

studio
CARPET COLLECTION

Warranty, Care & Maintenance



Jacobsen

Expertise from the floor up

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Introduction



Studio is a brand with a passion for flooring! Owned by Jacobsen, Studio specialises in flooring for the home, with an emphasis on importing the best quality, on-trend flooring. With a wide range of fibres, colours and textures to choose from, Studio Carpets are an excellent choice for your home.



Jacobsen is one of the largest importers and distributors of residential and commercial flooring in New Zealand. Established in 1962, the company has a long-standing reputation amongst architects, designers and the flooring trade for delivering the best products in terms of colour, design, quality and value.



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

Your new carpet is a major household purchase and you can help protect your investment by establishing a regular maintenance schedule. Our recommendation for your Carpet Care Programme is as follows:

- 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.

It is recommended to use either an upright or quality barrel vacuum cleaner, fitted with a power driven rotating brush.

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

Do not leave the power driven rotating brush running if the vacuum is unattended.

- 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.

- 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.

Carpet Cleaning Guide

SPOT REMOVAL

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

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.



Solution Dyed Nylon

Features and Benefits

- Multiple weight options – from light 25oz to luxurious 60oz
- 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
- Suitable for all areas of the home with an Extra Heavy Duty grading

Warranty

Studio 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.

Studio 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 Studio 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 Nylon

Features and Benefits

- Multiple weight options – from light 25oz to luxurious 60oz
- 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

Studio 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.

Studio 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.

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 Studio 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%



Solution Dyed Polyester

Features and Benefits

- Manufactured from 100% virgin polyester
- Designed for and tested for New Zealand conditions
- Suitable for most areas of the home with an Extra Heavy Duty grading

Warranty

Studio Solution Dyed Polyester (PET) 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.

Studio Solution Dyed PET 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. 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 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 Studio Solution Dyed Polyester 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 – 3 Years	100%
4 Years	70%
5 Years	50%
6 Years	30%
7 Years	10%
8 Years	5%
8+ Years	0%



Solution Dyed Polypropylene

Features and Benefits

- Highly resistant to colour change
- Great value for money
- New technology allowing cut pile hard twist to be made for residential use
- Superior stain/spill resistance

Warranty

Studio Polypropylene 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.

Studio Polypropylene carpets are designed and are suitable for use in private residential homes.

General wear and tear should be expected and is excluded from this warranty.

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 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 Studio Solution Dyed Polypropylene 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 – 3 Years	100%
4 Years	70%
5 Years	50%
6 Years	30%
7 Years	10%
8 Years	5%
8+ Years	0%



Wool

Features and Benefits

- Natural, sustainable fibre
- Fire resistant
- Non-allergenic
- Suitable for all areas of the home with an Extra Heavy Duty grading

Warranty

Studio Wool 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.

Studio Wool 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.

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.

Studio wool carpets will resist most common food and beverage stains that occur during normal residential use as long as you attend to spills and stains promptly as per the recommended care and cleaning instructions in this guide. If the affected area remains unsatisfactory after using these cleaning procedures then have the affected areas professionally cleaned. If the affected area is still unsatisfactory after the professional cleaning then you must within 30 days make a claim to the retailer you purchased the carpet from.

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 - 3 Years	100%
4 - 6 Years	70%
7 - 9 Years	30%
10 - 12 Years	10%
12+ Years	0%

** Warranty for Insect Damage on Wool Carpets is limited to 5 Years



www.studioflooring.co.nz



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