

## Be Informed

### *Know Your Carpet*

Carpet is one of the most widely used floor coverings in the country, and for good reason. It is beautiful, durable, and available in many different textures, types, and colors. As with all floor coverings, there are characteristics of carpet that you need to know. While many carpets have stain protectors, no carpet is stain proof.

- Seams will be visible, more so in a lighter colored carpet than in a darker one.
- All carpet shows tracks. We offer some textured carpets that track “less”, but not are “track proof”.
- Colors and shades do vary from one dye lot to another.
- Some carpet styles will shed after installation for a period of time. This “fuzz” is normal.
- Use an upright vacuum cleaner for routine cleaning. (at least twice a week under normal use).
- Hot water extraction (steam cleaning) is the industry-preferred method of professional cleaning. Insist on truck mounted equipment.
- Application of **stain-resist chemicals** offered by in-home cleaning companies WILL void any stain resist warranties.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and shading more or less obvious.
- Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.