



tretford Frequently Asked Questions

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What are tretford's Key Features?

- The only 80 / 20 Goat hair cord carpet
- 48 colours with a practical appearance retention colour guide
- Guaranteed non-fray. No seam sealer required
- Limitless designs. tretford can be cut in all directions without fraying. Combined with the use of tretford tiles there is unlimited design potential.
- Roll width – 2 metres (for easy handling and less wastage)
- Also available in 50 cm x 50 cm PVC backed tiles
- Heavy wear guarantee
- Asthma friendly – non allergenic
- Naturally anti-static
- Fire retardant – Class '0' rating suitable for use on both walls and floors in accordance with British Standards.
- Cigarette and Soil Resistant
- Sound Absorbent – qualifies as an acoustic floor and wall covering
- Guaranteed Irish



What is tretford's Fire rating?

BS 4790:1987	Hot Metal Nut/Pill Test	Mean Radius of Burning: 25mm. Class: low.
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ANSI/STM E648	Critical Radiant Flux Test	Result Category: 1.
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BS EN ISO 11925: 2002	BS EN ISO 9239-1	Euroclass C fl-s1
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AS ISO 9239.1-2003		Mean 7.2 kW/m ² direct stick Mean 5.7 kW/m ² dual bond
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tretford has a Class O rating making it suitable, not only for use on floors but also as an acoustic wall covering.

Conclusion: Suitable for commercial/contract installations including Institutional, Commercial and Public Buildings.



Is tretford suitable for Wheeled Traffic?

tretford's ribs are designed so that each is 4mm in width. The effective gap between the ribs is less than 1mm and as the carpet settles, this gap reduces to zero. The radius of the top of the ribs is also very large due to the nature of the material from which the carpet is made. This makes the gaps or troughs too small to trap wheels.

The problems that typically occur with wheeled traffic on carpeted surfaces are that the wheels sink into the surface making the wheeled object difficult to push, or the nap of the carpet makes the object difficult to steer.

The first issue is addressed by the fact that **tretford** is very dense; it weighs 2.75 kg/sq.m. but is only 7mm thick. The second is addressed by the fact that **tretford** performs similarly to a loop pile carpet and does not have the nap you might find on a cut pile.

By way of example, **tretford** is regularly fitted in nursing homes and hospitals in Ireland and overseas despite the fact that it does not have an impervious backing and is often over specified as far as wear is concerned. Some who specify it have told us they use it in circulation areas and corridors specifically because it is so easy to push wheel chairs over. The example often quoted to us is that of the religious orders. The populations in these institutions are ageing and those pushing the chairs are often elderly themselves. It is they that stipulate **tretford** over resilient floorcoverings or other carpets, for comfort, grip and ease of use with wheeled traffic.

Is tretford Colour Fast to Light?

tretford is dyed using the highest quality Ciba chemical 1 dyes. *(Natural dyes are not sufficiently colour fast to use in the manufacture of contract floorcoverings.)*

The vast array of heathered and plain colours which are so characteristic of **tretford** offer options suitable for almost every location. Even in sunny climates, they display a high resistance to colour change and have been independently tested and rated 5 to 6 which means that colour change over time is only very slight.

Where specifiers propose installing **tretford** in areas which will be exposed to direct sunlight over many years, they may however wish to take the following into account. Different colours exhibit different levels of resistance to colour change, where that change is caused by exposure to sunlight. This is as much a characteristic of dyes as it is of the product under consideration, so these rules apply to all natural textiles.

The rules of thumb are as follows:

Greatest Resistance to Colour Change: Greys and Beiges

*(Because, in the case of **tretford** and other textiles made from similar material, these colours are closest to the original colour of the raw material and the quantity of dye added is small or even non-existent, colour change is minimal.)*

Middle Ground: Reds

Least Resistance to Colour Change: Blues and Greens

It is worth emphasising, however, that as far as **tretford** is concerned these are only relative measures. **tretford** carpet in blue and green also exhibits excellent resistance to colour change. **tretford** has been used extensively for many years and without complaint in high sun and low ozone protected areas such as the Middle East, South East Asia, Australia and New Zealand.



Is tretford suitable for use on walls?

Yes, **tretford** is ideal for vertical applications and can be installed as an acoustic wall covering on any clean, dry, smooth surface.

'Where carpeting is used in vertical applications, the Flammability Test used for Aircraft (FAR 25853B) @ 60 seconds/842 ° C is applicable, providing that any adhesive used for attaching or fixing carpeting to the walls is not combustible.'

tretford meets this standard - a copy of the test report is available on request.

Reference: 1993, Flame Retardant Specialists Ltd., Bray, Co. Wicklow, Ireland Reg. No. 189698

What is BS 476, Parts 6, 7 and 11, Class O?

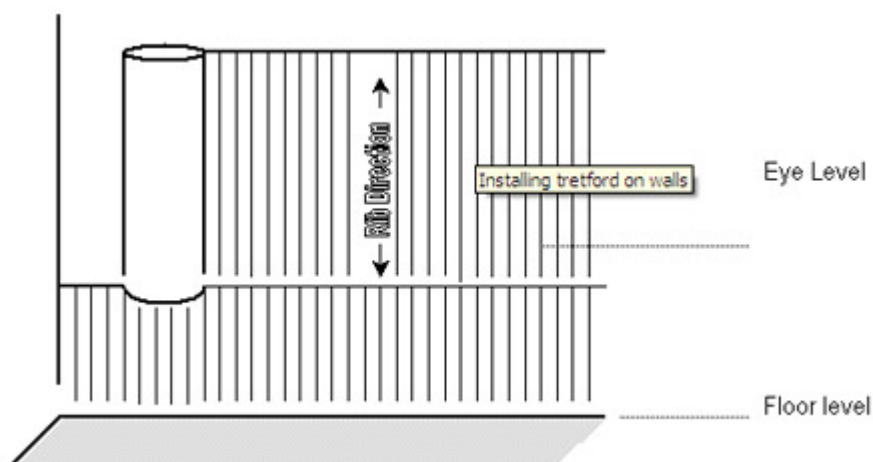
BS 476, Parts 6, 7 and 11 is the British Standard applicable to floorcoverings which are fixed to walls. Class O is the required rating.

