

A guide to carpet characteristics

Carpet remains the floorcovering of choice for many consumers. This guide contains valuable information about the characteristics of carpets, allowing all parties to make informed choices prior to investing in a Wool Classics carpet.

Suitability

All our standard products are suitable for installation in the home environment. The limitations of use on certain products is noted in our residential suitability guide. We do not recommend that any of our products are installed in areas of high moisture such as bathrooms or kitchens. Before finalising your choice, check carefully (including consultation with the installer) that the chosen carpet and installation method are suitable for the intended and predicted use. Some localised conditions are beyond our control and may accelerate wear on a carpet causing a reduction in expected lifespan. Without limitation, these localised conditions may include certain staircase and seam layouts, areas subjected to heavy soiling or excessive moisture and concentrated turning or wear areas.

Samples

Generally samples are not taken from current stock and are therefore a guide to colour and surface texture. Where a specific colour match is required, a stock cutting can be requested to allow comparison. Please note that on samples that have been exposed to light over a period of time, the colour may have faded and may bear no comparison to the colour of the current batch.

Surface finish

Certain variances in the surface texture are inherent in all quality wool, viscose and other natural fibre carpets. To an overwhelming degree, these slight irregularities are due to the fact that wool is a natural fibre and accordingly must be afforded a greater tolerance than synthetic fibres.

Random linear effects (lines) can be quite prominent in certain textures, especially in the first month or two following installation. These effects are generally caused by slight variances in the yarn thickness in different bobbins; they are not considered to be manufacturing faults and are inherent in both woven and tufted carpets.

Colour matching

For technical reasons, it is not possible to obtain an exact colour match between different widths and/or production batches. Carpets are produced in batches of yarn from one production run on a single width. The pile fibre for each production batch is specifically blended, spun and dyed. Variances will occur between different batches of the same carpet.

In an area requiring more than one width of carpet, never mix carpet from different batches or widths.

Where a carpet is installed in phases, it should be noted that there will be an apparent difference in colour and texture between that installed at the beginning of the programme when compared to the same material installed in later phases.

Carpets have a definite pile direction. Carpets from the same batch which are installed with the pile laying in different directions will appear not to match.

Colour and pattern selection

Carpet is a critical element in any interior scheme. In many instances the floor area represents one of the largest areas of a single interior finish. It is important to balance aesthetic and practical considerations when selecting a carpet.

Lighter colours will create a feeling of greater space but the effects of general soiling and accidental spillage will be more pronounced. The opposite is true of darker colours, which are more effective in camouflaging the effects of soiling, but can create a more enclosed feeling, especially in smaller areas. Over a period of time, soiling will be more apparent on plain or lightly patterned carpets. Colour and pattern selection are critical considerations when selecting carpet, especially for installation in heavy use locations.

Dark carpets, especially but not limited to black and very dark primary shades, are often difficult to maintain as small particles and fibres (lint) are often very apparent on the pile surface.

Where white and cream colours are joined in a multi width installation, a shadow effect may be noticeable on the carpet at the seam. This is optical and not a defect in the carpet.

Pattern matching

Side to side pattern matching of two or more widths in a patterned tufted product cannot be guaranteed.

Many carpets have a small amount of distortion across the width and on the edges. This is quite normal and can be corrected during installation. To obtain a width to width pattern match, the installer may have to trim the edge of the carpet, then correctly seal the cut edge allowing the sealant to cure before joining the carpet.



Head Office

Wool Classics 19 Victoria Industrial Estate Victoria Road London W3 6UU

T: +44 (0) 20 8961 7721 (General)
+44 (0) 20 7349 0090 (Sales)

F: +44 (0) 20 7349 0035

sales@woolclassics.com
samples@woolclassics.com

www.woolclassics.com

Shading

Plain and lightly patterned carpets, especially cut pile constructions, will always show markings on the pile surface much more than heavily patterned styles. This occurs because the pile of the carpet becomes flattened, crushed or brushed in a different direction to the natural pile lay during use. Light is reflected from the variations in pile surface texture at different angles, giving the effect of light and dark patches on the carpet. This is an inherent characteristic of these product styles and not a manufacturing defect.

Permanent pile reversal

It is possible that this effect can occur very soon after installation or take an undetermined period of time to manifest. The phenomenon, which is sometimes referred to as watermarking, creates a permanent and irreversible shade difference on the pile surface. The effects are most noticeable on plain or lightly patterned cut pile carpets and will occur at random. The carpet industry has undertaken exhaustive research, over many years, into the causes of pile reversal, but remains unable to determine the causes or a remedy. For this reason, these effects will not be considered as manufacturing defects.

