



Product Safety Recall



Do you own this product?

Quest Carpets carpet products sold in these periods:

- Eureka (1 August 2022 to 1 August 2024)
- Mediterranean (1 January 2023 to 1 August 2024)
- Pacific (1 October 2023 to 1 August 2024)
- Crossley Twist (16 January 2024 to 1 August 2024)
- Mantra (23 March 2024 to 1 August 2024)
- Ten 40 (6 May 2024 to 1 August 2024)
- California Dreams (12 May 2024 to 1 August 2024)
- Spring Cove (15 May 2024 to 1 August 2024)
- Pluto (27 June 2024 to 1 August 2024)

Note: The carpet may have been sold under different brand names by different retailers. Please check the [Product Safety Australia website](#) for a full list of brand names.



Why the products are recalled: The products do not comply with the mandatory fire rating under the National Construction Code for certain building types, including apartment buildings, accommodation for the aged, offices, shops, factories and public buildings. A fire rating is not required under the National Construction Code for detached houses and certain other buildings.

Hazard: There is a risk of serious injury and property damage if the carpets catch fire.



Consumers should use the QR code below or contact Quest Carpets to check if carpet should be replaced free of charge.



Contact Quest Carpets to find out more about the recall:

- Website: <https://questcarpet.com.au/product-safety-recall/>
- Email: reception@questcarpet.com.au
- Call: 1800 337 404 (9am to 5pm Monday to Friday) AEST



Please see list of suppliers on the [Product Safety Australia](#) website.



Scan the QR Code for more information about this recall.

PRA2024/20316

See productsafety.gov.au for
Australian product recall information