

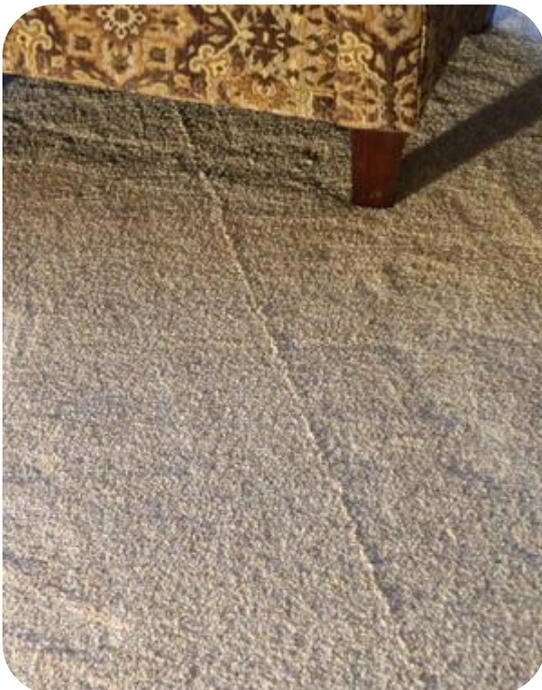
# Designer Contracts

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## COMMON CARPET FAULTS & ISSUES



### High Lines – Manufacturing Fault

Almost all of the residential carpet sold today is made by tufting. Needles are set to control the height of the carpet pile and sometimes a single needle stitch a row of yarn that is too long. Cut pile carpets are carefully sheared after tufting in order to assure a smooth, even pile surface. Even so, a high row or high line can show up after a carpet is installed. If the row is bent over and buried in the carpet pile, the line may take days or weeks to appear after the carpet has been repeatedly vacuumed. This maybe an easy sort with a visit from our Customer Service fitter if not a replacement would need to be carried out.

### Low Lines – Manufacturing Fault

Low lines or low rows are caused by improperly set tufting needles that pull the face yarns lower than the surrounding pile. These short rows look like grooves in both cut pile and loop fabrics. Low lines that are only a few inches long are usually re-tufted. Otherwise, the carpet would need to be replaced.





## Shift Marks – Manufacturing Fault

Carpets are tufted with either straight rows or zig zag rows. Zig zag rows are made using a step-over stitch. When the tension of the tufting equipment is set too tightly, the carpet is made with too much tension. The tension appears as regularly alternating high and low width wise bands called shift marks. Shift marks are visible in both loop and cut pile carpets. The bands are usually 2 inches apart and are not serviceable. The carpet must be replaced.

## Delamination of Carpet

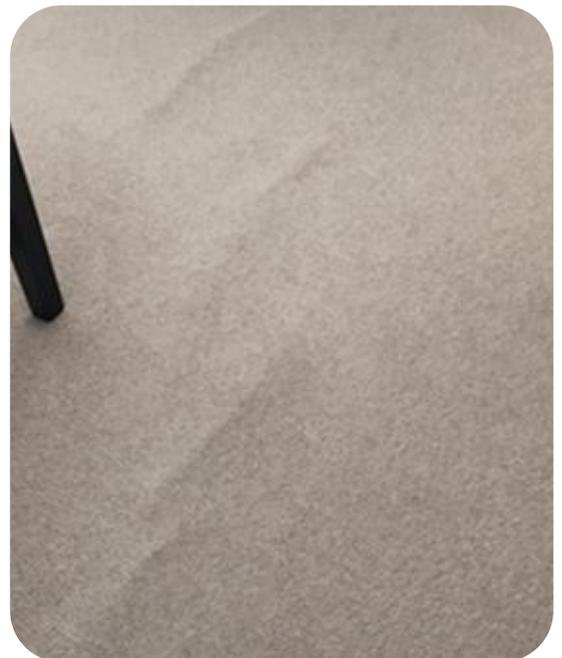
Carpet delamination occurs when the backing layers of the material separate from one another due to improper installation, manufacturing defects or poor maintenance. This separation can have a dramatic impact on the appearance of the carpet, resulting in wrinkles, seam separation and even ugly rips.

### Pre-Installation Delamination - Manufacturing Fault

Delamination often starts during the manufacturing process, when the backing layer is not properly bonded. This may occur when the wrong type of latex is applied or the latex is applied incorrectly, causing what is known as a mill defect.

