

IMPORTANT INFORMATION FOR CARPETS

Colour Matching

When carpet is manufactured it's made in batches, known as creels. Depending on the manufacturer, each batch generally produces between 500m² and 3000m² in a single width. The most popular widths are 4m and 5m. Whilst the 'recipe' used by the dyer remains constant, and is followed precisely, in each separate creel the colour will vary slightly. Production is always matched back to the original master sample to ensure that colour remains within a commercial tolerance.

The process is not an exact science and commercial tolerance is subjective and is based on the professional judgement of the head dyer utilising their experience.

A greater level of tolerance is required on blended colours, e.g., heathers. To ensure the best possible colour matching we recommend always using the same width carpet during installation, although this may not be the most cost-effective method. If colour matching is not an absolute priority, then we can utilise a variety of widths to keep the costs as low as possible.

Shedding

All cut pile carpets will lose short fibres which are created during production when spun yarn is cut to form tufts. These fibres fall onto the surface of the pile and appear as fluff.

The effect varies with different yarn types and should be removed by vacuum cleaning. This is not a carpet defect and vacuuming the fibres will have no adverse effect on your carpet. The excess fibre is only a tiny proportion of the total fibre content of the carpet.

Sprouting

Occasionally an odd tuft can work its way to the surface of the carpet and stand proud of the rest of the pile. This is generally caused when one end of the tuft is longer than the other, i.e., it's J shaped rather than V shaped. This is not a manufacturing defect and can occur from time to time. Never pull out the tuft, simply remove the excess height with a pair of scissors and trim the height to the same level as the rest of the pile.

Shading

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

Pile Reversal

Like shading this occurs when the pile, or nap, of the carpet changes direction and thus reflects light at differing angles, showing the effects of shading which can become permanent. It is also known as watermarking. This can happen to every carpet.

Like shading it can be more apparent on a plain carpet as it's not disguised by patterns. It can occur quite quickly after installation

Lots of research has been undertaken by various manufacturers, over several years, into this phenomenon, but nothing has proved conclusive. There is nothing in the manufacturing process which causes pile reversal and therefore it is not a manufacturing defect.

Fading

Carpets made from wool will fade during use. The degree to which they fade will depend on the colour chosen and the conditions in your property. Fading can be caused by exposure to ultraviolet light, this is a component of daylight, and will occur more quickly if the sun shines on your wool carpet directly. This has the effect of lightening the colour. This process is exactly the same as human hair lightening in the summer when exposed to the sun.

You will need to protect wool carpets from direct sunlight just the same as you would protect other items of furniture.

Flattening

Flattening will occur as a result of traffic which eventually flattens the pile of your carpet, particularly in areas of heavy use. All pile fabrics will flatten to a greater or lesser extent depending on the amount of traffic to which they are subjected and will vary according to the volume of tufts, density/pile, quality, weight etc. 123floor can guide you on your choice of carpet to best suit your intended use.

Indentations

When a carpet is subjected to a heavy load, for example a large chair that has 4 small feet, it's not unreasonable to expect indentations on your carpet. The longer the load is in place, the longer it will take for your carpet to recover. In the case of very heavy loads that are in place for a long period of time the recovery time can be considerable.

It should be remembered that when a carpet indents, it's not just the carpet that becomes indented. The underlay will also indent as will the backing of the carpet. Some underlays will recover well, and some not so well. Recovery depends on their composition, thickness and density.

We recommend the use of cups below furniture legs to spread the load to a larger area and this results in a larger area of less deeply indented carpet.

If you have indentations on your carpet, then normal vacuum cleaning will speed up recovery. In the case of very deep indents, you can use an iron and damp cloth or a steam

iron, together with a blunt darning needle to very carefully tease up the pile. Great care must be taken not to over wet the carpet, or of course burn it.

Pulled Loops

Pulled loops can occur only in looped pile carpet where one or more loops in the continuous pile are pulled through the primary backing of the carpet. The cause of a pulled loop is something that's happened locally, possibly a sharp object which has caught in the loop, a loop has caught in a vacuum cleaner and such like. Pulled loops are easily dealt with by trimming the offending end level with the rest of the pile. You should not leave them as this will result in further pulled loops and develop into a ladder.

Static

Carpets do not themselves produce static, but like other household fabrics and objects they have the capacity to store it. Static is caused by the build-up of static charge upon people in a dry environment and is discharged when a person makes contact with an object that can conduct electricity. The static charge will vary in intensity depending upon the individual, air humidity and the contact materials. Static is more usually associated with synthetic materials as they do not retain moisture very well, but it can and does occur with wool in dry room conditions. Preventative measures include the introduction of moisture into the room or an in situ carpet treatment.

Soiling and Stains

Soiling is usually the result of some local conditions to which the carpet has been subjected to, or a lack of maintenance. There are several types of soiling which are common:

Spillages: liquids such as drinks, drinks containing sugar, hot drinks and wine are likely to leave a stain and specialist help may be required.

You may wish to try baking powder. This handy cooking additive can lift many stubborn stains out of your carpets. Start by sprinkling it across the entire carpet and then brush it into the pile. The baking powder absorbs moisture and eliminates odours. On simple stains take a tablespoon of baking powder and place it on top of the stain. Gently pour some water onto it and rub it in with a cloth. Leave it to sit for a good 30 minutes and then wipe away with a damp cloth and vacuum.

Oil: if you have oil on your carpet the first thing you'll want to do is liberally cover it with talcum powder to absorb the moisture from it. Vacuum up the excess powder and then cover the oil stain with fresh lemon juice. The acid in lemon juice breaks down the oil and makes it easy to remove. Finish with baking powder and leave to sit overnight.

Soil: if you have soil on your carpets this can be difficult to remove, especially light coloured ones. The best way to lift soil stains from carpets is with steam. If you don't have a steamer use a dishcloth soaked in very hot water and a bit of washing up liquid and rub it until it has gone.



Shampoo: if incorrectly applied this will leave a sticky soap residue in the fibres which can result in the soiling reappearing quite quickly

Dust: is carried on draughts and can soil carpets in various ways. Sometimes we see soiled edges as a result of gaps under skirting boards. Dark lines appearing on the surface of the carpet might suggest airborne dust, vacuum drawn through poorly fitted floorboards.

Sometimes the shape of the floorboards can be seen quite clearly. Airborne dust sometimes shows itself as spots on the carpet, this is due to the air carried on a draught under the carpet escaping through minute holes both in the underlay and the carpet, leaving dust deposited on the pile much like a filter action. In such installations the use of lining paper over the underlay is an essential preventative measure, as is taping the underlay at the joins.

When we measure your property for carpets we will, as far as possible, identify poorly fitting doors, skirting or floorboards which may require remedial work to seal draughts before the carpet is laid. If you need assistance here our sister company 456fix can help.