

CARPET



Great Floors takes great pride in our quality workmanship and materials. With proper maintenance and appropriate cleaners, your carpet will remain beautiful for many years to come.

Most carpet manufactured today is produced in 12-foot widths and requires seaming. Carpet seams will be made using the best practices of the trade. Roll sizes will affect seam layouts. Seams cannot be guaranteed to be “invisible”, and the results will vary with different carpet textures, density and light situations. Some seams may show peaking characteristics. A carpet seam that has been joined together with hot melt tape, and then stretched, will naturally peak. Time and normal traffic will help to alleviate this situation.

LOOPED, PATTERNED, AND LOW-PROFILE CARPET

These carpets are durable and unique; however, consumers should be aware that seams in looped, patterned and low profile carpet will be visible and their prominence will vary depending on specific textures, colors, lighting and peaking. If installed on stairs, these carpets will appear to “smile” (backing will be visible).

CARE OF YOUR NEW CARPET

After Installation: Vacuum your carpet to remove loose fibers. You may notice a slight “new” smell, which should dissipate within 48-72 hours with proper ventilation.

In the months following installation, you may notice the following characteristics, which are normal and will not affect your carpet’s life in any way (see back):

SHEDDING These loose fibers are normal and subside within 3 to 6 months with vacuuming.

SPROUTING A single tuft extending beyond the carpet surface, usually along walls or seams. Simply clip off-do not pull.

PILE REVERSAL AND SHADING This is when the same area of carpet may appear lighter when viewed from one direction and darker when viewed from another. This is caused by light being reflected in different ways as pile fibers bend in different directions. This is a characteristic of plush carpet.

BUCKLING AND WRINKLING May sometimes occur in wall-to-wall installations. If the ripples persist, call your sales associate. It may be necessary to professionally re-stretch the carpet.

MAINTENANCE You should vacuum properly and regularly, remove spills immediately, and provide long-term care for your carpet via deep cleaning when necessary. Follow the manufacturer's recommended guidelines to maintain warranty.

AIR FILTRATION Air filtration or soil filtration is a phenomenon that occurs on the edge of walls and under doorways. Air circulation from air conditioning and/or ordinary airflow contains a substantial amount of soil and air pollution. These phenomena are not manufacturing defects, but maintenance problems. These stains are among the most difficult to clean. We recommend professional cleaning.

PILE CRUSH Pile crushing is most apparent in high traffic areas or in front of furniture. Soiling from shoes, animals and bare feet aggravates it. This characteristic is usually mistaken for wear. Pile crushing is not actually wear, but gives the appearance due to the pile lying over. Although it cannot be eliminated, regular vacuuming and brushing of the pile best minimizes the crushing.

REGULAR CLEANING It is essential that you vacuum regularly with a strong, well functioning vacuum cleaner. Make sure you keep your bags changed regularly. A good vacuum is one that features a strong motor or dual motors, a powerful airflow, a high-efficiency filtration, an internally housed vacuum bag, and brush height adjustments for varying situations. Steam or chemical cleaning carpet can often alter the appearance and performance of carpet.

PROTECTING AGAINST STAINS Most of today's carpet is treated with special finishes to resist soil and stains. However, no carpet is entirely stain-proof. Most fiber manufacturers provide toll-free assistance for specific cleaning problems in the event of a spill. Stain-resistant finishes hold the spill on the fibers. The longer you leave the spill, the harder it will be to tackle. When cleaning carpet, consult your manufacturer before adding additional stain protection. Stain protection applications do not make carpet stain-proof, even though they increase the carpet's stain resistance capabilities. Usual precautions should be observed to maintain your carpet.

STAIN TREATMENT

Pre-test a small, inconspicuous area to ensure the solution will not cause damage. With a clean, white cloth, gently work in the cleaning agent from the edges to the center of the spot. Blot thoroughly and repeat until the spot no longer transfers onto the cloth. Use clean water to remove any remaining cleaner residue and absorb remaining moisture with paper towel layers. When completely dry, vacuum the pile to restore texture.

Note: Some spills contain chemicals that may discolor or even damage carpet. If you have any doubt as to what caused the spot or how to remove it, contact a professional.