

Keeping your Carpet Beautiful

Shedding

Most carpets retain some loose fibers after they are installed. These fibers often appear as balls of fluff on the surface of your carpet or in your vacuum cleaner. With time, they will work their way out of the carpet and no longer be a nuisance.

Sprouting

Occasionally, loose tufts will appear above the carpet surface. To remove the loose tufts, just clip them even with the carpets surface. **DO NOT PULL OUT LOOSE ENDS!** If you do, you will permanently damage the carpet.

Shading

You may notice some variations in the color of your carpet, one area may seem to change color when you look at it from different directions. This is because light reflects differently as the pile is pushed in a variety of directions. Foot traffic generally causes this to happen and the best solution is to sweep or vacuum the pile in a uniform direction.

The New Carpet Smell

Like new cars, some new carpets have a 'new carpet smell'. It is nothing to be concerned about and usually goes away within a week, sometimes within days. There are some things that you can do to minimize the smell. Most importantly, be sure to ventilate the area as much as possible. You should open the doors and windows and use fans to keep air circulating during installation and for up to 72 hours afterward.

Crushing

Your carpet will display crushing in spots where heavy objects have been placed. To raise the pile back to its former height, try passing a hot steam iron over the indentations, but bring the iron no closer than 6 inches above the carpet.

Missing Tufts

If a tuft becomes snagged or works loose, just cut it off and let the surrounding yarn fill in the space.

How To keep your Carpet In Great Shape

Your new carpet will bring you much satisfaction, but only if you keep it in great shape. Here are a few tips to make your relationship with your carpet a long and happy one.

Routine Maintenance

Regular carpet care and routine maintenance are essential. Over time normal foot traffic and soiling will cause a change in any carpet's appearance. Hot water extraction, either alone or in combination with cleaning is required to maintain some fiber warranties. A trained carpet care professional must perform the service every one and a half to two years to refresh the texture and rejuvenate the fibers in your carpet. You must retain your receipts for proof of maintenance service should a warranty claim arise. Each fiber manufacturer has its own definitions and limitations regarding stain, soil and static resistance. Abnormal matting, crushing or loss of texture retention from normal foot traffic is defined by the standards rating scales and definitions set forth by each fiber manufacturer.

Vacuuming Is Key

Vacuuming is key to keeping your new carpet young, fresh and beautiful. Dirt and grit will become embedded in the pile where

they will affect your carpet's color and cause matting of the pile. So, you'll want to vacuum heavy traffic areas as often as possible – every day if possible. Less heavily used areas can be maintained with once-a-week vacuuming. Vacuum about three passes for light cleaning, up to seven passes where there's more soil.

For best results, use a vacuum cleaner with a beater bar or rotating brush with plenty of suction, use according to manufacturers directions. Make sure you've adjusted the attachment to the proper height for your carpet. For loop pile carpet, avoid attachments with teeth or ridges.

Please Note: Use of a Dyson Vacuum on carpet can cause excessive fuzzing and may void all warranties.

Give it a Rest

Redistributing the load your carpet bears can lengthen its life. So, rearrange your furniture periodically to give some areas of your carpet a rest.

Spot Cleaning

Vacuuming won't always take care of your carpet cleaning needs. Sometimes you will need to do a little heavy-duty cleaning to get your carpet looking like new again.

Many different types of carpet cleaners are commercially available, including dry cleaners, spray-on foam cleaners and wet shampoo. Whatever carpet cleaner you use, be sure that it's made exclusively for carpets. Always test a cleaner on a small inconspicuous area of the carpet first. Avoid using alkaline soaps, ammonia or cleaning liquids meant for hard surfaces such as wood or tile. These can damage your carpet. If you need assistance choosing a cleaner, call and ask us which cleaning method is best for your particular fiber and carpet type. Do not use any cleaners that include color brighteners.

When you decide to have your carpet cleaned professionally, choose the carpet cleaner with the same care you'd take in maintaining any major investment. Don't be afraid to ask your carpet cleaner for a reference and a firm estimate.

Treating Spills and Stains

The best cure for a spill is a fast response. If a spill is allowed to become a stain, it will be much more difficult to remove. Here are some tips for eliminating stains and spills.

