

## **Report :-**

**WP71B510KW1801**

1. The carpet is pilling in the general main traffic areas which are subject to both compression and rubbing underfoot.
2. The following photographs show the pilling.

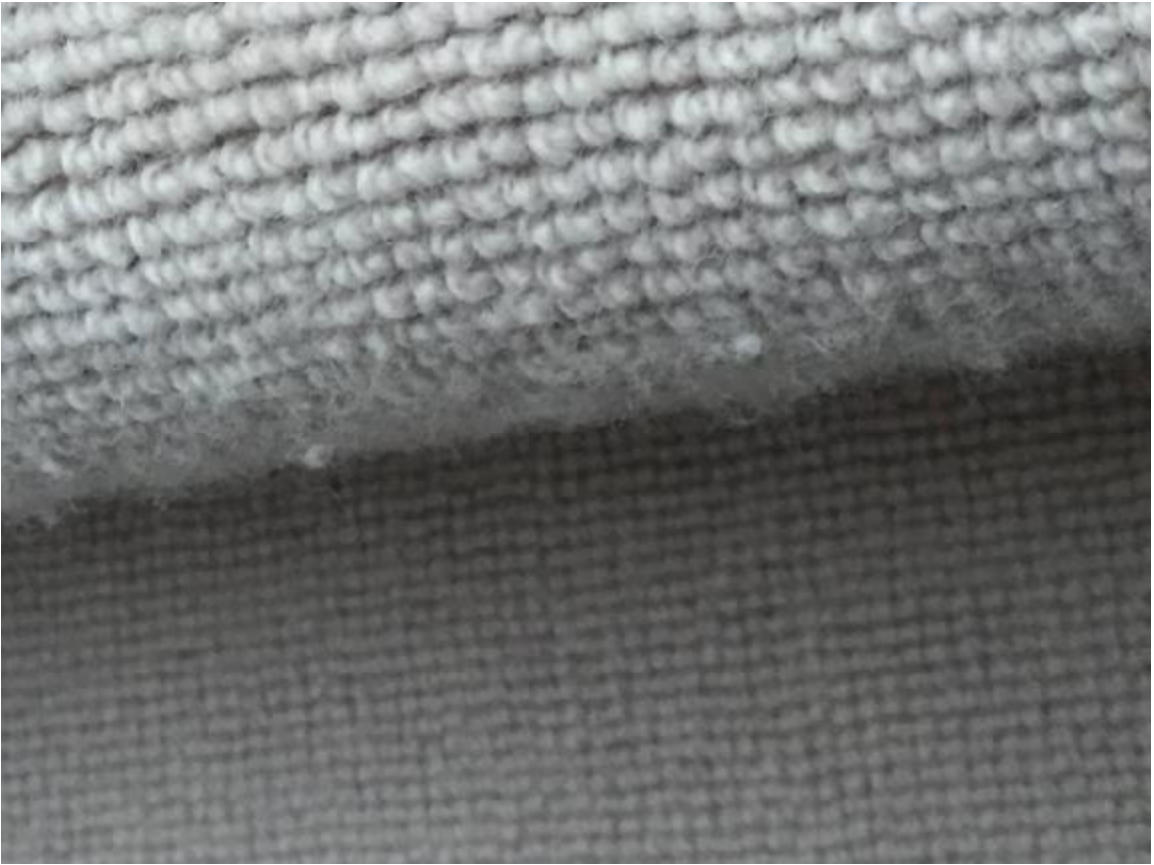




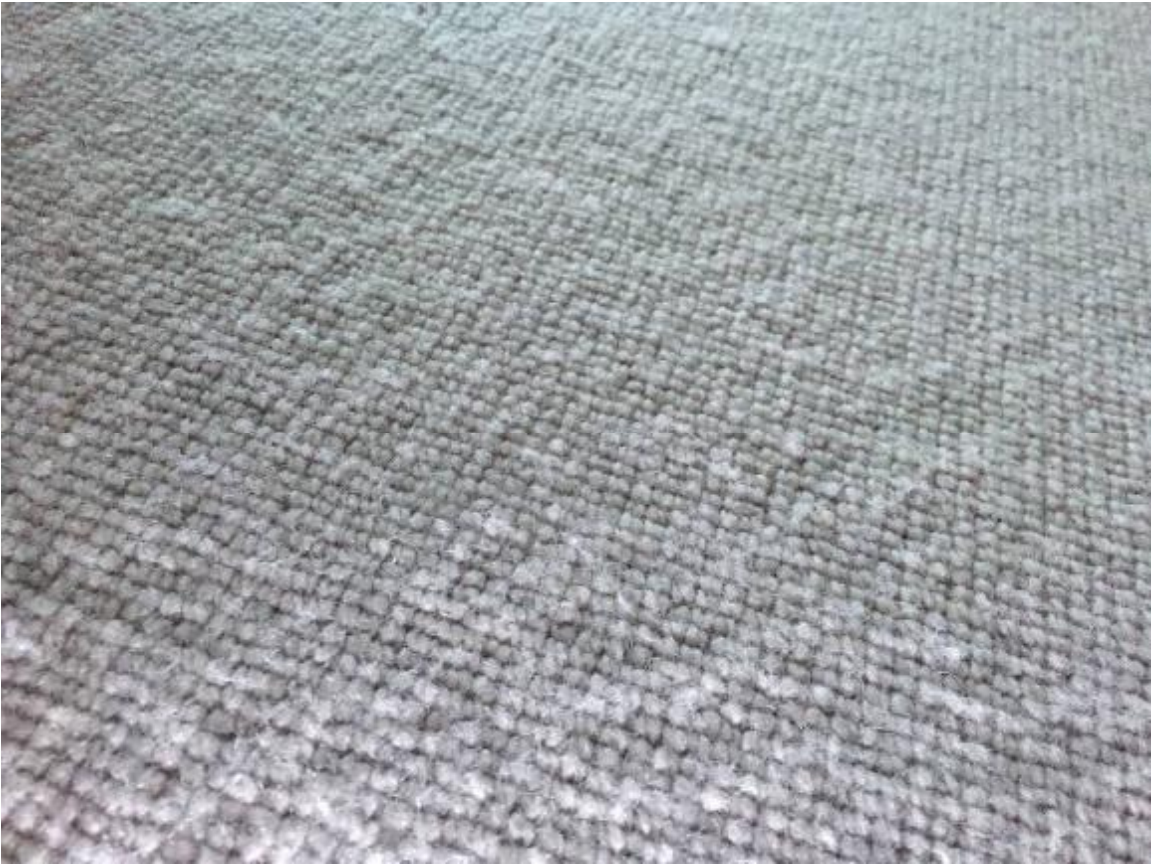


















3. The pilling is formed by a combination of strands of loose fibre lifting up above the loop pile surface, initially forming a spider web of fibres and then rubbing or collecting together onto the pile surface. Mostly a spiderweb of fibres is formed but a small number of pills mainly on the stair nosings are created in use as fibres ball together under local foot traffic. These then catch the light and become visible above the normal loop pile surface. The loose fibre balls ( pills ) are initially held lightly onto longer coarser fibres within the structure of the yarn and with compression from general foot traffic, will become felted together unless removed by regular vacuuming.
4. The wear rate is even across all spools within the areas of complaint and all general traffic paths. No unevenness in the materials or its construction could be noted on site.
5. On loop pile carpets it is recommended to vacuum lightly initially with a cylinder vacuum cleaner only and to allow the loops to compress and compact so that pilling is kept to a minimum.
6. It is possible to remove the pilling by shearing the surface with electric clippers.
7. A carpet sample was obtained for testing.

### **Laboratory report:**

#### ***Summary:***

- i. Examination of the carpet by manual dissection and microscope shows that:- There are no excessive short fibres used in the blend. The construction and materials used are as expected for the type and quality of yarn produced.
