

Frequently asked questions...

Why can't water be used on natural fibre floorings?

Unfortunately, natural-fibre floorings, such as sisal, may mark if water is spilt on them. The degree of mark that is left will depend on what is spilt and how quickly it is treated. We would always suggest having one of our Natural Flooring Care Kits to hand in case of any spillages.

Why are grass floorings not recommended for stairs?

Grass contains its own natural oils so, when it's used on stairs, it could become slippery. It's also not the most hardwearing of the natural-fibre floorings and, therefore, may not last as long as a sisal or coir.

Can I put natural fibre flooring in a bathroom or kitchen?

We would be cautious about recommending the use of our flooring in these areas. Natural flooring can be sensitive to any change in environment or atmosphere - if fitted in an area where there is constant change in temperature, such as a bathroom or kitchen, the product may move or shrink. We would also be cautious because natural fibre flooring can mark with liquid spillages.

Will there be a problem with moth infestation?

From our research, natural fibre flooring is 'naturally' moth proofed - moths just don't like the taste of the coarse plant fibres. Most of our wool carpets have been treated with moth proofing, except the eco collection, which has been specifically designed to be chemical free.

Would natural fibre flooring be suitable for someone with allergies?

It would all depend on the individual person and their sensitivity. Our natural floorings are made from 100% natural plant fibres and, although the sisal floorings are dyed, most are not treated with any further chemicals.

However, you may find that sensitivity will occur with the latex backing that we use on all of our natural plant fibre floorings. The latex is a mixture of natural latex and synthetics.

Most of the wool carpets are made from 100% pure wool but, again, may have been dyed or treatments such as moth proofing may have been applied. There is also a chance that chemical adhesives have been used to secure the backing to the carpet fibre.

The eco collection has been specifically designed to have a 100% natural backing as well as not having any chemical additions to the wool fibre.

Chemical sensitivities are a very personal thing - and we cannot make any guarantees. Perhaps ordering a larger sample from alternative HQ would be a good place to start?

What else do I need to know?

Different widths

Cuts of the same flooring allocated to different widths are not guaranteed to be a colour match, as they will have come from different production batches.

With some natural-fibre floorings, there can also be a textural and construction difference as they will have been made on different looms. These differences could be significant. If colour/batch match is crucial, we would suggest taking all cuts from the same width.

Flatweave Wool

Attempting to join or seam a flatweave wool is not recommended. Where possible we would suggest only installing as a single width.

Naturalness

Natural flooring's charm lies in its texture. All our products are made from natural fibres. That means that slubs, tufts and irregularities in the weave are to be expected.

Healthy

Natural plant fibre flooring has anti-static properties. It's not prone to the off-gassing that afflicts many man-made fibre carpets.

Environment

All our products come from sustainable natural resources.

Suitability

Please be aware of the specific product's suitability. Certain products aren't recommended for heavy-traffic areas, stairs or damp areas such as bathrooms. Please refer to product labelling, our website or our brochure for advice.

Swatch service

We can send swatch samples of any of our carpets or borders*. We'll just need the product code and an address. We take requests by email, telephone, fax or from our website.

*A charge may be applicable.

