



FACT SHEET

Delamination and Re-stretching Carpet

The glues used in manufacture of our carpet are of the highest quality, and we would not expect carpet to delaminate if it has been professionally installed and maintained.

Delamination occurs when the bond between the primary and secondary backing of the carpet breaks down.

Re- stretching

Properly installed residential carpet (installed with the use of a power stretcher) should not require re-stretching. If your carpet shows signs of "rucking" or "bubbling" then it is important to seek assistance from your retailer to re-stretch and refit your carpet.

If unattended to, "rucking" or "bubbling" may lead to delamination.

Causes of Delamination

Delamination may be the result of a number of causes:

- (a) Poor installation
- (b) Incorrectly specified carpet
- (c) Atmospheric changes – i.e. central heating; high humidity
- (d) Excessive localised wear e.g. see roller castor chairs below
- (e) External damage – i.e. flooding
- (f) Defect in carpet

Certain external conditions can cause delamination. Constant vehicular traffic and roller castor chairs contribute directly to delamination, and for these reasons' environments continually subject to these conditions are not covered in our warranty. In such environments we would recommend "Direct" or "Double Stick" installation to maximise the carpets resistance to these conditions.

Remedial Action

If the surface of the carpet is in good condition, and delamination is not widespread, it is possible to repair areas of delamination by lifting the carpet, re-gluing the jute backing, and re-stretching the carpet.