### Post-Installation Causes - NOT a Manufacturing Fault, Local Causes

Delamination is easily caused if the end user fails to maintain it properly or it is subject to heavy abuse. Moisture or pet urine left on the carpet may lead to delamination. In addition, heavy traffic, uplifting carpet from the grippers or dragging heavy furniture results in delamination. On the very rare occasion it is deemed the delamination is caused by over-stretching by the fitter this would be replaced by the contractor Designer Contracts.





## **Rogue/Foreign Tufts – Manufacturing Fault**

In a non-Berber or heather yarn noticeable flecks are faults most commonly caused by contamination of the fibres, mainly black or white but several colours can be found in some carpets. Darker soiled areas or spots can occur due to poor handling of materials. Note that this can sometimes be easily resolved, by re- tufting. If not, a replacement will be required, by the manufacturer.

## **Pile Reversal – Not Considered a Manufacturing Fault Generally but Please Liaise with Flooring Contractor**

Pile reversal is a permanent, unpredictable, localised change in the direction of pile direction which causes a colour change effect which arises from the reversal or bending of the carpet pile fibres so that light is either absorbed or reflected from the pile, creating a random “light and shade” effect. Pile reversal is not necessarily associated with foot traffic and has been known to occur in unused carpet. It is a localised change in appearance which does not affect resistance to abrasive wear and can be associated with local conditions where the carpet is installed. This is a common condition and is not related to carpet construction or fibre type and is not the basis for a claim although some manufacturers may consider a claim in the first two. Only one claim will be considered per effected area, should a claim be upheld the manufacturer will supply a replacement carpet or offer an allowance. Should the issue reoccur in the same position/location after replacement the manufacturer will not be able to consider a further claim, therefore we would always recommend that the homeowner reselecton to an alternative product to minimise the risk of the issue reoccurring.





## **Flattening/Tracking - NOT a Manufacturing Fault- Local Causes**

Flattening/ tracking will occur as a result of traffic which eventually flattens the pile particularly in the main areas of use. All pile fabrics will flatten to greater or lesser degree dependent on the amount of traffic to which it is subjected and the construction (tuft density/pile fibre/height/weight) of the product concerned. Pile flattening is not a manufacturing fault, and customers should always use the correct type of vacuum cleaner at least 2 – 3 times a week. Please refer to our care leaflet.

## **Rippling and Buckling – Not Considered a Manufacturing Fault Generally. Inspection required to confirm cause.**

This is a very common issue. Excessive humidity or damp weather may cause temporary rippling in the carpet. Ripples will disappear in the drier atmosphere. If the ripples continue, the carpet may need to be re-stretched. Poor installation could also result in this issue.



## **Line Fault – Manufacturing Fault**

Almost all of the residential carpet sold today is made by tufting. Needles are set to control the height of the carpet pile and sometimes a row of single needle stitches of yarn can appear to be missing. The lines always run in the direction of the length or width of the production. This is a manufacturing fault and therefore a replacement by the manufacturer would be required.



### **Shedding - NOT a Manufacturing Fault**

All cut pile carpets will lose short fibre, which is created during production when spun yarn is cut for tuft formation. These fibres fall onto the surface of the pile and will appear as 'fluff'. The effect varies with yarn type and may be removed without detrimental effect upon the carpet by vacuum cleaning. This excess fibre is only a small fraction of the total fibre contained in the carpet. Regular vacuuming at least 2-3 times per week will remove this and prevent pilling. Please refer to our care leaflet.

### **Shading - NOT a Manufacturing Fault- Local Causes**

Shading occurs because the pile of the carpet has become crushed, flattened or brushed in a different direction to the natural lie of the pile whilst in situ. This causes light reflection at different angles resulting in the creation of light and dark patches on the carpet. This will occur on all pile fabrics but can be more noticeable on plainer carpets because the shadows created by pile pressure will not be disguised by a heavy pattern or design.

