

## FLOORING YOU CAN SHOW OFF



### Special tips for pet owners

- Vacuum carpet more frequently to capture pet hair and dander from your pet's fur.
- Use cleaning products that are specifically designed for pet stains and odors.
- Clean up new messes promptly and then follow the steps for spot and stain removal outlined in the "Cleaning Spot & Spills" section of this brochure.
- Use small hand extractors for quick cleanup of pet accidents but remember that these quick cleanups don't take the place of periodic deep professional cleaning.
- Have your carpet professionally cleaned every 12 to 18 months, or more frequently if necessary.
- Don't use steam cleaner when dealing with urine spots because the heat will set the stain and the smell. Extracting the spill with a wet-vacuum and rinsing with cool water will reduce the odor. If necessary, call in certified carpet cleaning firms that know how to remove pet stains and odor permanently.



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## CARPET MAINTENANCE & WARRANTY GUIDE

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### Residential Installation Warranty:

Floors By Design warrants all carpet labour for a period of **one (1) year from date of installation.**

Types of services covered under this warranty: seams which gap, unravel or fray; re-stretching; replacement or repair of transitions (metal, etc.)

The warranty does not apply to repairs necessitated by abuse, flooding, natural disasters, improper cleaning, damage caused by pets or by customer's own repairs or removal of carpet to install stereo wires, cable, phone wires, etc.

To obtain service on a warranty issue, contact Floors by Design to report the issue and schedule a service call. A representative will come on site and inspect the issue to determine a course of action to remedy the problem. Depending on the representatives' findings, the homeowner may be charged for materials and/or labour to complete the work.

### Manufacturer's Warranties:

Floors by Design convey all product-specific manufacturer warranties to the consumer. Please refer to the literature provided on the manufacturer's website for each product's specific warranties and care instructions. We make no claims or guarantees over and above those listed by the manufacturer. **It is the home owner's responsibility to register their floor with the manufacturer for warranty coverage.**

### Please be aware of the following conditions that may exist after installation:

- SEAMS - Some carpets show seams more than others. There is no such thing as an invisible seam. Lighting will also affect the visibility of your seam(s). It is a characteristic of berber carpet and residential loop carpet to have visible seams.
- ROLL MARKS - You may notice what appear to be lines in the carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal traffic and vacuuming. During cold months it may take longer for these marks to disappear. If roll marks are still visible in 30 days, please contact us.
- FOOTPRINTS & VACUUMING MARKS - All plush carpeting will show footprints and vacuum marks to some extent. Some carpets are labeled as "trackless," while these carpets show less footprints, marks, etc., it is important to remember that it means "less tracks," not "no tracks."
- INDENTS - All carpet will show indents from heavy objects, such as furniture. Nylon carpet is the most resilient. Polyester carpet is less resilient which means that dents may be harder or impossible to remove.

- SHEDDING - New carpet, especially cut pile carpeting, will shed to some extent. Fiber type, twist and construction will also affect how much a carpet will shed. It is normal to see excess fibers on the surface of your carpet and in your vacuum. If it continues to be heavy after 6 months, please contact us
- SHADING - Carpets will appear to look different depending on the lighting, room colors, furniture layout, etc. Remember that carpet is a dyed product and will appear slightly different each time it is made and once it is placed in your home, therefore it may not match the sample exactly.

### Preventative Maintenance

A regular maintenance program extends the life and the initial appearance of your carpet. Remember, carpet is a fiber like your clothing, it must be cleaned and maintained to keep it looking good. All manufacturers require professional cleaning every 12 to 18 months; not doing so may void your warranty. Do-it-yourself cleaning is not recommended. While store bought machines are generally good for spot pickup, they are not recommended for overall cleaning. Leave that to the professionals and be sure to keep a copy of all cleaning receipts. You will need them if you have to file a claim in the future.

### Vacuuming

Proper vacuuming is the easiest and most effective way to keep your carpet clean. Removing loose soil while it remains on the carpet surface prevents dirt from being ground into the carpet fibers. Removing embedded soil is more difficult and time consuming than removing surface soil.

Before vacuuming your carpet, check the beater bar height. Most upright vacuums are equipped with a beater bar brush attached to the underside of the unit. The beater setting can make or break your new carpet. If it is set too low, it will be hard to push and can cause damage. For looped pile carpets, it is recommended that you use a suction only or canister vacuum. If this type of vacuum is not available, be sure to set the beater bar on its highest setting. This setting should lift the beater bar into the unit, pulling it away from the carpet pile.

### Vacuum Care Tips

Periodically inspect your vacuum to keep it functioning properly.

- Keep the instructions that came with your vacuum and refer to them periodically.
- Keep brushes clean (for example, remove tangled hair) and replace them when worn. Typically, worn brushes are stiff, which cause surface texture change on carpet.
- Look for rough edges or bent metal on your machine that can snag carpet.

### Cleaning Spots & Spills

With today's stain resistant carpet, treating spots and stains has never been easier. The key is to act quickly! The longer you wait, the higher the probability that a spill will become a permanent stain. No carpet is completely stain proof. Use the steps below to help knock out spots and spills.

**\* The below steps are guidelines only; manufacturer's recommendations should always be consulted for proper cleaning methods**

#### Step one: Absorb the spill

- Semisolids, like food spills, may need to be scooped up. Solid, dry bits can be vacuumed up.
- Blot liquids with a dry, white absorbent cloth or plain white paper towels. Use of a printed or colored cloth/towel may transfer ink or dye to your damp carpet.
- Start at the outside of the spot and continue toward the center to prevent the stain from spreading. Continue this step until the area is barely damp. Warning: do not scrub or use a brush. Scrubbing and brushing can damage the carpet, causing fraying and texture change as well as rubbing the stain into the carpet fibers causing permanent damage.

#### Step two: Treat the spot or stain

- Use a manufacturer approved carpet cleaning product. We recommend **Shaw's Carpet Stain & Soil Remover**, good for all type of carpet and rugs, including wool.
- Do not become overzealous. In truth, less is more. Do not use too much water; try to keep the carpet as dry as possible and remember to pretest the product on an inconspicuous area of the carpet.
- Follow the product's directions carefully. Apply a small amount of the cleaner to a white cloth and work gently, from the edges to the center. Blot; do not scrub. Never use a brush.
- You may need to do this several times to remove the spot.

#### Step three: Still not clean?

- For tough spots or stains call a professional. Contact the IICRC, Institute of Inspections Cleaning Restoration Certification, to find a certified cleaner in your area at 800-835-4624 or via the web at [www.certifiedcleaners.org](http://www.certifiedcleaners.org).

### Warranty Exclusions:

All carpets will change in appearance over time. This is due to foot traffic. Carpet in heavy traffic areas (Stairs, pivot points, hallways, etc.) will exhibit the most change. A good quality underlay will help extend the carpet's appearance. The tips of the tufts in cut pile carpets, over time and use, will lose some twist, causing it to bloom. This is normal and should be expected. Other non-warranted carpet characteristics not covered under labour warranty include crushing, fading or color loss, footprints, indentations, matting, shading, shedding, soiling and yellowing.