

Appearance Retention

Carpet in heavily traveled areas receives the most wear. For better appearance and longer carpet life, try to reduce the amount of traffic on these areas by using small rugs in front of chairs or furniture which is used most often. Remove and clean these while vacuuming the primary carpet or rug. Occasional moving of furniture and reversing of area rugs also is recommended. Although some change will eventually occur in the texture of your carpet, reducing the wear in paths and in front of furniture will diminish this change.

Crushing

Crushing is the restorable or non-restorable loss of pile thickness due to foot traffic. Crushing is not considered a manufacturing defect unless specifically cited in the manufacturer's warranty. Regular vacuuming may help reduce crushing due to traffic. Manufacturer's definitions of crushing may vary.

Matting

Matting is usually the result of the untwisting of the yarn and intermingling of the yarn tips and is a result of foot traffic. Matting may be caused by various factors, including improperly specified cushion, cushion failure, or improper maintenance. Matting is not considered a manufacturing defect unless specifically cited in the manufacturer's warranty. Manufacturers' definitions of matting may vary.

Wear

Most carpet manufacturers offer a five-year or a ten-year "wear" warranty. According to these warranties, "wear" is defined as the loss of pile weight or pile fiber (usually ten percent) due to abrasive wear only. What appears to be wear may be a change in the carpet that is related to matting, crushing, or permanent fiber damage caused by soiling, rather than loss of fiber. (See also Matting, Crushing.)

Depressions

The weight of heavy pieces of furniture can put 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. If depressions do occur, work the carpet pile back into place with the edge of a coin and then, apply steam with a steam iron held a minimum

of four inches above the carpet. (DO NOT TOUCH THE CARPET WITH THE HOT IRON.)

Fading or Color Loss

Give your carpet the normal protection from direct sunlight that you give any colored fabric. Fading also may be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.

Filtration Soiling

Filtration Soiling may appear as dark or grayish lines on carpet along walls, stairways, and under doors. It is caused by airflow over and through carpet, trapping fine airborne soils on the carpet surface. It can often be attributed to an improperly balanced ventilation system. In most instances, the volume of air entering a room exceeds the HVAC systems capacity to remove air from the structure. Excess air volume will seek exit sources in gaps along walls and stairways. These types of soils require aggressive chemical solutions for effective removal. Contact a carpet cleaning professional for assistance.

Fluffing and Shedding

The balls of fluff found on carpet or in the vacuum cleaner bag are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet life or quality. Because of the large micron size (>90 microns), these fibers are too large to become airborne or respirable (<4 microns). With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

Moth and Beetle Control

Most wool and wool-blend carpet made in the United States is permanently moth-resistant. Carpet and rugs made of man-made fibers are naturally resistant to insects. Synthetic carpet fiber also is resistant to beetles, commonly called carpet beetles, because it is not a food source. However, beetles already in the home may lay eggs in the carpet pile and hatch in eight to fifteen days. For assistance in removing beetles, contact a professional exterminator.

Odor

During and immediately following the installation of your new carpet there may be a slight odor. The odor 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 speed for 48 to 72 hours.

Ripples and Buckling

Excessive humidity or damp weather may cause a temporary rippling in your carpet. Ripples probably will disappear in a drier atmosphere. If ripples should become a problem, consult your carpet retailer. A carpet installer usually can solve the problem by restretching the carpet with a power stretcher. Inadequate cushion or improper installation procedures also may be a contributing factor to rippling and buckling.

Shading

Shading is not a change in color but a change in pile direction that sometimes appears randomly in a carpet or rug. If you look at the shaded area in one direction, it will appear darker, but from another direction, it will appear lighter in color. Solid color cut-pile carpet may show shading more than patterned styles and textured surfaces. Shading is characteristic of certain styles of carpet and rugs and is not considered a manufacturing defect. Pile reversal can also be classified as shading and is sometimes called watermarking or pooling. This condition is usually permanent and has no known cause.

Soiling

The secret to maintaining the beauty of your carpet is to clean it regularly before it becomes excessively soiled. New soil – and stain-resist technology makes today's lighter colored carpet easy to clean, allowing more decorating options. While lighter colored carpet is now easier to clean, it still may become soiled more easily than darker tones and may require more frequent cleaning. Medium and darker colors, tweeds, and textures help disguise common soil in your home's high traffic areas.

Greasy, sooty, airborne particles may be deposited on carpet, causing dulling. For example, a delicate rose color may gradually become a neutral taupe because of soil, and 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 film. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, causing it to have a yellow cast. Entry (walk-off) mats that trap soil at exterior entrances, combined with routine cleaning, provide 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.**

Stain-Resist Carpet

Fiber producers and carpet manufacturers work continuously to provide consumers with better products. Due to innovations in the industry, almost all of the carpet manufactured today is available with finishes that make it more stain- and soil-resistant. Although stain-resist carpet, introduced in 1986, is easier to maintain, it still requires care. Attempt to remove spots as soon as something is spilled or tracked on the carpet. If spills or soil buildups are allowed to remain, they may become permanent.

Tropical Treatments

The use of after-market, topical treatments without the expressed approval of the carpet manufacturer prior to application may void applicable warranties. Topical treatments include soil retardants, stain repellents, anti-static treatments, antimicrobials, deodorizers and defoamers.

Yellowing

Some discolorations, such as yellowing have become more obvious with the introduction of the lighter carpet colorations. Yellowing can be caused by a variety of outside influences, such as pollutants from heating fuels, changes in alkalinity, cleaning solutions, and atmospheric or environmental contaminants. Not all carpet yellowing can be removed; however, the use of acetic acid (white vinegar), citrus acid, or tartaric acid is often successful in eradicating many cases of yellowing. In some cases, the use of an alkaline detergent solutions prior to the use of these acid rinses may cause permanent yellowing. A solution of one part white vinegar mixed with one part water is recommended for consumer use. If yellowing persists or is widespread, contact a carpet cleaning professional.