

## Carpet FAQ

There have been several questions regarding the new carpeting, and we would like to answer the most Frequently Asked Questions for everyone's benefit.

### **Joins are Visible**

The joins in the carpet may appear a bit raised at first. Part of the joining material is wax and this causes the high points at the join.

*This wax will flatten with foot traffic and the joins will become much less obvious.*

- *The joins will be reviewed after three weeks and will be flattened manually if this has not occurred naturally.*
- *PLEASE do not pull any threads as it will fray the carpet.*

### **There is a Ripple in the Carpet**

There can be a noticeable "ripple" effect in the carpet on some corridors. This is not a problem with the carpet but rather residual memory from the roll into which it was manufactured and delivered. Now that the carpet has been stretched out these ripples will subside over a short period of time.

### **I can see the Defects in the Slab**

Lighter carpeting will show underlying defects in the slab more than the darker carpet. These too will blend in over time as more foot traffic takes to the carpet.

### **Cleaning**

Being a wool blend carpet in a much lighter shade than the original carpeting it is important that a cleaning regime is implemented as soon as practical.

It is recommended that a wool blend be cleaned twice yearly by a carpet professional. We are in the process of evaluating several companies offerings for this service.

Kind Regards  
Canberra Strata