Stop Stains Before they Start

There are three important steps that you must use to treat a stain, hopefully before it has a chance to set in your carpet:

Apply Wet a clean white (not printed) paper towel with a cleaning solution. Then dampen the carpet with it. Avoid wetting the carpet through to its backing

Blot Absorb the excess liquid from the carpet by pressing straight down with clean and dry white paper towel. Do not rub. Place a half inch thick pad of clean and dry white paper towels with a weight on top and leave overnight if necessary.

Scrape Gently scratch the soiled area with the blunt edge of a spoon. Scrape from the outside edge of the spot toward the center.

Things To Have Handy

The following solutions should be kept handy for treating spills and stains.

Detergent Mix ½ teaspoon clear dishwashing detergent with one cup warm (not hot) water.

Presoak Solution Mix one teaspoon enzyme laundry detergent (such as Axion, Biz or others) with one cup water.

Hydrogen Peroxide: Mix ½ cup hydrogen peroxide (3% strength available in drugstore) with one teaspoon of household ammonia. Use within two hours of mixing.

Ammonia Undiluted household ammonia.

Dry Powder Cleaner Powdered carpet cleaner

Dry Cleaning Solvent Non-oily, non-caustic type sold for spot removal for garments. Caution: May be flammable.

Tough Stains

Some stains are tougher to remove than others. The following is a list of problem stains and how to remove them.

Pet and Baby Stains

It's important to take care of urine stains as quickly as possible. If not treated in time, they can cause permanent damage to the color of your carpet. When treating a urine stain, first sponge the area with clear, lukewarm water. Then apply the mixture of one teaspoon of white vinegar and three teaspoons of water. Now sponge, but don't rub, your detergent solution into the stained area and blot it out. Again, apply the mixture and let it stay on the stain for 15 minutes. Sponge it out with clean water and blot the area dry.

Nail Polish, household Cement & Model Glue

Use nail polish remover or lacquer thinner on these stains with extreme caution. These solvents may hurt the dye in your carpet, and acetate fibers may be seriously damaged by them. Test a small, inconspicuous area of the carpet first, and if no damage

results, sponge the thinner on and blot it out the same way you would with dry cleaning solvent.

Rust

This kind of stain should be handled by a professional, since it is very difficult to remove. If stain is fresh, the all-purpose stain and spot removal technique with detergent solution may work.

Burns

If the burn is not deep and only involves the ends of the fibers, you can clip off the burnt ends with scissors. A bad burn, however, will require professional re-weaving or re-tufting.

Household Chemicals & Other Harmful Properties

Your home is filled with chemicals and many of these household substances can hurt your carpet. The four most common offenders are beaches, insecticides, strong alkalis (like drain cleaners with lye, bleaches with sodium hypochlorite and oven cleaners) and acne medications containing benzoyl peroxide. The best defense is to prevent problems before they occur. Follow the manufacturers instructions and exercise caution when using these chemicals around your carpet. If members of your household are using acne medication, ask them to thoroughly rinse their hands after each application to avoid contact between their skin and your carpet.

Cleaning Wool Carpet

Wool carpet cleans well and retains its original appearance longer than other types of carpet. The result is better styling, longer life and carpet that gives you greater value for your money. Wool is also resistant to burning and melting.

Removing Soil & Dirt

In order to keep your wool carpet free of soil and dirt, it is important to vacuum regularly. Heavy traffic areas should be vacuumed as often as possible, even once a day in the highest traffic areas and other areas at least once a week. You cannot over-vacuum, and you should vacuum your carpet starting the day it is installed. An upright vacuum with a beater bar/brush is best for cut pile carpet. A suction-only vacuum may be required for loop piles, such as berbers, to prevent excessive fuzzing. Empty the vacuum dust bag when it is half full.

Eliminating Stains & Spills

As on any carpet, it is important to act quickly on a stain or spill. It's also important to have the right cleaning agents ready for the fast removal of a spill or stain.

In order to blot up liquids, use a white paper towel or an absorbent cloth. Scoop up solids with a spoon or knife and then treat the spot according to the chart above. Use small quantities and work the spot from the outside to the inside to avoid spreading the stain. It's important to blot and not rub, which would cause a breakdown of the pile. Do not over wet the carpet and when done, blot as dry as possible.