

Jacobsen®

Inspired flooring since 1962

Carpet Warranty,
Care & Maintenance



Jacobsen understands how much care you put into creating the spaces where you live, work and play. They're important to you and they've got to be right.

We're all for living life to the full, which is why our ranges are designed for New Zealanders, with our unique Kiwi lifestyles in mind. From soft touch textures to on-trend colour tones and carpet that promotes healthier living, we select the best materials from around the world. We pair design-led thinking with the latest technology to bring you carpets that not only look great, but also last the distance so you can get the most out of your home.

Jacobsen is about more than just carpets; it's about inspiration and curation, helping everyday Kiwis with big dreams transform those dreams into reality.

So whatever life you want to live, Jacobsen can help you create it.





Carpet Characteristics

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.

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 residual fibres left over from the manufacturing process. Regular cleaning with a vacuum 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 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.

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

the carpet. Installation methods, site and storage conditions can contribute to instability in the carpet, therefore a 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.

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.

Caring For Your Carpet

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.

Professionally clean as required

Only hot water extraction is recommended – this should generally be done every two years.

Our recommendation for a professional is the JAE Group, nationwide, call free on 0800 225 552 or on the web at www.jae.co.nz.

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.





Spot Removal

Spot	Treatment Steps		
	1	2	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	8
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	2	6
Unknown Material	4	2	3

Carpet Cleaning Guide

Treatment

NEVER SCRUB OR RUB AT YOUR CARPET.

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

- 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

For professional carpet cleaning, we recommend JAE, www.jae.co.nz, 08 225 552.

Breathe Easy

Cut Pile

Textured

Soft Touch | Portofino

Solution Dyed Nylon

Features and Benefits

- Multiple weight options – from light 25oz to luxurious 70oz
- Solution Dyed Nylon hard twist yarn is exceptionally durable with excellent appearance retention
- Superior stain resistance for easy maintenance
- Colourfast and fade resistant
- Non-allergenic, with no pilling or shedding

Warranty

Jacobsen Solution Dyed Nylon 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 Solution Dyed Nylon 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.

Solution Dyed Nylon Carpet is your best protection against permanent stains. No carpet is completely stain proof. Stain resistance treatment 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 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 carpet Jacobsen Solution Dyed Nylon 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%

Soft Touch | Excelsior



Soft Touch Nylon

Features and Benefits

- Multiple weight options – from light 25oz to luxurious 70oz
- Soft Touch Nylon hard twist yarn is exceptionally durable with excellent appearance retention
- Superior stain resistance for easy maintenance
- Colourfast and fade resistant
- Non-allergenic, with no pilling or shedding
- Suitable for all areas of the home with an Extra Heavy Duty grading

Warranty

Jacobsen Soft Touch Nylon 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 Soft Touch Nylon 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.

Jacobsen Soft Touch Nylon Carpet is your best protection against permanent stains. No carpet is completely stain proof. Stain resistance treatment 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 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 carpet Jacobsen Soft Touch Nylon 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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