.

Skirtings may get marked during installation

Modern flooring installation methods can mean that sometimes skirtings are marked slightly, especially if the skirtings are freshly painted. Please try to ensure painting is completed at least a week prior to the installation to allow time for the fresh paint to cure. It is a good idea to keep some paint on hand to touch up the skirting if required.

A few helpful explanations

Mmmmm, that new carpet smell

That 'new carpet smell' is usually minimal and is as harmless as a 'new car smell', nothing to be concerned about and usually goes away within a few days. To minimise it, please ventilate the area as much as possible and vacuum the carpet often.

Seamless installation

In most installations, it is necessary to join one piece of carpet to another, often in doorways and in rooms that are wider than the roll of carpet. Modern heat bonding methods ensure extremely tough seams, but it is impossible to make them completely invisible. So, despite the most professional installation, you may be able to find the seams. Depending on the type of carpet and the way light falls on it, some may be more visible than others. This is quite normal and has no cause for concern. New seams can also be subject to "peaking" where the join sits up a little from the surrounding carpet. This should level off over time as it is walked on and the seam settles down into the underlay below.

Tracking and Shading

Cut pile carpet, particularly those with a longer pile, can look and feel soft and luxurious. As you walk on or vacuum it, the pile will move, so the light reflects off it differently. This movement is a natural and expected characteristic of carpet and is often referred to as tracking or shading. Without it, the carpet would not look as inviting. It's similar to a beautiful lawn which, when mown in one direction looks darker, but lighter in the other direction. It is more obvious in longer cut pile carpets and those made from softer yarns but happens to some extent in all carpets. It's a popular aesthetic, but if you prefer less movement in a carpet, it's worth considering a loop pile style which will show it less.

Flattening

Over time, all carpets will flatten somewhat because of foot traffic. This will be more pronounced in high use areas where people step in the same place over and over. Halls, stairs, and doorways are good examples as well as in front of chairs and sofas. You can reduce the flattening effect by vacuuming regularly and having professional cleaning done periodically. Also, if it's practical, occasionally moving furniture to different positions can be helpful.

Re-Stretching

Most residential carpet installations involve stretching the carpet from wall to wall so as to tension it to hold its shape. Over time, carpet may "relax", sometimes exacerbated by such things as heavy foot traffic, castor chairs, wheelchairs, heavy furniture being dragged over it or atmospheric conditions. This can result in the carpet becoming loose, causing rippling and waves in the carpet. Loose carpet needs to be re-stretched, or it is likely to cause permanent damage due to uneven wear or delamination. Should this occur within 2 years after installation with no other obvious causes, based on our [Harrisons Installation Promise](#), we will re-stretch the carpet at no cost to you. After that, or if it has been caused by conditions outside our control, it is not an installation fault, but a natural characteristic and reaction of the carpet to the conditions. In that case, we're happy to re-stretch the carpet for you at a very reasonable cost.

Castor Chairs, Wheelchairs, Tricycles, etc.

Wheels can cause premature damage to the carpet as they tend to force carpet to stretch unnaturally back and forth, putting excessive force on the bond with the carpet backing. Heavy duty speciality chair mats should always be used under castor chairs to prevent this. For wheelchair users, please discuss possible solutions with us before finalising your decision on the type of flooring and installation you want.

Floating floors expand and contract

Some types of flooring including Laminate, Hybrid and Engineered Timber are generally not fixed to the subfloor with glue, nails, screws, or anything else. Instead, they sit "floating" on top of a high density, closed cell foam underlay, or utilising their own, in-built underlay. The reason for floating the flooring is to allow it to expand and contract with changes in atmospheric conditions such as heat or cold and humid or dry conditions.

Because of this, your installer will ensure an expansion gap is allowed, generally about 10mm depending on the product and situation, around every part of the perimeter of the room and around fixtures such as island benches. The gap will be disguised with one of several methods which we will discuss with you when planning the job.

It's important to understand that this ability to expand and contract is essential to the flooring for its whole life, so it should never be anchored in any spot.