"These parts of BS476 specify a method test for measuring the lateral spread of flame along the surface of a specimen of a product oriented in the vertical position and a classification system based on the rate and extent of flame spread. It provides data suitable for comparing the performance of essentially flat material composites or assemblies which are used primarily as the exposed surface of walls or ceilings".

Reference: 1993, Securitex (Ireland) Ltd., Dublin 4, Ireland

Reference: 1994, Wira Testing Centre, BCTC Camraso, Leeds, UK.

'When the carpet is used as a wall covering, and in order to meet the relevant standard, it is necessary to ensure that the material is securely fixed to the wall surface, with a p.v.a. adhesive or similar non-flammable bonding agent, negating the oxygen gap behind the material. If fixed in this way, to the substrate that is also Class 1, then the total laminate can be considered as Class 0.'



When installing tretford on walls with ribs running vertically, run full sheet along ceiling line to keep seam below eye level. Reference wall installation lists are available on request.

Does tretford have a Wear Guarantee?

Yes, **tretford** carries a standard 5 year limited Wear Warranty. Longer term warranties are offered on a project-by-project basis.

Terms and Conditions

The manufacturer warrants that **tretford** will not wear more than 25% in the 5 years following its installation, provided that it is installed and maintained indoors according to the manufacturer's recommendations. This warranty covers carpet wear (loss of pile) and does not cover soiling, crushing or tracking.

This warranty is pro-rated based on 5 years of service and is not transferable. It excludes carpet installed on stairs; areas subject to castor action; damage from skates; spiked shoes and other athletic footwear; water damage; the effects of improper installation and maintenance; and wilful damage including burns, tears and cuts.

If, after testing the carpet, the manufacturer determines that the carpet has worn more than 25% and that all warranty conditions have been met, the manufacturer will compensate the owner on a pro-rata basis the original material cost of the carpet for the area directly affected.

The tretford Wear Warranty Explained

tretford has an enviable track record of over 30 years in contract installations all over the world. Most are familiar with the testimonials to performance **tretford** has received from specifiers and end-users in both the institutional and private sectors everywhere. It has been widely praised by installers and by facilities and maintenance managers who have worked with **tretford** for many years.

It is often described as a “**trouble-free carpet**”.

- It has excellent appearance retention
- It is easily installed
- Seams cannot ravel or breakdown
- It is easily maintained

In summary, **tretford** performs as one of the best contract carpets on the market should.

Following a request from our Australian distributor, we now offer, with admittedly some reluctance, a 5 year limited wear warranty on **tretford**. Full terms and conditions are available from your local distributor or agent. The terms of the warranty mirror those available with other carpets.

The average service life of **tretford** is far longer than 5 years and often far longer than 10 years so to understand our reluctance and reason for limiting the term to 5 years, some further definition of “wear” is first required. As with all product warranties, it is vital that the small print be read so that the true meaning and value of a warranty is understood.

Under the terms of all the carpet warranties we have ever seen:-

- “Wear” is defined in terms of percentage fibre loss by weight
- This is, in theory, measurable but is limited in value as a total measure of carpet performance
- It is questionable whether, in practice, percentage fibre loss can accurately be measured

We believe that these facts are not widely understood and so wear warranties are somewhat misleading.

What important factors are not covered by this definition of “wear”?

- Resilience
- Appearance retention
- Carpet structure and integrity
- Ease and cost of maintenance
- Technical Issues (static, fire, acoustic ratings, colour fastness, etc.)
- Environmental issues (use of renewable resources, environmental manufacturing etc.)

If assessed using the definition of “wear” stated in the warranties, there is no doubt that synthetic fibres are hard wearing. Compared to carpets manufactured from natural, staple fibres such as wool and, in **tretford**'s case, goat hair, the amount of shedding and fibre loss over the lifetime of, say a synthetic tufted carpet is less.

For this reason, wear warranties are popular among the manufacturers of carpets made with synthetic face fibres, particularly BCF (bulk continuous filament) fibres. They successfully promote wear warranties as a measure, which should inspire specifier and end-user confidence in synthetic fibres. In reality they often distract attention from the real issues, i.e. what will the carpet look like after 5, 10 or 15 years, how will it perform technically and how much will it cost to maintain over this period?

If the performance of **tretford** is compared with that of a synthetic fibre carpet on the basis of fibre loss alone (“wear”), **tretford** will often lose. But if you compare the appearance and cost of maintaining **tretford** with that of a carpet made from synthetic fibre, after 5, 10 or 15 years, the results will be quite different. **tretford**'s success and the testimonials of end-users all over the world are undeniable proof of this.

It is our belief that the importance of percentage fibre loss (“wear”) has been overstated. If it were true, expensive natural fibre carpets would no longer be the carpets of choice in the world's leading hotels and **tretford** would not be the international success story that it is today, still, after 30 years.

tretford®



Wear warranties are poor indicators of true carpet quality. Unfortunately, there is no broadly accepted, honest, scientific and measurable method of assessing appearance retention. But what **tretford** has is a proven, not a promised, performance track record second to none.

We do not warrant that **tretford** will never wear out but we do warrant that it will look good and perform better, longer.