



**Jacobsen<sup>®</sup>**  
Carpet Care &  
Warranty Guide

# Carpet Performance

To ensure that you have a good understanding of your carpet and what to expect from it over time, it is important to consider some key characteristics. Below we have provided a summary of some of the main features that you should be aware of, although we recommend consulting the manufacturer's warranties for further details.

## COLOUR VARIATION

It is normal for installed carpet to show minor colour variation from selling samples. There can 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 different light conditions prior to making your final decision is recommended.

## 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 of 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.

## HIGH USE AREAS & HALLWAYS

All carpets will change in appearance over time, especially in high-traffic areas. Matting and pile flattening can occur, resulting in the entanglement of fibres from tuft to tuft. This can be minimised with periodic professional cleaning and regular vacuuming.

## WRINKLING & RUCKING

Wrinkling may occur after installation due to excessive humidity or not using the recommended installation procedures. This is not considered a carpet fault and can usually be corrected by a competent installer.

## FADING & COLOUR CHANGE

Carpets will gradually lose colour over time when exposed to direct sunlight, and pile flattening through use can also give the appearance of fading. It is recommended to protect carpets from prolonged periods of direct sunlight and other environmental factors that can cause colour change.

## SHEDDING

All carpets will shed a small amount of fibre when they are first installed. It is caused by some residual fibres left over from the manufacturing process. However, nylon will stop this shedding process after a short time unlike natural fibres that will continue to shed for the duration of their lifetime.

## PATTERN MATCHING & SKEWING

Repeating patterns may not precisely match along the length or width of the carpet. Installation of patterned or textured 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. 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.

## MISSING OR DAMAGED 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.

# Caring For Your Carpet

## CLEAN UP SPILLS AS SOON AS THEY HAPPEN

Fast action to any spillages will limit the penetration of the spill 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 affected area. Follow this treatment with cold water, apply the cold water with a sponge to rinse out as much of the spill as possible, then blot with a white cloth or paper towel. If the spill 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.

## TREATMENT

Never scrub or rub at your carpet.

1. Cold water
2. Detergent solution or carpet shampoo solution
3. Laundry detergent (non-biological)
4. Solvent - use only on dry carpet
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum or chocolate
6. Vinegar solution (1/3 cup white vinegar with 2/3 cup water)
7. Warm water
8. Clear nail polish remover (preferably acetone) no lanolin
9. Alcohol, methylated spirits or mineral turpentine
10. Rust remover
11. Vacuum
12. Mineral turpentine
13. Laundry detergent (non-biological) - 1 tsp in 250mls warm water
14. Clear household disinfectant

*Note: We **DO NOT** recommend the use of any bleach based cleaning products, such as Softly Wool detergent or similar.*

SPOT TREATMENT	SPOT TREATMENT STEPS		
	STEP 1	STEP 2	STEP 3
Alcoholic Beverages	1	2	
Bleach	1	3	
Blood	1	2	
Butter	4	2	
Candle Wax	Absorbent Paper & Hot Iron		
Chewing Gum	5	4	
Chocolate	5	2	
Coffee	14	2	
Colas & Soft Drinks	1	2	
Cooking Oils	4	2	
Cream	2	4	
Egg	2		
Faeces	2	13	14
Floor Wax	4	2	
Fruit Juice	1	2	
Furniture Polish	4	2	
Gravy & Sauces	7	2	
Ink (Fountain Pen)	1	2	
Ink (Ball Point)	4	9	2
Ink (Felt Tip)	7	2	3
Lipstick	4	2	
Milk	7	2	4
Mustard	2		
Nail Polish	8	4	
Oil & Grease	4	2	
Paint (Latex)	1	2	4
Paint (Oil)	12	4	2
Rust	4	10	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soot	11	4	2
Tar	4	9	4
Tea	1	2	4
Tomato Sauce	7	2	
Urine (Fresh)	1	2	
Urine (Old)	2	3	6
Vomit	2	13	
Wine	1	1	6
Unknown Material	4	2	3

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

# Warranty Information

All Jacobsen carpets are covered by the NZ Consumer Guarantees Act 1993. Jacobsen endorse and recognise all rights of the consumer under the Consumer Guarantees Act. Therefore the carpet must be fit for purpose and free of manufacturing defects.

## JACOBSEN CARPET WARRANTY

Jacobsen carpets are designed and are suitable for Extra Heavy Duty use in private residential homes. General wear and tear should be expected and is excluded from this warranty.

No carpet is completely stain proof, but the Jacobsen range has been specifically selected to offer superior stain resistance. This will increase your ability to clean up stains, not prevent stains.

This warranty expressly excludes and does not extend warranty coverage to any of the substances or causes of damage identified below:

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

To qualify, the carpet must have been first grade, installed professionally, on new underlay and the claim must be made by the original purchaser.

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

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

## WARRANTY REPLACEMENT VALUE

If your carpet has been determined as unable to be repaired, we will offer replacement of a new carpet of the same or comparable type available through Jacobsen.

Like any asset, the value of your carpet also depreciates over time and with wear. Our warranty allows for the following depreciation table to determine the value of replacement materials:

1-5 years	100%
6 years	70%
7 years	50%
8 years	30%
9 years	10%
10 years	5%
10+ years	0%

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