Examples of anchoring would be nailing or screwing something into the floor or standing a very heavy object, such as a billiard table or piano, on it.

Moving Appliances and Furniture

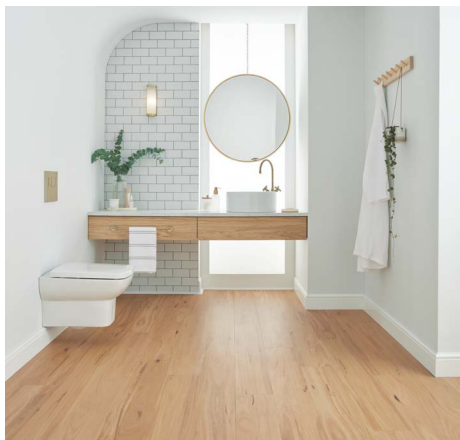
- On floating floors, appliances and furniture can be moved back into place immediately following installation.
- On glued-down floors it is recommended, if possible, to wait 24 hours before moving appliances back in place.
- When moving heavy appliances, we recommend laying a path of plywood to avoid damage. Sharp-edged castors or wheels on appliances can mark the flooring.

Immediately after installation

- It is normal for flooring planks to expand and contract slightly with seasonal changes. You may notice small gaps come and go between the planks.
- Vinyl planks need to be protected from temperature changes in the first few days. We recommend you pull curtains/blinds or cover windows with brown paper until the glue hardens and completely dries.
- Air bubbles can occasionally appear in sheet vinyl flooring soon after installation. Let us know – this is easily rectified.
- If you notice unusual changes in the appearance of your flooring after a few weeks or months this can indicate moisture getting in from above or underneath the subfloor. Common causes include a leaky shower, laundry appliance or dishwasher and are generally not a flooring product fault. Damage caused to the flooring could be permanent and require replacement.
- Underfloor heating should be adjusted gradually, increasing or decreasing it by no more than 1 degree per day. Sudden large changes in temperature can apply undue stress to the flooring.

Protecting your hard flooring

- Use protectors (e.g. felt) – available at hardware stores – under the feet of chairs, tables, bar stools. Do not use protectors made from rubber (see Plasticiser Migration below).
- Use doormats (not rubber-backed) in entrances to avoid excess dust and dirt being transferred onto the flooring.
- Use care with sharp objects and heavy objects with sharp edges as they can damage the flooring.



Plasticiser Migration

- If rubber products such as rubber backed doormats, rubber foot protectors on furniture and even rubber soled slippers sit on vinyl flooring, it can cause the plasticiser chemicals within the vinyl to migrate out. This may eventually cause a yellowish stain on the vinyl. This cannot be repaired and is not a fault of the product. It is best to avoid rubber items sitting on the floor for any length of time.

Laminate and Water

- The high-quality laminate flooring carried by Harrisons is manufactured with a tough wear layer on top, a decorative layer accurately representing the timber, a high-density fibreboard (HDF) core and a balancing layer on the bottom to ensure structural stability. With some exceptions which we will discuss with you, it is not suitable for high-moisture or humid areas such as bathrooms, toilets, and laundries. If excess moisture penetrates the HDF core, the laminate may swell, buckle, or deform.
- Promptly soak up any liquid spills that occur. When cleaning, never flood the floor with excessive water as it can damage the floor.

Fading

- Hybrid, Vinyl, Vinyl Planks and Engineered Timber flooring can fade – protect windows to avoid long periods of strong sunlight on the floor.
- Laminate flooring is fade resistant but it's sensible to use blinds or curtains on windows to avoid long periods of strong sunlight on the flooring.

[Visit Harrisonscurtains.co.nz](https://www.harrisonscurtains.co.nz)

Looking after your new flooring

Please follow these simple guidelines and you can expect your flooring to perform and look great for years.

Regular care of your carpet

Walking on your carpet is not the only way your carpet wears. Whenever people walk into your home, soil, and grit from their shoes (or feet) will be deposited on the carpet and eventually work its way deeper into the pile. This dirt and grit can abrade the carpet fibre and cause premature wear.