Shedding

All carpets will produce short fibres which break out from the main body of the spun yarn. This will occur to a greater extent on carpets of cut pile construction and is more pronounced during the first month or two after installation. These fibres represent only a fractional percentage of the overall fibres and their shedding is not detrimental to the long term performance of the carpet. Loose fibres are easily removed by vacuuming.

Pilling

Pilling is specific to carpets with a loop pile construction and is caused by the breaking or tearing of the top fibres in the loop profile. This tearing is caused by an abrasive action on the pile and results in either balls (comparable to "bobbles" on a jumper) or webs of yarn appearing on the surface. The effects of pilling are more noticeable in areas of heavier use. It should be noted that pilling does not effect all loop pile carpets, however it can occur at random and without warning, generally within a few weeks of installation (if the carpet is used immediately after fitting). Like shedding, the percentage of yarn pilling on the surface is a tiny fraction of the overall pile fibre and is not detrimental to the long term durability of the carpet.

Pilling is not considered a manufacturing fault and is due to specific local conditions beyond our control. Major causes, to name but a few, include high traction footwear with composite or rubber soles and Velcro strips on vacuum cleaner heads which are used to collect lint. To prevent the reoccurrence of pilling, the consumer will need to identify the causes of pilling and treat accordingly.

Pilling can easily be removed by carefully cutting away the offending fibres from the pile surface. In some cases, this action may have to be repeated on a number of occasions.

Sprouts, pulled and laddered loops

Occasionally an isolated tuft can appear on the surface, standing proud of the surrounding pile. In a cut pile carpet, these tufts should be trimmed level with sharp scissors. Never pull these long tufts.

Individual pulls/ladders in a loop pile carpet are generally the result of a loop being caught on/by a sharp object such as a shoe heel. Pets may also cause pulled loops by scratching at the pile surface with their claws. Generally loop pile pulls require more specialist attention, although by using a needle it is sometimes possible to repair the pile surface. Never cut the loop yarn. We cannot be held responsible for pulls which may occur during the use of a carpet for reasons beyond our control.

Visible bands

Carpet is a heavy material. Full rolls of carpet are subjected to considerable pressure when stored in warehouse racking systems. As a result, crush lines are often visible when the carpet is first unrolled. These crush lines are more noticeable in plain or textured carpets. This is quite normal and unavoidable and should not cause concern. These lines will disappear during regular use and the process will be assisted by regular and thorough vacuuming.



Head Office

2 Nucleus, Central Way, Park Royal, London, NW10 7XT

Tel: +44 (0) 20 8961 7721 (General)
+44 (0) 20 7349 0090 (Sales)

Fax: +44 (0) 20 8838 1004

Email: sales@woolclassics.com
samples@woolclassics.com

Web: www.woolclassics.com

Fading

Carpets manufactured from wool, wool/synthetic blends and other natural fibres can and do fade during use. The degree of fade is variable, depending on the colour selected and the local conditions to which the carpet is subjected.

Fading is mainly caused by exposure to sunlight and this has the effect of lightening or bleaching the natural pile fibres. All carpets require some form of protection, such as blinds, to reduce the impact of direct sunlight.

Flattening

All carpets will flatten during use. Flattening will occur as a result of compression to the pile surface. The effects will be more noticeable in areas of concentrated wear, such as principal walkways, stairs and landings, in front of seating and under desks and tables. Where the shape of the room allows, periodic re-arrangement of the furniture will equalise the wear over a greater area of carpet.

Heavy items of furniture will cause indentations in the carpet pile. These can be reduced by using furniture cups.

At turning points, where the pivoting of feet has a highly abrasive effect, consideration should be given to the use of protective mats or rugs to prevent the onset of "pile matting" and premature wear.

Carpets with a long pile, variable pile heights and low tuft density will flatten during use. The effects of flattening on these carpet styles are especially noticeable in areas of concentrated use.

Regular use of the correct vacuum type for the chosen carpet will create an airflow through the carpet and offer an effective solution to maintaining the surface appearance.

Static

Although natural fibre carpets do not produce static, they do have a capacity to store it, especially in very dry atmospheric conditions, which can be created at different times of the year by the use of heating and air conditioning systems. Prevention can be effected by raising the ambient humidity of the effected areas.

