

FITTING & AFTERCARE - FITTING BROADLOOMS 3

Jacaranda recommends that carpets are fitted over good quality, solid underlay such as Ball & Young Cloud 9, and stretched onto double grippers.

Please **DO NOT** use:

- Power stretchers which can damage hand-woven carpets
- Self-adhesive carpet protector, which pulls threads when removed

Take great care if using knee kickers on loop or cut and loop pile carpets. If a knee kicker is needed for loop pile products please ensure it has long spikes which go through the pile to the backing and please be mindful of the force used to avoid pulling loops in the carpet.

In Europe, carpets are routinely stuck to the floor, and this method may be used for Jacaranda's broadlooms. Very heavy carpets such as Agra should always be stuck down. Carpets may be fitted over underlay by the double stick method. All cut edges should be sealed using seaming cement and heat seaming tape should be used for all seams. Pile height may occasionally vary along seams of some velvet carpets, necessitating a light shear with a hand held micro shearer. Details of these methods are explained on Jacaranda's fitting video which can be downloaded from www.jacarandacarpets.com/downloads.

Some carpets such as Simla, Sikkim and Santushti have a secondary cotton backing. This is to avoid the primary Actionbac backing marking the pile when it is rolled. The cotton backing has no structural purpose and can be removed prior to fitting if required.

RUG UNDERLAY

This makes rugs more luxurious to walk on, can reduce wear, lengthen rug life and reduce rug movement or 'creep'. Jacaranda stocks the best non-skid underlay on the market for rugs laid over hard floors and carpets. Offered in standard packages 120 x 180cm and 170 x 240cm, or cut to lengths 119cm wide. Customers can choose whether to fit underlay flush to rug edge or 5-10cm smaller. In heavy traffic locations, rotate rug no more than once every 3 months to spread wear and extend life.



Place grey side down
onto hard floors



Place black side
down onto carpet

Jacaranda Carpets Ltd | 01536 762 697

sales@jacarandacarpets.com

jacaranda
CARPETS & RUGS

3 FITTING & AFTERCARE - REGULAR MAINTENANCE

Vacuuming

When your Jacaranda carpet is first fitted, vacuum lightly and frequently, daily if possible, to remove the surface lint, dust and fluff.

Regular vacuuming will extend the life of your carpet and keep it looking beautiful and fresh. Vacuuming should be proportional to the amount of soiling to which the carpet is subjected – the more adults, children and pets you have walking and playing on the carpet, the more often you are advised to vacuum.

For the average household it is good practice to vacuum daily in high traffic areas such as hallways, near entrances or busy living spaces, and 2 or 3 times a week for the rest of your home.

For any carpets containing a loop pile, we would recommend a cylinder machine with a smooth nozzle and no beater bar as this can pull the loops. For cut pile carpets use an upright cleaner, for everyday use we recommend any beater bars are off or on a gentler setting, and occasionally increase to a stronger setting to lift pile that may have flattened in higher traffic areas.

Use Barrier Mats

To help control the amount of dirt tracked onto your carpet from outside and other areas of the home, we recommend using doormats at entrances and also barrier mats from hard floor to carpeted areas.

Makes sure any mats used are colourfast, off-cuts of the carpet make good barrier mats. It is important to vacuum all barrier mats regularly and keep them clean, for them to work effectively.

Adhesive Carpet Protector

Please do NOT use any adhesive carpet protectors on your Jacaranda carpet. The adhesive properties in these sheets can be very damaging especially to our hand-woven products and may pull fibres proud damaging the pile of your carpet.

Indentations

Furniture can depress or crush carpet pile over time. Furniture cups under the legs of furniture can reduce indentations. Alternatively this effect can be reduced by re-arranging heavy furniture regularly so that the weight is not concentrated in one place for a sustained period. On wool carpets and rugs it is possible to lightly moisten to help indentations disappear, it usually takes 12 – 24 hours. Do not wet TENCEL® or viscose.

Rug care

As with carpet, rugs should be vacuumed regularly to maintain their appearance. Every few months turn the rug face down on a clean, dry, smooth surface and vacuum to vibrate out embedded dry soil.

To ensure even wear, your rug should be rotated regularly. Depending on the traffic, the rotation may vary from every six months to once a year.

Carpet & Rug Cleaning

If your carpet or rug needs an overall clean we would always recommend calling in the professionals rather than attempting to clean it yourself.

Carpet cleaning is an unregulated business; anyone can buy a carpet cleaning machine and without any training or experience start advertising themselves as a professional carpet and rug cleaner.