Modern high-quality carpets are designed so, even with years of regular use, they will not look dirty. Appearances can be very deceiving. Even though they may look 'clean' they may contain grit and dirt.

Vacuuming

Regular vacuuming is the key to keeping your new carpet young, fresh and beautiful. Vacuuming often in the first days after installation will also help dissipate any new carpet smell.

If possible, vacuum heavy traffic areas every day. Other areas can usually be maintained with once-a-week vacuuming. With loop pile carpet, avoid attachments with teeth or ridges.

Change the scenery

Redistributing the load on your carpet can lengthen its life. So, if possible, rearrange your furniture occasionally to give some areas of your carpet a rest.

Professional hot water extraction cleaning

Harrisons and many carpet manufacturers recommend professional hot water extraction cleaning be carried every 12-24 months to remove dirt and grit from your carpet.

Another important reason for regular professional cleaning is to remove the dust-mites, bacteria, etc. that accumulate in the carpet as food specks and human skin cells fall onto it. Hot water extraction cleaning removes bacteria and kills dust mites and generally refreshes your carpet. We strongly support the methods and recommendations contained in the Australia/New Zealand standard for Carpet Cleaning No. 3733.



Cleaning your hard flooring

- A regular sweep or vacuum with a brush nozzle is all you need most of the time.
- To remove dirt, use a lightly damp mop with warm water. Microfibre mops are ideal. Please avoid using excessive, or very hot, water. We recommend having one bucket of water for cleaning and another for rinsing.
- If using a floor cleaner, pH neutral ones are preferred. Do not use waxes or oil based or abrasive products.
- Wipe up spills immediately with warm water to avoid migration into the surface layer of your flooring. For advice on specific spills or stains, please refer to the manufacturer's website.
- For cleaning products visit: Harrisonscarpet.co.nz/shop

We do not recommend the use of steam mops or other similar devices on Carpet, Vinyl, Vinyl Planks, Hybrid, Laminate or Engineered Timber flooring. Occasional professional cleaning rejuvenates your flooring, however constant use of such devices can cause damage.



Keep your flooring
performing
& looking great
for years

Oops!! ... when you have a spill

Stain treatment

When the inevitable spill happens, the best thing you can do is act immediately. Once a potential stain is allowed to set, it is much harder to remove. Quality carpets are designed to be as stain resistant as possible and by following simple steps most food and beverage stains can be removed.

Three simple rules: act immediately, never rub the stained area and call a professional to remove difficult or unusual stains.

For liquid stains: apply a dry white kitchen paper towel to blot up the liquid by pressing straight down on the carpet. Do Not Rub.

Repeat until the carpet is dry. If the area is still stained, moisten a white paper towel with warm slightly soapy water and blot. Repeat until the stain has gone. Do a final blot with a dry paper towel. Do Not Rub.

Pressed chamois blocks (Slurpees) are also very useful for blotting up large liquid stains. These are available from most supermarkets.

For solid stains: food etc, scrape the soiled area with the edge of a spoon to remove the material (scrape from the outside edge of the stain towards the centre). Then apply dry white paper towels as used on liquid stains. Check our Stain Removal Steps on page 16 for cleaning hints and simple cleaning steps.

Other carpet cleaning products

Spray-on carpet shampoo or foam

These are available from your local supermarket. If you have a wool carpet be sure to choose a product that is suitable for wool. Follow the instructions very carefully. All general carpet cleaning products contain solutions that 'attack' the stained area. If left on the stain too long they can remove the colour from your carpet. Be especially careful with light coloured carpet.



Dry powder cleaner or fluid

These are also available from most supermarkets. Remember to choose a product that is suitable for wool if you have wool carpet. Dry powder or fluid can be used to remove greasy stains, cosmetics, butter, polish, paint, gravy, etc. Be careful to follow the instructions on the bottle.