- ii. The latex penetration into the fibre bundle at the base of the loop is correct.
- iii. The tuft retention is correct.
- iv. The carpet was subject to cyclic loading tests using a Tetrapod walker against a control sample of the same type and manufacture of carpet.

The two pieces of carpet performed the same in terms of the initial rate of loss of loose fibres and the actual wear rate was the same on both pieces. Under this simulated cycle of walking and wear it was noted that the performance was the same through the test.

## **Conclusion:**

We cannot find any evidence of faults in the manufacture of the carpet. In the absence of faults the type and level of vacuuming are areas to look at.

Obviously the look of the carpet was affected so the consumers are disappointed in the performance.

The pilling can be removed if it does not settle down by shearing the surface with electric clippers.

## **Comments:**

Pilling is most commonly caused by one or a combination of the following:

1. Poor vacuum or vacuum technique, including the wrong type of vacuum cleaner for the carpet. ( In the case of loop pile carpets a cylinder vacuum cleaner only should be used. The suction end should glide easily across the carpet with no catching brushes or Velcro attached to the pile surface.)
2. Variation in usage. When the surface is subject to friction underfoot pilling tends to be slight. When the surface is subject to rubbing from another material the fibres tend to pull up and pilling is formed. The normal cause is children playing on the carpet or movement over the surface from another material; ie socks etc.
3. Pets claws ( mainly dogs ).
4. Yarn faults ( poor blend or short fibres.)
5. Lack of latex or poor application causing poor tuft / fibre bind.

For T.C.S.



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