



### Fluffing

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When a carpet is new loose fluff appears on the surface. This is merely short lengths of fibre which do not reach the base of the tuft. They represent only a minute proportion of the fibre in the pile and will work out of the pile if gently vacuumed. If left on the pile they can cause "pilling".



### Tracking

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All pile fabrics flatten as the pile is walked upon. This causes a different level of light reflection to the eye and will appear as a slight variation in shade. This phenomenon is called tracking, and can be minimised but not entirely avoided with careful maintenance.



### Pile Reversal

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Pile reversal occurs when the pile/tufts change direction for no apparent reason, this causes the light to reflect at different angles producing a 'watermarking' effect. This can be more apparent in plain carpets, whereas heavily patterned carpets can disguise this effect. This phenomenon is not relatable to the manufacturing process and therefore cannot be considered a manufacturing fault.



### Pilling

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Pilling is the description of small balls of fluff that attach themselves to the surface of the carpet, this most commonly occurs on loop pile carpets. Pilling is normally due to abrasion underfoot or incorrect/insufficient maintenance. To avoid pilling, the carpet should be maintained regularly using a cylinder vacuum with a suction head or an upright vacuum with the rotating brush deactivated. If using a cylinder cleaner, it is important that suction power is strong and that any fixed bars/brushes or Velcro strips on the head of the cleaning wand avoid contact with the top of the loops, as this can damage the surface creating a fuzzy appearance.



### Shading

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This characteristic is confined to cut pile high quality carpets, and is more noticeable on plain or tonal carpets especially those in lighter colours.

When a carpet is made all the tufts lie parallel to one another and all equally inclined in the same direction. During use the slant of the tuft gradually increases and may even change directions and as the side of the tuft reflects light to a much greater degree than the cut end the illusion is created that the carpet is changing colour. It is when the pattern of use causes the slant of the tuft to lie in random and opposite directions that shading occurs. It is not within the power of the manufacturer to control this characteristic and in many countries is considered the 'hallmark' of a high quality carpet. When it does occur and become a worry professional wet cleaning can improve the appearance but will not eliminate the characteristic altogether.





### Sprouting

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Occasionally a single tuft may sprout above the carpet surface. When this occurs scissors should be used to simply trim the protruding tuft level. Do not pull out as damage could result.



### Indentation

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Compression marks caused by heavy furniture or castors will usually recover in time and can be improved by gentle brushing. Make sure that the underlay provides adequate resistance to compression as a soft deep underlay can cause the carpets to permanently distort under heavy point loading. The use of castor cups is recommended.



### Look out for areas of excessive wear

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In most homes there are two particular areas which usually have to withstand a very much greater intensity of wear than the rest of the carpets. Those areas are on stairs and in front of chairs and sofas used for watching TV.

To avoid premature wear the stair carpet should be moved every six months to equal the wear on nosing of the stairs under the whole length of the carpet. We also recommend some form of additional protection such as a mat or rug in front of chairs and sofas regularly used for watching TV.



### Fading

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It is impossible to dye textiles absolutely fast to light and a degree of fading always takes place. Our carpets are dyed to a fastness where under normal conditions the colour change will be minimal. However, direct sunlight for a prolonged period will cause substantial damage which can be avoided by judicious use of sun blinds or some other form of protection especially with south facing patio doors and windows.



### Moth Damage

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To assist in the prevention of moth damage regular maintenance should be carried out. Special attention should be paid to areas which are prone to infestation such as areas near to skirting boards and underneath beds and significant items of furniture.

