

Designer Contracts

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UNDERSTANDING YOUR CARPET & FAQ'S



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Flattening/Tracking

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 dependant 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.

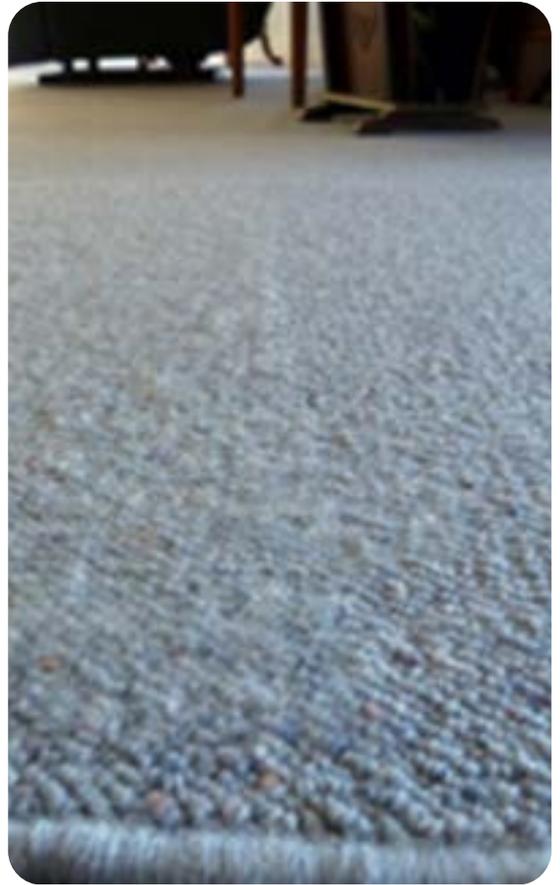
Shedding

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.



Pilling

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

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.

Matting or Crushing

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

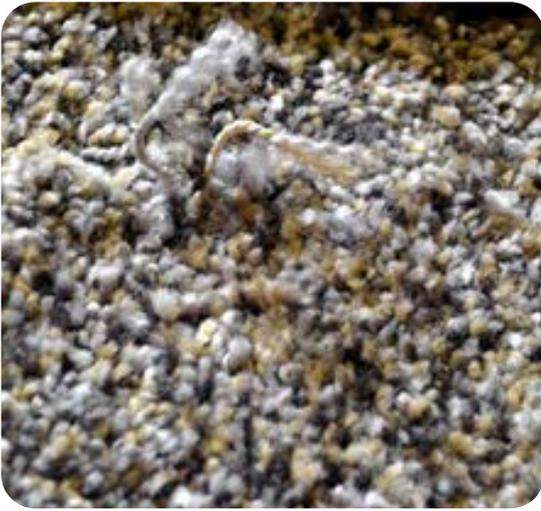
Roll or pole crush marks are a common condition seen in newly installed carpet. The marks develop as a result of the weight of the carpet roll depressing the pile during warehousing or shipping. This causes a bending and compression of the pile yarns that can be seen as light or dark width-wise bands 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. 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.



Shading

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.





Protruding Tufts

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.

Inconsistencies in Underlay

The foam used in PU underlay is recycled offcuts mainly from other manufacturing processes such as furniture or mattress production. The remnant foam is shredded and then granulated into smaller pieces. It is mixed and coated with a binding agent before moulding into a large 'log' of a pre-defined density. The log is subjected to steam under high pressure to cure the binding agent and bond the material together. The log is then dried to remove residual moisture and peeled to a pre-defined product thickness.

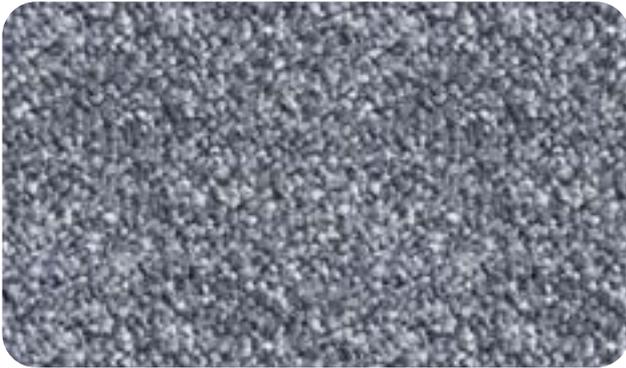
There are varying degrees of consistency and hard pieces that can be found in PU underlay. The smaller thinner hard pieces are generally acceptable, these are called fingernails, and these are the harder outer edges of the recycled foam, you should not be able to feel these under the carpet. All PU underlay will be subject to these pieces and they are not detrimental to the product itself and are naturally inherent due to how the product is made. These are not a manufacturer fault.

Then there are the larger, harder, rigid type lumps that are caused by too much binding agent being used within the manufacturing process. These lumps are normally larger and more solid and can be felt underfoot. These lumps are not acceptable and are down to a manufacturing fault and will often result in the replacement of the underlay.

Correct Use Of The Right Type Of Vacuum Cleaner

It is really important that the correct type of vacuum is used depending on the type of carpet to keep the carpet looking good and well maintained. The use of the incorrect type of vacuum may catch and lift the fibres and leave the carpet looking bobbled or matted.

Cut Pile Carpet: Use an upright cleaner with an active beater bar, this will help to loosen and lift dirt from the pile.



Loop Pile Carpet: Use a cylinder cleaner using the suction head to minimise snagging and damage to the pile.