For this reason Jacaranda has set up a network of cleaning companies throughout the UK with the experience and knowledge required to clean your Jacaranda carpet or rug. For the details of your local cleaning company please call our head office on 01536 762697 or e-mail sales@jacarandacarpets.com.

Spillages and Stains

As with many fabrics and soft furnishings, spills of everyday liquids such as red wine or hot drinks will stain and can be difficult to remove. The key to dealing with stains is to act quickly. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain can be almost impossible to remove. Care must be taken as poor attempts at spot cleaning can cause permanent stain setting, pile distortion and loss of colour.

Avoid carpet cleaning chemicals sold for home use many of which contain bleaching agents which can discolour carpets, or leave a sticky residue which will attract dirt and only amplify the stain.

Please see the following guide on how to deal with a stain and minimise the damage to your carpet or rug. As all carpet fibres react differently it is very important that you know what your carpet is made from, check via product pages on our website www.jacarandacarpets.com and follow only the instructions for your carpet type. If in any doubt call in the professionals!

3 FITTING & AFTERCARE - CLEANING & STAINS

Pure wool carpets and rugs - spillage and stain guide

Wool carpets and rugs are naturally stain resistant due to the naturally high lanolin content of wool, therefore if you act quickly it is possible for most liquid stains to be removed using a simple blotting process. Removal of fresh spots is always much more successful, in the case of extensive or old set-in stains, contact your nearest Jacaranda approved cleaning company.

If you have a spillage on your wool carpet or rug we recommend the following steps:

STEP 1 Act fast to pick up any solids using a spoon or blunt knife and blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing paper as necessary until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of WoolSafe's online stain wizard. If not go straight to STEP 4.

STEP 3 The online stain wizard will guide you to the best cleaning process to remove your type of spot/stain, see www.woolsafe.org/stain-wizard/. They also have video links showing how to deal with the most common household spills on wool carpets such as ice cream, food, coffee, juice, cola and wine. We recommend only using WoolSafe approved spot removers, never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Before applying any spotting agent, pre-test on an inconspicuous area or off-cut of the carpet
- Always apply the spotting agent via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Never over wet the carpet
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, NEVER rub stains as this will burst the pile
- Use solvents with care and ensure good ventilation
- Rinse out water-based spotters with clean water

STEP 4 Contact a Jacaranda approved cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance we would expect the company to recommend either a wet extraction clean, or a dry clean, but not a steam clean. appearance.

TENCEL® and wool / TENCEL® blend carpets and rugs spillage and stain guide

The TENCEL® yarn used by Jacaranda has the same beautiful lustre as viscose but is more hard-wearing and easier to clean. Small water spills dealt with straight away should not affect its texture, and if it leaves a slight yellow ring or textural difference in the pile, this should disappear with time and wear. However TENCEL® is still a water sensitive fibre therefore do not use water or water based products which can compound the problem.

If you have a spillage on your TENCEL® carpet or rug we recommend the following steps:

STEP 1 Act fast to pick up any solids and to blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing the paper as necessary continuing until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of the following steps. If not go straight to STEP 4.

STEP 3 We recommend using Jacaranda's 'Emergency Spot Cleaning Kit' available to buy from our head office. Please be aware that some colour loss may occur. Never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Always carry out a test of the dry compound or spot cleaner on a hidden part of the carpet prior to treating the stain
- Make sure you follow the instructions with the care kit carefully
- Apply the dry compound to absorb as much of the spill as possible, allow to dry and vacuum away
- If the stain remains use the spot remover. Apply the spot remover via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover at a time and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Use spot cleaning agent very sparingly
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, never rub stains as this will burst the pile
- It is not necessary to rinse this spot remover it can simply be blotted out using a clean dry white cloth

STEP 4 Contact a Jacaranda approved cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance the safest way to clean TENCEL® is by using a dry extraction method, however experienced professionals can cold wet clean TENCEL® as an overall clean rather than a spot treatment.

3 FITTING & AFTERCARE - CLEANING & STAINS

Viscose and wool / viscose blend carpets and rugs - spillage and stain guide

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. It is very important when cleaning your viscose carpet or rug that you do NOT add any water or water based products as this could compound the problem. Please be aware that when cleaning a viscose carpet it is unlikely you will be able to remove all of the stain and you will need to call in a professional cleaning company.