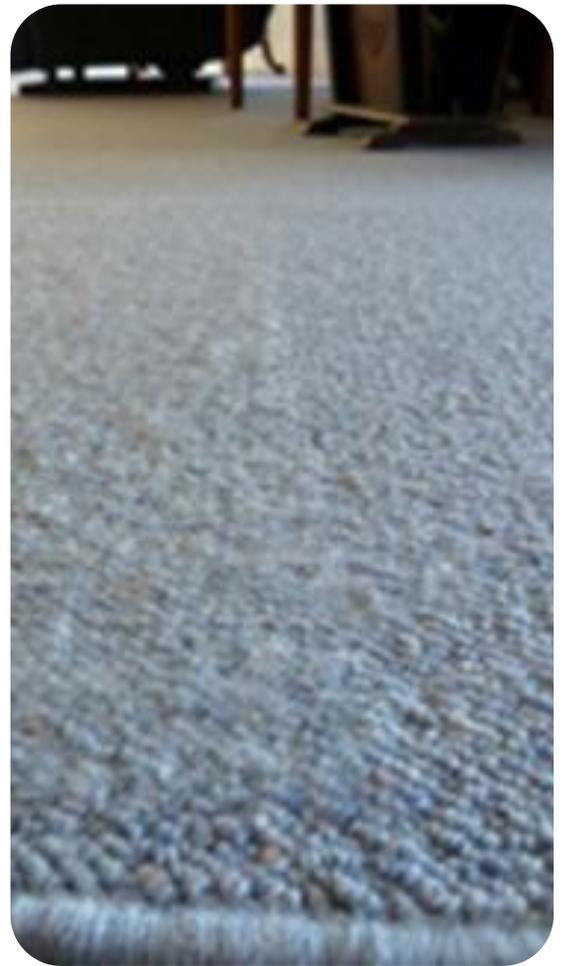


### **Sprouting – Manufacturing Fault**

Occasionally an odd tuft or two can work its way to the surface and stand proud of the rest of the pile. This is probably due to one end of the tuft being longer than the other i.e. J shaped tuft instead of V shaped. Remedial action can be taken in that the offering tufts are carefully scissor trimmed level with the rest of the pile. They should never be pulled out. If this cannot be done successfully then a replacement by the manufacturer would be required.

## **Pilling – Generally NOT a Manufacturing Fault- Local Causes**

Pilling is directly related to shedding and sometimes occurs on loop pile and wool blend carpets. The expression is used to describe the little balls of fibres which collect on the pile surface. It is similar to the type of pilling which can occur on a sweater. Pilling describes small balls of fibre, which have become anchored to the surface of the carpet, and is often seen in areas where heel abrasion occurs e.g. in front of chairs. Pilling however is not serious and is easily treated by taking a normal pair of scissors and clipping away any pills and excess fibre. This will not in any way affect the wear characteristics of your carpet. In almost all cases pilling occurs where maintenance has been undertaken with the wrong type of vacuum cleaner or incorrect/insufficient maintenance is carried out.



## **Slight Dye or Textural Variations NOT Considered a Manufacturing Fault Generally**

It is normal for carpet to have dye or textural variations from original samples or from dye lot to dye lot and cannot be guaranteed between widths. Such variations are not a basis for a claim. However significant colour or shade variation should be discussed with the supplier as replacement may be deemed as appropriate.

## **Matting or Crushing – Not a Manufacturing Fault, Local Causes**

Texture change known as “matting” will occur in all carpet. Matting is usually the result of the untwisting of the yarn and intermingling of the yarn tips and is the result of foot traffic. Matting may be caused by various factors including heavy traffic, rubber soled slippers or inadequate/incorrect maintenance.



## **Pole Marks –NOT Considered a Manufacturing Fault Generally, See Further Comments Below**

Roll or pole crush marks are a common condition seen in newly installed carpet. The marks develop as a result of the weight of the carpet roll depressing the pile during warehousing or shipping. This causes a bending and compression of the pile yarns that can be seen as light or dark width-wise bands across a carpet. The bands vary in length and are spaced at increasing or decreasing intervals, depending on which end of the roll you look at. Most rolls of carpet will exhibit some degree of roll crush immediately after the roll has been unwrapped. In most cases, minor roll crush will disappear after the yarn has been allowed sufficient time to “blossom” or undergo moisture regain. All but the most stubborn crush marks in carpet with nylon yarn systems usually can be removed with steam. All Designer Contracts Customer Service Managers have steam cleaners. Vacuuming will also assist in roll pile crush recovery. Roll or Pole crush marks are not the result of a defect in the quality of workmanship of the carpet, as this is not a manufacturing defect, claims will not be considered. However excessive pile reversal that will not come out even after a period of 3 months has passed with regular vacuuming and or steaming a replacement maybe deemed appropriate.

