

studio
CARPET COLLECTION

Warranty | Care & Maintenance
Solution Dyed Nylon Carpet



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Caring for your Carpet

Your new carpet is a major household purchase and you can help protect your investment by establishing a regular maintenance schedule. Our recommendation for your Carpet Care Programme is as follows:

1. Regular vacuuming

The most important step in caring for your carpet is regular vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas.

A good quality vacuum cleaner is vital to prolonging the life of your carpet.

It is recommended to use either an upright or quality barrel vacuum cleaner, fitted with a power driven rotating brush.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly.

Do not leave the power driven rotating brush running if the vacuum is unattended.

2 Clean up spills as soon as they happen

Fast action to any spillages or stains is essential to avoid the penetration of the stain into the carpet fibres and pile.

In the case of spills, remove the excess spillage by first scraping away any solids and blotting any liquids with a white cloth or paper towel.

Do Not Scrub, always blot, never rub or scrub abrasively as a fuzzy area may result.

Always begin at the outer edge and work towards the middle of the stained area. Follow this treatment with cold water, apply the cold water with a sponge to rinse out as much as the stain as possible, then blot up with the white cloth or paper towel.

If the stain is serious or you are unsure of what it is, it's best to call in the experts straight away rather than tackling it yourself.

3. Professionally clean as required

Only steam cleaning is recommended – this should generally be done every two years.

Our recommendation for a professional is the JAE Group, they are nationwide, call free on 0800 523 476 or on the web at www.jae.co.nz

Solution Dyed Nylon Cleaning Table

Stain	Step 1	Step 2	Step 3
Beverage	Cold Water	Shaw R2X Soil & Stain Remover	Detergent
Blood	Cold Water	Shaw R2X Soil & Stain Remover	
Chewing Gum	Freeze		
Chocolate	Scotchgard Cleaner	Paint, Oil & Grease Remover	
Fruit Juice	Cold Water	Shaw R2X Soil & Stain Remover	Detergent
Furniture Polish	Paint, Oil & Grease Remover	Shaw R2X Soil & Stain Remover	Consult Specialist
Ink	Alcohol		
Lipstick	Paint, Oil & Grease Remover	Consult Specialist	
Nail Polish	Nail Polish Remover		
Oil & Grease	Paint, Oil & Grease Remover	Shaw R2X Soil & Stain Remover	
Paint (Oil)	Consult Specialist		
Shoe Polish	Paint, Oil & Grease Remover	Shaw R2X Soil & Stain Remover	
Urine (Wet)	Cold Water	Shaw R2X Soil & Stain Remover	Household Disinfectant
Urine (Dry)	Cold Water	Shaw R2X Soil & Stain Remover	Household Disinfectant
Vomit	Scotchgard Cleaner	Detergent	Household Disinfectant
Wax (Candle)	Paper		
Wine (White)	Inert Absorbent Powder	Detergent	
Wine (Red)	Inert Absorbent Powder	Detergent	

Alcohol

Use either denatured or IsoPropy. Alcohol is a flammable solution so use with extreme caution.

Cold Water

Clean cold water.

Consult Specialist

Consult a Professional Carpet Cleaner.

Detergent

1 teaspoon clear dishwashing detergent with 1 cup of warm water.

Freeze

Freeze with ice-cube, shatter with blunt object and vacuum clean.

Household Disinfectant

Diluted as per normal recommendation.

Inert Absorbent Powder

Powder without chemicals such as salt to absorb stain.

Paint, Oil & Grease Remover

Use the type available from dry cleaning stores, professional cleaning establishments or hardware stores. Apply sparingly and rinse with dry cleaning solvent. Work quickly and blot dry with tissues.

Paper

Brown paper and warm iron.

Nail Polish Remover

Should not include lanolin or be of a greasy nature. Pre-test before treatment.

Shaw R2X Soil & Stain Remover

Refer to the instructions on the bottle.

Carpet Characteristics

Colour Variation

It is normal for installed carpet to show minor colour variation from selling samples. There can also be a minor variation between dye lots. Colour appearance can vary depending on the type of light under which a sample is viewed and the light sources where the carpet is installed. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts

Pets can damage your carpet by scratching at the pile. Moving furniture can also damage your carpet. This damage can be repaired by a skilled installer or professional repairer. It is advisable to retain a small section of new carpet for this purpose.

Shedding

Most carpets will shed some fibre when they are first installed. It is caused by some residue fibres left over from the manufacturing process.

Regular cleaning with a vacuum fitted with a beater bar will remove most of the loose fibres.

Tracking / Matting

All carpets will change in appearance over time, primarily due to foot traffic.

Tracking and matting are wear-induced characteristics that are more likely to occur on stairs, in front in chairs and in other high traffic areas.

Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. Placing rugs in these areas will assist in its prevention.

Pattern Matching, Bowing & Skewing

Our suppliers utilise the best technology available to minimize pattern distortion during manufacture, however some distortion after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of carpet. Installation methods, site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be warranted.

