

Tolerances: All product specifications are subject to recognised manufacturing tolerances.

Sizing: All carpets are supplied subject to a tolerance of +/- 1.25% in length and width.

Technical developments: We reserve the right to modify individual or multiple components of the carpet specification, without notice, where performance is not affected, to give the customer the advantage of the latest technical developments.

Colour, pattern and textural batch matching: Slight differences will exist between different production batches and dyelots. Where a precise match is required, we recommend a stock cutting from the current material batch is requested before order placement.

Colour appearance: Different light sources can alter the perception and appearance of a colour. It is recommended to view a sample at the final location under actual light conditions prior to making the carpet selection. All our colours are matched to light code D65 (6500k). This is an important consideration when carpets are viewed under different light sources.

Colour fastness to light: The pile yarns in our carpets are manufactured using dyeing techniques that meet strict environmental regulations. In common with all other dyed textiles, carpet will lose colour if exposed to sustained sunlight. Light colours have a lower light fastness to light than darker colours and the use of blinds or other window treatments will help to protect carpet from fade especially in areas where sunlight falls onto the carpet for extended periods of time. Colour fading is not considered a manufacturing defect.

Colour fastness to shampoo: Slight fading of colours over time is normal as the dyes used to colour the carpet are not inherent to the fibres. It is important to use a PH neutral shampoo on our carpets. Some degree of colour fading due to cleaning is not considered a manufacturing defect.

Surface appearance: All quality carpets, whether made from natural or man-made fibres, will contain minor variances of texture within the pile surface. These small textural variations may be more noticeable under certain light sources. They are an inherent characteristic and are not considered a manufacturing defect.

Long tufts: Occasionally you may find a random tuft that protrudes above the surface of your carpet. Do not pull it out. If the carpet is of a cut pile structure, using sharp scissors, carefully cut the long tuft level with the surrounding pile. If the carpet is a loop pile structure, using a needle or similar pointed tool, push the base of the long tuft down into the backing materials. If in doubt, use a professional carpet cleaner to undertake the repair.

Pulled loops: We do not recommend the structure in installations where clawed pets (cats and dogs), are present as the loop pile in these carpets may be pulled by claws scratching or catching the pile surface.

Shading: All pile carpets, especially plain or low coverage patterns (where there is a domination of one or more colours) are liable to an effect variously referred to as "pile pressure", "shading" or "watermarking". That means there may be the appearance of light and dark patches arising from the unequal crushing of the pile surface. No care on the part of the manufacturers can obviate these tendencies, which are inherent in all pile fabrics, including carpets. These characteristics will not be considered as manufacturing defects.

Permanent pile reversal: It is possible that this effect can occur very soon after installation or take an undetermined period 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. For this reason, these effects will not be considered as manufacturing defects.

Pile crushing and tracking: Through use and in time, the pile fibre of all carpets will flatten to a certain degree. This will be especially noticeable in areas of concentrated wear such as, but not limited to, principal walkways and stairs.



Appearance retention: All carpets will change appearance over time primarily due to foot traffic. Matting of the carpet surface generally occurs as a result of pile flattening combined with entanglement of fibres from different tufts, as the yarn loses elasticity and the twist profile changes. It is likely to occur in areas of concentrated use and will cause a loss of pattern definition.

Pile banding: Carpet is stored in a roll form. In storage, the weight of the roll creates a downward pressure which can cause a slight crushing of the surface of the pile, which when unrolled can show as a light band across the width of the carpet. This characteristic is perfectly normal and will disappear in a few weeks after installation as the pile becomes conditioned to the local environment and is subjected to use and regular vacuuming.

Static electricity: When the atmosphere in a room is dry, static electricity can build up in the carpet. This may be counteracted by maintaining the environment at a higher level of humidity, either using a mechanical humidifier or with well-watered leafy indoor plants (remembering to position the pots into a non-permeable flat saucer). An antistatic spray can also be applied, but these should be used with care and should not come into contact with other surfaces within the interior scheme.

Temporary carpet protection: We do not recommend the use of temporary protective films containing a tackifier in conjunction with our carpets. If the carpet needs to be protected to allow for temporary works (our recommendation would be to uplift the carpet until work is completed), use an adhesive free protective sheeting system with surface tape joints to avoid an adhesive residue being left on the carpet as this may create the conditions for accelerated soiling in the pile.

Pattern matching (carpet bowing and skewing): We use the best available techniques to minimise pattern distortion during manufacture. However, some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of the carpet. Poor installation technique, incorrect roll handling and lack of time to acclimatise the product in situ can also contribute to issues with pattern matching and therefore we are unable to guarantee a perfect pattern match. The installation of patterned carpet requires more time and effort, which should be considered when costing any project. A skilled carpet layer will be able to obtain a close pattern match in most installations, however, some misalignment across the pattern or on the seam may still be visible. Any concerns with pattern matching should be discussed with your carpet supplier/ installer prior to cutting and fitting the carpet.

Carpet planning and installation - stairs: Special consideration must be given to the installation of carpet on stairs. The profile of the stair treads and risers must meet minimum national regulations and we do not recommend carpet is installed on stairs where the tread is less than 250mm. The stair nosing should always be rounded to a minimum diameter of 25mm. The stair nosing is a point of high friction and to provide support to the carpet in an areas of high traffic intensity stair carpets must be installed in conjunction with a high quality heavy use underlay that covers the tread, nosing and riser. All carpets are subject to some degree of bowing or skewing in the width. Bowing of up to 40mm over any single width of carpet should be considered an acceptable tolerance.

Installation and maintenance: For installation guidance please contact us. Please refer to our cleaning guide for detailed maintenance recommendations.

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