

Fitting and Carpet Care

Fitting

Inspection

Our labour intensive processes are integral to the creation of our 'characterful' textures and wonderful natural colours. They cannot and do not set out to mirror the uniformity of 'machine made' carpet. Any slight variations in colour and weave in our hand-woven products are part of their 'handmade character' rather than 'faults'. At Jacaranda we take quality control very seriously and each roll or rug is checked and rechecked. Despite our best efforts however the odd genuine error does slip through and strange things can happen in transit. Please ensure that all products are checked and any problems reported within 48 hours of delivery. If your floorcovering arrives with damaged packaging, please note the damage on the delivery note before signing for receipt. If you have any doubts about the product, please phone our office before fitting. Jacaranda cannot take responsibility for problems reported after the carpet has been cut and fitted.

Fitting broadlooms

Please fit carpets over a good quality 'combi' underlay which combines a felt base layer with rubber crumb on top (unless using a double stick method). Stretch all carpets onto double grippers. Do not use power stretchers which can damage any carpets, and no knee kickers should be used for loop pile or cut & loop styles. All cut edges should be sealed using seaming cement and heat seaming tape should be used for all seams and joins. A light shear may be necessary along seams for some velvets. Do not apply self-adhesive carpet protector which can attach to pile, then pull threads when removed. Any variations to standard fitting instructions appear on the relevant product page.

Rug underlay

This makes rugs more luxurious to walk on, can reduce wear, lengthen rug life and reduce rug movement or 'creep'. Jacaranda offers high quality 'non-skid' underlay in standard packages or cut to size. Customers can choose whether to fit underlay flush to rug edge or 5-10cm smaller. In heavy traffic locations, rotate rug regularly to spread wear and extend life.

Carpet Care

Stain proofing treatments

When deciding whether or not to stain proof your new carpet, please consider that stain proof treatments:

- Should be applied by a professional company with a good reputation
- Must be reapplied at regular intervals
- Can slow the rate of soiling and buy extra time to deal with spillages
- But can never offer complete protection
- And can lead to a false sense of security

It is normal for new wool carpets to 'shed' fibres especially where footfall is heaviest. If protective chemicals are lost with these fibres, carpets can soil faster in heavy traffic areas leading to uneven appearance.

Regular maintenance

Vacuum carpets regularly using an upright cleaner on cut pile carpets, or a cylinder machine with a smooth nozzle on any carpet with loops. Avoid using all cleaning chemicals sold for home use, some of which can discolour carpets. Detergent residue can become sticky when dry and subsequently attract dirt. For an overall clean we recommend a dry extraction method carried out by a professional cleaning company. Leather floor coverings are better swept with a soft brush.

Spillages and stains

Act fast to pick up any solids and to blot up liquid with plain absorbent paper. Blot gently, changing paper as necessary. Do not rub or scrub as this can 'burst' the pile surface causing permanent damage. Leave the pile laying in the natural pile direction or restore gently to correct direction using a clean clothes brush. Leave to dry naturally.

For residual stains:

For wool carpets only, dilute any remaining residue or stain with cold water (never hot) on a clean cloth, then blot and dry as above. Repeat as necessary. For unusual or stubborn stains always seek professional advice from a reputable cleaning company or visit www.wool-safe.org for advice. Avoid carpet cleaning chemicals sold for home use, which can discolour carpets or leave a dirt attracting, sticky residue.

Viscose carpets are more delicate than wool. Water changes the texture of the viscose, causing the pile to reflect light differently to give the appearance of a stain. Do not add water and do not rub or brush the pile. For all stains consult a professional carpet cleaner straight away. They should recommend cleaning of the entire carpet (rather than spot treatment) using a dry extraction rather than a wet cleaning method.

The TENCEL® yarn used for Jacaranda's new Santushti broadloom has the same beautiful lustre as viscose but is more hard-wearing and better to clean. Water spills will not affect its texture, and if they leave a slight yellow ring, this should disappear with time and wear. TENCEL® can be professionally cleaned with care.

Shedding

All wool cut-pile carpets will shed fibres when new to create fluff. This is normal, not related to quality, and will not affect appearance or durability of your carpet. It is simply wool fibres released from the yarn ends where they are cut to create the pile. Vacuum regularly and shedding will soon cease.

Sprouting or pulled loops

Uneven tufts can sometimes occur in hand-woven carpets. Dogs, cats or stiletto heels can catch and pull loops proud of the pile. Carefully cut these tufts or loops with sharp scissors, do not pull as you may damage the carpet.

Crushing

Furniture can depress or crush carpet pile over time. This effect can be reduced by occasionally re-arranging heavy furniture so that the weight is not concentrated in one place.