Installation of patterned carpet requires more time and effort. A competent carpet layer should be able to obtain a close pattern match in most circumstances, however some irregularities may still be visible. If concerned, please discuss further with your retailer.

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable.

Fading

Exposing your carpet to direct sunlight over a period of time will increase the risk of fading.

To minimise the chance of fading, window protection such as curtains or blinds is recommended for those areas where sunlight falls onto the carpet for extended periods.

Colour change can also occur as the result of ozone, emissions from heating fuels, air conditioners, pesticides, cleaning agents and other household items.

The occurrence, known as ozone damage, is largely unexplained but appears to be more prevalent in coastal areas with a high ultra-violet content. If you believe there may be a risk of ozone damage, please discuss with your retailer.

It is not considered to be a manufacturing defect and does not affect the performance of the carpet.

Your Solution Dyed Nylon Carpet is warranted against fade for fifteen years.

Permanent Pile Reversal (Shading)

Permanent pile reversal occurs when areas of the carpet appear lighter or darker than others. This is caused by disturbed pile reflecting the light differently in the affected areas. This can occur randomly in any cut pile carpet and is largely an unexplained phenomenon which cannot be predicted or prevented.

This is a feature characteristic of cut pile carpets, especially solid colours.

It is not a manufacturing defect and apart from affecting appearance, has no detrimental effect on the performance of the carpet. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase.

Stairs

Even though some carpets are deemed suitable for use on stairs, it is possible pile distortion (or flattening) will occur over time.

Stairs are subject to singular concentrated foot pressure. Purchasing extra carpet to redo the stairs subject to a lot of wear is recommended.

Warranties

Wear Warranty

All Studio Carpets have a wear warranty. Solution Dyed Nylon Carpets is 15 Years.

Jacobsen Creative Surfaces warrants that the surface pile of our Solution Dyed Nylon carpets given normal domestic wear, will not abrasively wear more than 20% .

If the pile has abrasively worn more than 20% in stated number of years on the products label, the affected area will be replaced, inclusive of installation at our expense (subject to our inspection, testing and satisfaction that the carpet was correctly installed and maintained according to our recommendations).

This warranty applies to the original purchaser and is conditional that it has been used in accordance with the appropriate Manufacturers rating.

The warranty only applies to abrasive wear and does not include the carpet backing, carpet on stairs, tears, cuts or burns, damage caused by accidents or improper use of cleaning agents or methods.

Pooling and Shading do not constitute wear.

Proof of purchase must accompany all claims.

All claims should be made via the retailer from where the carpet was originally purchased.

Wear Warranty Depreciation Table	
15 Year Warranty	Replacement
1 - 5 Years	100%
6 - 7 Years	70%
8 - 9 Years	50%
10 - 11 Years	40%
12 - 13 Years	20%
14 - 15 Years	10%

Stain Protection Warranties

No carpet is completely stain proof. Stain resistance treatment will increase your ability to clean up stains, not prevent stains.

Your Solution Dyed Nylon Carpet is warranted for fifteen years against stains from most household food and beverages.

This warranty expressly excludes and does not extend warranty coverage to any of the substances or causes of damage indentified below, the following are excluded from this limited warranty

- All non-food and non-beverage substances
- Food and beverages which contain dyes such as (curry, soy sauce, mustard)
- Extremely hot liquids
- Substances which destroy or change the colour of carpet (e.g. food colouring, bleaches, drain cleaners, plant food, very strong dyes, acids, faeces, urine and vomit, pet stains)
- Soiling in very heavy traffic areas such as stairs and staining which becomes permanent due the failure to carry the care and stain removal procedures contained in this guide

To qualify the carpet must be claimed by the original purchaser, the product must have been first grade and installed professionally.

You also must have attempted to clean the stain using the recommended guides and if after using these the cleaning procedures then you must have the affected areas professionally cleaned. If the affected area is still unsatisfactory after the professional cleaning then you must within 30 days make a claim to the retailer you purchased the carpet from.

Colour Fastness Warranties

These are applicable to our Solution Dyed Nylon Carpets

This warranty covers that for the lifetime* of the carpets marketed under the Studio Carpet Collection, installed in a residential indoor situation and maintained according to the guidelines in this booklet, will not change colour due exposure to sunlight or atmospheric contaminants for 15 years.

To make a claim under this warranty you must have first:

- Notified your place of purchase
- Provide non returnable samples of the carpet for testing
- Provide proof of purchase

The carpet has been tested to ISO 105-B02 and has achieved a pass of 5 or greater. This is a recognised industry standard.

* Lifetime in this warranty is deemed as 15 years

Anti-Static Warranties

These are applicable to our Synthetic products, namely Solution Dyed Nylon, Polyester and Polypropylene.

For the expected life of your carpet it will not generate static greater than 3.5 kilovolts.

The warranty applies to the original purchaser of the carpet in owner occupied residential premises.