

31st July 2024



Dear Valued Customer,

It has recently been brought to our attention by the Carpet Institute of Australia that there is some misunderstanding in our industry regarding the correct determination of critical heat flux and more specifically the testing criteria required by the National Construction Code. Once aware of this misunderstanding, we immediately engaged an approved laboratory to re-test many of our carpet ranges. These tests are being undertaken at the moment and, as soon as results are through, we will:

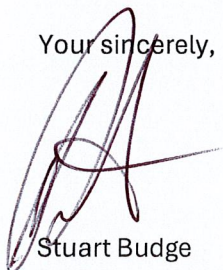
- communicate any changes that may be required (with specific relation to fire ratings) in terms of Test Certificates that may need to be updated
- communicate any other changes that may be required for Quest Carpets ranges, pending the new certificates
- provide an overview of fire test results across the entire Quest Product Range

In the meantime, please refrain from issuing fire test certificates on Quest Carpets Ranges until the current testing is finalised.

As you would be aware, the vast majority of carpet installations in Australia don't require fire rating compliance with the National Construction Code. We have attached an overview that is intended to simplify this complex matter for your information.

Whilst we are confident that these new tests will provide both clarity and a positive result for the vast majority of Quest Carpets Ranges, we avail ourselves to you should you have any questions at any time.

Your sincerely,



Stuart Budge
CEO