If you have a spillage on your viscose carpet we recommend the following steps:

STEP 1 Act fast to pick up any solids and to blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing the paper as necessary continuing until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of the following steps. If not go to straight to STEP 4.

STEP 3 We recommend using Jacaranda's 'Emergency Spot Cleaning Kit' available to buy from our head office. Please be aware that some colour loss may occur. Never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Always carry out a test of the dry compound or spot cleaner on a hidden part of the carpet prior to treating the stain
- Make sure you follow the instructions with the care kit carefully
- Apply the dry compound to absorb as much of the spill as possible, allow to dry and vacuum away
- If the stain remains use the spot remover. Apply the spot remover via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover at a time and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Use spot cleaning agent very sparingly
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, never rub stains as this will burst the pile
- It is not necessary to rinse this spot remover it can simply be blotted out using a clean dry white cloth

STEP 4 Contact an approved Jacaranda cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance the safest way to clean viscose is by using a dry extraction method, however experienced professionals can wet clean viscose as an overall clean rather than a spot treatment.

Shedding

All cut pile carpets will shed fibres when new to create fluff. The amount of fibre shedding in the first few weeks of installation can look dramatic; but is simply fibres released from the yarn ends where they are cut to create the pile. This is normal and will not affect appearance or durability of your carpet. By vacuuming regularly the 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 at the base with sharp scissors, do not pull as you may damage the carpet.

Moths

All Jacaranda wool carpets and rugs are moth proofed at the production stage. Our Milford, Midhurst, Mayfield, Mavora, Portofino, Positano, Taormina and Tapanui ranges all come with a 5 year moth proof guarantee which is not affected if you get your carpets cleaned. All Jacaranda's hand woven wool ranges offer a 12 month guarantee against moths.

We recommend reapplying moth proof treatment whenever you get your carpet professionally cleaned. If you do spot moths in your carpet it is important to act fast and call in professional pest control.

Our viscose and TENCEL® products do not attract moths and therefore contain no moth resisting treatments.

Stain proofing

We recommend stain proofing on all of our TENCEL® and viscose carpets and rugs, as although it will not make the carpet invincible it will lessen the staining caused by everyday spills. It is still very important that you act quickly to remove spills and stains on your carpets and rugs even if they do have a stain protective treatment. Stain proofing should always be applied by a professional, please contact Jacaranda for recommended companies or your retailer as they may offer a stain proofing service. As these fibres are sensitive to moisture, solvent based protectors in most cases are preferable. If using water based protectors these should be misted on using multiple applications, allowing time to dry in-between, until the required coverage is achieved.

Wool carpets are naturally more stain resistant than viscose or TENCEL® fibres, however it is still possible to add a stain proof treatment. Please bear in mind 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 an uneven appearance.

When considering stain protection for your new carpet, please remember that stain proof treatments:

- Should be applied by a professional company with a good reputation
- Must be reapplied at regular intervals, and always after your carpet is cleaned
- 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

3 FITTING & AFTERCARE - COMPLAINTS PROCEDURE

Inspection

It is essential that all products are unwrapped, checked and any problems reported to Jacaranda **within 48 hours of delivery**. If your floorcovering arrives with damaged packaging, this **MUST** be noted on the delivery note before signing for receipt. If you have any doubts about the product, please phone our office before cutting and fitting.

Jacaranda **CANNOT** take responsibility for:

- **Damage sustained in transit which is not reported and signed for at point of delivery**
- **Any problems reported after carpet has been cut or installed**

Complaints

In case of a complaint please report it to the head office. We will send you a complaint form to be completed and returned along with photographs of the complaint. On receipt of a completed form and images, if necessary we will arrange for an independent expert to inspect the complaint. After the inspection has been carried out we will receive a report and based on this we will contact you with our best resolution.

Please note the following **ARE NOT** considered to be manufacturing faults therefore cannot be accepted as a complaint:

Pile reversal

All velvet carpets may occasionally show pile reversal. This is a natural phenomenon resulting from local conditions where a carpet is laid, causing sections of carpet pile to change direction, so reflecting the light differently. Despite a great deal of research, no common manufacturing process has been found to cause pile reversal so it is not a manufacturing fault. Pile reversal may change appearance but will not affect wear. In some cases, professional carpet cleaning companies are able to reset the pile, please contact Jacaranda for recommended specialists.

Pile movement

Please be aware that TENCEL® and viscose products are designed to look like velvet therefore it is completely normal for the pile to move and reflect the light in different directions, this is **NOT** a fault in the carpet.

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.