Fabric detergent and white vinegar

A mixture of one teaspoon of fabric detergent and one teaspoon of white vinegar mixed in a litre of warm water will help remove grease based stains. Always remember to use small quantities and blot up any remaining moisture using dry white paper towels.



Harrisons only works with
market-leading,
quality brands

Stain removal steps

Use the following table as a guide when dealing with stains.
Follow the cleaning steps listed on the opposite page.

Stain Type	Wool Carpet Cleaning Steps	Synthetic Carpet Cleaning Steps
Acne Medication	12	12
Berries	2 1 3 5 1	2 1 3 1
Blood	1 3 1	1 3 1
Butter	2 6	2 6
Chewing Gum	10 11	10 11
Chocolate	2 3 4	2 3 4
Coffee	1 3 1 5 1	1 3 1 9
Cooking Oil	1 6	1 6 3 1
Dyes	2 12	2 3 1 4
Excrement	2 3 1 12	2 6 3 1
Foundation Makeup	2 6	1 3 1 4 1
Fruit Juice	1 3 1 4 1	2 6 3 1
Furniture Polish	1 6	1 6 3 1
Grease	1 6	2 3 1
Glue	2 3 1	2 3 1
Icecream	2 3 1	2 3 1
Ink Marker Pen	1 3 5 1	1 6 3 1
Lipstick	6 5 1	6 3 1
Mascara	2 6	6 3 1
Mayonnaise	2 3 1	2 3 1
Milk	1 3 1	1 3 1
Mustard	2 4	2
Nail Polish	7	7
Oil	1 6	1 3 1
Paint - water based	1 3 4 1	1 3 9 1
Paint - oil based	6 12	12
Pot Plant marks	12	12
Rust	6 12	6 12
Shoe Polish	6	6
Tar & Asphalt	6	2 6 3 1
Urine - fresh	1 3 1 4	1 6
Urine - old stain	12	5 1
Vomit	2 3 12	2 8 1
Wine - red	1 3 1	1 8 4
Wine - white	1 3 1	1 3 1

Removal Methods

Cleaning Options

1. Blot up excess with a dry paper towel or similar.
2. Scrape solid material off area.
3. Blot with a paper towel lightly moistened with warm, slightly soapy water.
4. Spray with carpet cleaning product and vacuum. Follow instructions on the bottle carefully.
5. Blot with a paper towel lightly moistened with a mixture of 1 teaspoon fabric detergent, 1 teaspoon white vinegar in 1 litre of warm water.
6. Blot with dry cleaning fluid or powder. Follow instructions on the bottle carefully.
7. Blot with nail polish remover - using small amounts and only on the stain.
8. Blot with a paper towel lightly moistened with a mixture of 1 teaspoon of dishwashing liquid and 0.5 litres of warm water.
9. Blot with undiluted white vinegar.
10. Freeze with ice cubes.
11. Vacuum.
12. Call your Harrisons Carpet & Flooring recommended cleaning professional.



Harrisons are here when you need us

You're working directly with your local Harrison's Carpet & Flooring business owner and our reputation relies on you being happy with our service throughout the project. Should you have any questions, please contact us and we will come back to you within 24 hours.

Your local business owner's details are listed on your Invoice or Proposal.

Alternatively, please contact our nationwide Harrison's Customer Care team on 0800 421 001, customer.care@hah.co.nz or visit our website harrisons.nz

Match your new flooring with Harrison's Curtains & Blinds

Harrison's Curtains & Blinds will help you create beautiful spaces with a stunning range of custom-made window furnishings that are designed to match your new carpet or hard flooring.

Ask your Harrison's Carpet & Flooring business owner for a referral, or call 0800 102 004, or visit harrisonscurtains.co.nz

Slash your power bill and save the planet with Harrison's Solar

Harrison's Solar is the largest supplier of residential solar power systems in New Zealand.

Ask your Harrison's Carpet & Flooring business owner for a referral, or call 0800 00 33 54 or visit harrissonssolar.co.nz

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Flooring service history

Date	Work completed	Notes	Carried out by