Underfloor Heating

The use of underfloor heating is becoming more widespread and carpet is very often installed over sub-floors containing these systems. Carpet is a very efficient insulator of heat (and sound) and accordingly, specific consideration must be given when installing carpet in conjunction with underfloor heating so as not to impair the efficient performance of the system. Wool Classics publishes thermal resistance results for the majority of their stock line ranges and the relevant value must be passed on to the heating engineer. We always recommend carpet is installed over an underlay, which is to the benefit of the carpet and underfoot comfort. However, as with carpet, underlay is a good insulator and therefore compromises may have to be made, reducing the recommended underlay quality to ensure the heating system functions efficiently when covered by the combination of carpet and underlay. For further information, please contact our installation department on 020 8961 7721.

Castor chairs

Details of carpets that are suitable for use with castor chairs are available upon request. We always recommend that protective mats are placed between the carpet and chair castors.

Stairs

The layout of a staircase and the profile of the treads and risers will have a significant impact on the long term durability of any stair carpet. Foot movement on the majority of staircases is concentrated in narrow traffic lanes and turning points.

Where possible, stair carpets should be fitted in such a way to allow your carpet installer to carry out a small movement in the carpet, either up or down. This will spread the wear rather than concentrating it continuously in the same areas, thus reducing the likelihood of premature wear. In certain installations, such as those with winders or multiple turns, this may be impractical and we recommend the purchase of additional material to allow replacement of carpet in the areas with the highest wear concentration. This is recommended in BS5325/2001 and manufacturers cannot be held responsible for any premature wear if these guidelines are not followed. Your professional installer will be able to offer site specific advice at the planning stage as to the best solutions for fitting your staircase carpet.



Head Office

2 Nucleus, Central Way, Park Royal, London, NW10 7XT

Tel: +44 (0) 20 8961 7721 (General)
+44 (0) 20 7349 0090 (Sales)

Fax: +44 (0) 20 8838 1004

Email: sales@woolclassics.com
samples@woolclassics.com

Web: www.woolclassics.com

Installation

Wool Classics carpets should only be installed by experienced professional carpet layers, in accordance with the recommendations of BS5325/2001. Our suggested methods of installation for each product are given in the product information guide, however it should be noted that certain methods may be specific to a particular installation.

Your carpet installer must be provided with a sample of the proposed carpet in order that consideration and site specific advice can be given as to the suitability of the product for the intended use.

Every installation project is different. Prior to fitting, your installer will need to visit site to undertake a full survey of the areas to be carpeted. This will allow the determination of the required quantities, the best method of installation and any localised factors that will influence the carpet choice or installation process. Where possible a site visit should include an inspection of the sub-floor and skirtings.

Where possible, seams should be kept out of traffic lanes and areas of concentrated use. Seams should be planned so as the main direction of foot traffic is down the length of the seam rather than across it.

If the carpet is being installed as part of an overall refurbishment project, do not install carpets until all other trades have completed their works.

All Wool Classics carpets must be installed over an underlay. Your carpet installer will be able to advise you as to the most suitable specification of underlay to meet the requirements of your installation. Underlay has a number of benefits and will enhance the long term appearance retention and durability of your carpet, provide additional sound and heat insulation and offer a more luxurious and comfortable feel underfoot.

Our installation department is on hand to offer practical and technical advice. They can be contacted on 020 8961 7721.

Maintenance

Maintenance guides for all our carpets are available free of charge

Carpets manufactured with Silk, Viscose or Linen pile fibres are not suitable for wet cleaning, whether overall or spot and should only be cleaned by a specialist carpet cleaner.

For carpets of cut pile construction, a beater bar/brush head vacuum cleaner is most effective. In a loop pile or cut and loop pile, we recommend a suction only vacuum as the mechanical action of the beater bar/brush head may inflict damage to the loop pile structure.

Spillages must always be tackled promptly.

Only use professional cleaners, such as those approved by "Wool Safe" or other recognised carpet cleaning bodies.

All information and technical advice, whether verbal, written or by way of trial samples is for guidance only and submitted in good faith, but without warranty or guarantee, since the skill of the installation operatives, methods of installation used, site conditions, suitability of sub-floor and local factors specific to the scheme are beyond the control of Wool Classics. Wool Classics will not be liable for loss, damage or injury arising out of any action taken on this advice.



Head Office

2 Nucleus, Central Way, Park Royal, London, NW10 7XT

Tel: +44 (0) 20 8961 7721 (General)
+44 (0) 20 7349 0090 (Sales)

Fax: +44 (0) 20 8838 1004

Email: sales@woolclassics.com
samples@woolclassics.com

Web: www.woolclassics.com