



4110 W. Washington St. Phoenix, AZ 85009

Carpet Care & Maintenance Guide

Protecting your investment is up to you....

Like other fine finishing, carpet requires proper care & maintenance. There are a few simple steps listed below that you can take to insure the lasting beauty of your new carpeting.

Prevention

Keep the dirt/soil out. Use walk off mats and all entrances and other areas to keep outside dirt and moisture from being tracked onto your carpeting. Clean these mats frequently & keep your garages, sidewalks, and entrances free of excessive dirt.

Vacuum Frequently

The best way to reduce dirt accumulation and prolong the life of your new carpet is to vacuum. Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. It is recommended to use a vacuum cleaner with a rotating brush or "brush/beater bar" to agitate the pile and mechanically loosen the soil particles. *The exception to this to this for berber carpets and/or shag styled products with longer yarns which might tend to wrap around the rotating brush. For these styles we recommend a suction-only vacuum.* Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.

Spots & Spills

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor your carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

General Stain Removal Instructions

No carpet is stain proof, although many are stain resistant which allows time for removal.

Scrape: Remove as much of food spills as possible by scraping gently with a spoon or dull knife.

Absorb: Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.

Blot: Always blot, never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.

Rinse: Always follow up with water to remove detergent residue that may become sticky and cause rapid re-soiling.

Weight: Remove remaining moisture by placing several layers of white towels over the spot and weight them down with a heavy object that will not transfer color, such as a plastic jug of water.

Professional Cleaning

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 12 months. Express Flooring recommends a professional cleaning of the overall carpet to be performed at least once every 12 months to maintain your carpets appearance and useful life. Express Flooring further recommends only hot water extraction, utilizing carpet cleaning products, equipment, and systems certified through the Carpet & Rug Institutes' Seal of Approval Program. These products are listed at www.carpet-rug.org.

WARNING: Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner may result in damage to your carpet that will not be covered by your warranty. Further, failure to routinely have your carpets professionally cleaned within the times frames outlined above may also cause damage to your carpet that may even void your warranties.

Troubleshooting Common Carpet Issues

Texture Surface Retention: Carpet in heavily traveled areas received the most wear. For better appearance and longer carpet life, try to reduce the amount of traffic on these areas or use small rugs in front of heavily used chairs or furniture. Remove and clean these rugs while vacuuming the primary carpet or rug. You should occasionally move furniture and reverse area rugs. Although some changes will eventually occur in the texture of your carpet, reducing the wear on paths and in front of furniture will slow this change.

Crushing: "Crushing" is the loss of pile thickness due to foot traffic. Crushing is not considered a manufacturing defect unless it is specifically cited in the manufactures' warranty. Regular vacuuming may help reduce crushing that result from traffic.

Depressions or Indentations: The weight of heavy pieces of furniture can cause indentations in carpet. Some depressions may be permanent. Use furniture glides or cups under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. To remedy depressions, work the carpet pile back into place with your fingertips or the edge of a spoon, then, dampen the area and heat with a hair dryer, working the fibers with your fingers or spoon. Be careful not to burn the fibers with the hair dryer when attempting this method

Fading or Color Loss: Give your carpet the normal protection from direct sunlight that you would give to any colored fabric. Emissions from heating systems or chemicals, such as pesticides, household cleaning agents and other household items, can also result in color loss.

Filtration Soil: Filtration soil may appear as dark or grayish lines on the carpet along walls, stairways, and under doors. It is caused by airflow over and through the carpet, allowing fine soils to settle on the surface. It is often caused by an improperly balanced ventilation system, when the volume of air entering the rooms exceeds the system's capacity to remove the air from the room. Excess air then seeks exit sources in gaps along walls and stairways. Prevent airflow through the carpet and carpet edges by sealing openings through the carpet and under doors and baseboards. Keeping the air in the area clean and using good filtration in your heating and cooling system and vacuum cleaners can help. Filtration soils may require special cleaning treatment for effective removal. Contact a carpet cleaning professional for assistance.

Fluffing and Shedding: The balls of fluff or loose fibers, found on carpet or in the vacuum cleaner bag are the normal result of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect carpet life or appearance. Because of their large size, these fibers are too big to become airborne or to be breathed in. With proper vacuuming and using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

Matting: Manufacturers' definitions of matting may vary. Matting is usually the result of the untwisting of the yarn and the intermingling of the yarn tips through foot traffic. Matting is not considered a manufacturing defect unless it is specifically cited in the manufacturer's warranty. Most commonly, matting is caused due to a lack of proper maintenance and/or regular professional cleanings.

Odor: During and immediately following the installation of your new carpet, there may be a slight odor, which may result from the removal of your old carpet and cushion or from the new carpet, cushion, adhesives, or seaming tape. Ventilation with fresh air is recommended. Ideally, windows and doors should be opened, and the HVAC system should be operated at maximum capacity for 48-72 hours.

Soiling: Maintain the beauty of your carpet by cleaning it regularly before it becomes excessively soiled. Dirty, airborne particles may be deposited on the carpet causing dulling. Dulling is caused by the deposits of all types of soil. For example, a delicate rose color may gradually become a neutral taupe because of soil, while light blue may take on a dull, gray-green hue. Red clay soil also can cause a pronounced change in some colors. In spite of such phenomena, the original color of a carpet is not lost; it is still present under the soil. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and it may be actually absorbed into the fiber, causing the carpet to have a yellow cast. Again, frequent cleanings are important to avoid this

problem. Entry mats at doorways trap soil and combined with routine cleaning and vacuuming, provides extra protection for all floor coverings.

Sprouting: Occasionally, a yarn tuft will rise above the pile surface of a carpet. Just snip off these tufts to the level of the other tufts. **DO NOT PULL THEM OUT.** Pulling them out may cause damage to your carpeting that is not covered under your warranty.

Topical Treatments: Topical treatments include soil retardants, stain repellents, antistatic treatments, and deodorizers. The use of after-market, topical treatments without the express approval of the carpet manufacturer prior to application may void applicable warranties.

Wear: Most carpet manufacturer's offer "wear" warranties of various lengths of time. In some cases, Express Flooring, may offer an extension in time of a manufacturer's "wear" warranty. According to these warranties, "wear" is defined as the loss of pile weight or pile fiber of more than 10% due to abrasive loss of fiber by weight. What appears to be wear or pile fiber loss, may actually be matting, crushing, and/or permanent fiber damage caused by soiling or lack of maintenance rather than an actual loss of fiber (see "Matting" & "Crushing" listed above).

Wrinkles, Ripples, & Buckles: Wrinkles, ripples, and buckles in carpet and will eventually develop over time, but should not appear inside the first two years after installation. Wrinkles, ripples, and/or buckles that develop inside the first two years after installation are most commonly caused by a failure to properly stretch the carpet during the installation process, the use of a failed carpet cushion, or excessive temperature and/or humidity. Generally, the problem can be corrected by a qualified carpet installer who can reinstall the carpet with the use of a power stretcher.