

CARPET ROUTINE CARE AND MAINTENANCE

FOR ALL CARPET STYLES

- **Frequent vacuuming**
 - **Non-traffic areas:** 1 x week using 3 passes of the vacuum.
 - **Light-traffic areas:** 2 x week using 3 passes of the vacuum.
 - **Moderate to heavy traffic areas:** 2 to 5 times a week using 5 slow passes of the vacuum.
 - **Raise beater bar on loop style carpet to avoid fuzzing.**
 - **Clean frequently used areas of your carpet – entrances, doorways, traffic lanes and seating areas. Clean these areas when they first show signs of soiling.**

Carpet cleaning is just like exercise! If you get into a routine and keep it up, you will see great results and feel better for it. Products that rate highly on Carpet and Rug Institute Seal of Approval program are your assurance that you will clean correctly the first time. Here are four simple steps to keep your carpet clean and looking great:

- **Vacuum high traffic areas daily, and everywhere according to a vacuuming schedule, using a Seal Of Approval/Green Label-approved vacuum.**
- **Clean spots and spills quickly with products that do not damage the carpet or cause it to resoil quicker.**
- **Professionally deep clean your carpets every 12 to 18 months to remove embedded dirt and grime.**
- **Stop dirt at the door by using mats outside and in, taking your shoes off when you enter the house and changing your air filters to reduce airborne dust particles.**
- **Periodic professional cleaning**
 - **Periodic professional “steam cleaning” of the overall carpet is highly recommended.**
 - **Your carpet should be properly cleaned at least once every 24 months.**
 - **Use carpet cleaning systems, products and equipment certified through the Carpet and Rug Institute’s Seal of Approval Program. These products are listed at www.carpet-rug.org**
 - **Non-approved cleaning products and topical treatments, applied by you or a professional carpet cleaner, may result in damage that will not be covered by your warranty.**

- **Do not** apply stain-resistant treatments to your carpet after professional cleaning. It could void your stain warranty.
- **Spot cleaning**
 - Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel. Do not rub.
 - Only use Carpet and Rug Institute Seal of Approval spot cleaners.
 - Visit www.carpet-rug.org for more tips or send for Carpet Cleaning Guide for Dummies.
- **Stains that cannot be removed**
 - Acid toilet bowl cleaners, acne medication, alkaline drain cleaners, chlorinated bleaches, hair dyes, iodine, insecticides, mustard with turmeric, plant fertilizers and other stains of the nature will permanently alter carpet color. These types of stains or discolorations are not warrantable.

WICKING

It is not unusual for stains to reappear after spot cleaning. This is referred to as “wicking”. Wicking can occur when a liquid is spilled on the carpet (usually a large quantity) and not thoroughly removed. Liquid still remains in the carpet backing or padding. Through capillary action, the stain can “wick” back up into the carpet fibers. These stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions listed in this manual. It is important that you place white paper towels weighted down by a heavy object over the area while the carpet is drying to absorb any remaining stain substances.

NOTE: Stubborn stains may continue to resurface.

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier or the manufacturer can do to alter this fact.

1. Color and texture will vary from dye to dye lot.
2. Seams will be apparent.
3. Proper maintenance is required. **NO CARPET IS STAIN PROOF.**
4. Carpet can be professionally cleaned without damage or voiding warranties.

5. Carpet is a textile product and can be repaired. When additional material is required for repairs, an exact match to color and texture cannot be guaranteed.

DO'S & DON'TS FOR CARPET

DO:

DO vacuum regularly. The Carpet and Rug Institute recommends at least two times a week. Use an upright vacuum with a beater bar moving across the grain or width. Finish with lengthwise direction so vacuum cleaner will raise or lift carpet pile.

DO BLOT. Don't rub spills immediately. Scrubbing or rubbing the carpet may distort its appearance. Spots and spills allowed to dry or "set" are always more difficult to remove.

DO use care when using chemicals. They can alter the color of your carpet. The following are just a few items that will damage your carpet: bleach, insecticides, pool cleaning agents, plant food, dimethylsulfoxide (arthritis & sports creams), furniture polish and acne medication.

DO professionally clean your carpet using a HOT water extraction method. No soaps or cleaning agents should be used. Only spots should be treated with cleaners. Use the manufacturers' 1-800 numbers for additional cleaning questions. Additional application, of any stain treatment, may void your warranty.

DO shift furniture periodically to minimize wear patterns.

DO use walk-off mats at entrance ways to trap soil and dirt. A rug with no backing can also be used at vanity areas to prevent unnecessary wear. Always make sure the area is completely dry before placing a rug on the carpet.

DON'T:

DON'T use chemicals on your carpet without consulting the manufacturer's website.

DON'T expect your carpet to be stain-proof.

DON'T drag furniture across the floor. This can damage the backing of the carpet and cause buckles.

CARPET STRETCHING

A “good” carpet installation should not be measured by whether or not it needs to be restretched in the first year. There are many factors that play a part in restretching. Some factors that contribute to loose carpet are:

1. **Temperature changes** (i.e.: If air conditioning is turned off in a particular area for an extended period of time the woven backing of the carpet will soften. This can cause the carpet to come loose.)
2. **Water / Spills left on carpet** (i.e.: Water leaks that go unnoticed can cause deterioration of the carpet backing. This will make carpet loose.)
3. **Improper cleaning.** We suggest hot water extraction by a reputable company. Prolonged exposure to soaps and other cleaning agents can break down the latex backing which will reduce the resiliency of the carpet. This problem can also cause carpet to attract more dirt leaving a noticeable traffic pattern.
4. **Frequent moving of furniture.** If furniture is slid across carpet it can break down the backing of the carpet by causing a “buckle” as the item is dragged across the floor. This can permanently damage the carpet. In this situation, the carpet would need to be restretched.
5. **Cushion and carpet height.** If you have a plush carpet with a thick cushion it is more difficult for the teeth on the tackstrip to keep its grip. This can be compounded by any of the above situations making it necessary for the carpet to be restretched.

There is a one year carpet installation warranty that covers restretching. After that time period, restretching is the responsibility of the homeowner.

Clearing the Air

Although we might not normally associate carpet with improved indoor air quality, it does have a very positive effect. Gravity causes common household particles, such as dust, pollen and pet and insect dander, to fall to the floor. Carpet fibers trap the particles, removing them from the breathing zone and reducing their circulation in the air. Proper cleaning with CRI-approved vacuums effectively removes dust and allergens from the carpet and helps keep them out of the air we breathe

Asthma and Allergies

A misperception is that people with asthma and allergies should avoid carpet in the home. Actually, the opposite is true. Studies have shown that properly cleaned carpet helps reduce symptoms and is the best flooring choice for those dealing with asthma and allergies.

Mold and VOC Misperceptions

When carpet is kept clean and dry, mold simply cannot grow on synthetic fibers. Carpet is recognized as one of the lowest emitters of volatile organic compounds among various flooring choices and interior finishes. The Carpet and Rug Institute's [Green Label Plus Indoor Air Quality Standard](#) identifies carpet, adhesive and cushion products that meet or exceed government indoor air quality regulations and are the lowest emitting products on the market.

OWNER'S OBLIGATIONS AND CLEANING REQUIREMENTS*

There are certain conditions and exclusions which many carpet stain warranties have in common. Please read your carpet warranty carefully to know exactly what is covered and what maintenance may be required.