

Tai Ping takes great care in the packing of carpets in preparation for transport. In order to prevent any damage during shipment, carpets are packed in air-tight plastic wrapping with anti-moisture silica gel packs at the interior of the roll to absorb any ambient humidity.

When goods are transported, humidity can be created at the interior of the packaging due to thermal shock as the outside temperature changes rapidly. The benefit of the air-tight packaging is that it keeps moisture out, but it also prevents air from escaping from the packaging, so any humidity in the air at the time the carpets are packed, or any humidity created by thermal shock, is locked inside. The silica gel packs are usually sufficient to absorb humidity and protect the carpets for at least 2-3 months, but there is a limit to the amount of moisture they can absorb. Occasionally carpets that are stored for a long period of time in unopened wrapping suffer moisture damage.

For this reason, Tai Ping cannot normally accept claims for carpets that have been stored unopened for more than 3 months from the Ex-factory date.

Newly delivered carpets should be opened out, inspected and allowed to aerate as soon as possible after reception. The ideal way to store carpets for extended periods of time is to lay them flat in a temperature controlled environment free of debris and protected from soiling and all light sources.

If this is not an option then listed below are steps to take while storing rolled carpets in an open warehouse environment:

- After initial inspection, roll the carpet back onto the tube in the same manner that it was received from the factory.
- Wrap the carpet in a protective product like Tyvek® for protection against liquids and foreign objects. Tape the wrapping closed with desiccant packs placed inside to absorb moisture, while leaving the ends of the cardboard tubes open.
- Carpet rolls must not be stored on concrete or hard floor surfaces as this will result in pile crush – both due to the hard surface and the temperature and humidity difference that will accumulate directly between the floor and the carpet roll. Carpet rolls should not be stored on top of each other as this too will result in pile crush.
- To avoid possible tears from a forklift it is recommended that the carpets are simply rolled onto the forks by hand and the roll lowered onto the suspended roll racks.
- Unrolling the carpet at monthly intervals and vacuuming to eliminate any possible roll lines or creases that may have formed during storage is highly recommended. Pile crush can be removed effectively by careful steaming. For more severe pile crush it may require multiple passes of vacuuming and steaming maintenance before it can be fully rectified.

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Temperature and Humidity

Stored carpets

The temperature and humidity of packed carpets in a storage room is not as critical as when the carpets are unrolled, however it is important to avoid temperature and humidity variation.

The ideal temperature for packed carpets is between 15-25°C and the relative humidity rate between 20-50%.

If the carpets are stored open or unrolled then the temperature and humidity should ideally be lower, between 10-20°C and between 20-40%

Should installation delays occur, it is recommended that every six to eight weeks, Tai Ping carpet floor-coverings should be removed from the packaging, rolled out onto a clean and dry surface and allowed to 'breathe' for two hours before carefully and securely re-packing. This process greatly reduces the risk of possible mildew growth and pile crush that can be associated with prolonged storage.

Prior to installation

Carpets should ideally be opened out for 48-72 hours prior to installation in a clean, dry and well ventilated environment. The ideal temperature for installing carpets is between 15-25°C and the relative humidity rate between 20-50%.

The below Mollier diagram is a graphic representation of the relationship between air temperature and humidity. It is important to note that as ambient temperature increases - humidity also increases, thus substantially increasing the risk of mildew.

