

How to Care for Your Carpet—A Homeowner's Guide

When it comes to maintaining your carpet, some of the most critical areas of focus are the traffic areas. If ground in soil is not removed on a regular basis, these areas will begin to wear excessively. The dirt is extremely abrasive against the fibers of the carpet as you walk back and forth on it. The second area of focus, of course, is spot removal. You must react to danger spots immediately. Red wine, red beverages, urine, blood, etc., can cause a permanent stain if not treated immediately. Listed below are the steps that you must take to properly maintain your carpeting.

- **Warranty**

Copies of specific warranties on your carpet purchase may be available from your carpet retailer. Stain resist warranties can vary from 5 to 20 years. ALL STAIN RESIST WARRANTIES REQUIRE REGULAR CLEANING AND IMMEDIATE SPOT REMOVAL.

- **Vacuuming**

Vacuum your carpet often, once or twice a week at least. Vacuuming removes the sharp soil that can cut and slice the fiber causing premature wear. Much of this soil is not visible to the eye. Vacuum before the carpet looks soiled. Remove any loose particles such as loose food, leaves, pieces of crayon, bugs, etc., as these items can cause a spot on the carpet.

- **Professional Cleaning**

As a general rule professional cleaning by an IICRC-certified firm should take place about once a year. For extremely heavy traffic areas cleaning may be required more often. Proper professional cleaning will not leave a sticky residue behind and can be done as many times per year as needed. MANY STAIN RESIST WARRANTIES REQUIRE PROFESSIONAL CLEANING EVERY 12–18 MONTHS. Professional cleaning removes the damaging soil from the traffic areas that vacuuming has not been able to remove. WARNING: UNINFORMED CARPET CLEANERS MAY VOID THE WARRANTY; BE VERY SELECTIVE WHICH COMPANY YOU HIRE.

- **Spot Removal and Interim Cleaning**

Immediate spot removal is key to a clean carpet. Great care also must be taken in how spot cleaning is performed. When a carpet is new, or has sufficient protector on it, plain tap water will remove many spots. However, for those spots that will not move easily with water, you must use a spot cleaner. Select a spot cleaner that is recommended by the carpet manufacturer or by your trained and certified professional cleaner. Most spot removers that are purchased over the counter leave too much soap residue and can cause yellowing. Avoid using foam carpet cleaners or any product that is not made specifically for carpet.

Apply spot cleaner sparingly to white terry cloth and gently massage spot causing it to transfer into the cloth. Never pour spot cleaner directly on carpet. If the product you are using seems to cause the spot to re-soil over a few week period, discontinue use. Any spot that you are not able to remove, and for pet urine or feces, call your professional cleaner immediately. Please follow our spotting guide included in this booklet or on our Web site.

- **Protective Coatings**

Residential carpets are treated with stain resist properties and soil resisters known as DuPont Teflon™ or 3M Scotchgard™. After a period of two to three years, some of the soil-resistor wears off. At that point you should consider having a professional carpet cleaner re-apply the treatment after a professional cleaning. The soil resistor will help the soil slide off of the carpet easier when vacuuming, spots will be easier to remove, and professional cleaning will be more effective.

How to Care for Your Upholstery—A Homeowner's Guide

- General Information

Rotate all loose cushions frequently to assure even wear. Vacuum dust and dirt from all fabrics, cracks, and crevasses. By far, fabric protection is the best possible way to extend the life of your upholstery. Refer to the Carpet & Fabric Protection report on page 10 of this booklet.

- Vacuum often to reduce grit that can cause abrasion.
- Reverse loose cushions weekly for even wear.
- Protect from the sun. Ultraviolet light can cause deterioration.
- Keep pets off of furniture. Pets' body oils rub off easily and are very difficult to remove.
- Use caution with clothing such as blue jeans. Fabric dyes can transfer onto upholstered furniture.

All upholstered furniture will become soiled through use. Most spills and soils on fabric protection treated upholstery will clean easily and quickly, provided that the proper cleaning procedures are followed. A fabric protection application is not an absolute impenetrable barrier and improper cleaning methods can damage both the fabric and the treatment.

1. Blot—don't rub—spills immediately with a clean absorbent cloth while the spill is still fresh. Dried spills are more difficult to remove.
2. Identify the cleaning code for your type of fabric. This is very important to determine the type of cleaner to use.
3. Always read and follow the instructions on the cleaning agent.
4. Use distilled water with the cleaning agent if water is called for (W & WS Codes only)
5. Pre-test any cleaner on any fabric in a hidden area. Check for color fastness and fabric compatibility.
6. Keep a small spill small. Work lightly, blotting from center to the edges. Feather the edges by dampening edges irregularly and blotting quickly to avoid rings.
7. Quickly dry a cleaned spot using a small fan or blow dryer set on low.

- Cleaning Codes

W • Spot clean with water-based shampoo or foam upholstery cleaner. Pretest for color loss and fabric compatibility. Do not over wet. Use a professional cleaning service for overall soiling.

S • Spot clean with a water-free cleaning solvent. Pretest for color loss and fabric compatibility. Do not use water! Use a professional cleaning service for overall soiling.

WS • Spot clean with upholstery shampoo, foam from a mild detergent, or a mild dry cleaning solvent. Pretest for color loss and fabric compatibility. Do not over wet. Use a professional cleaning service for overall soiling.

X • Clean only by vacuuming or light brushing with a non-metallic brush. Do not use water or dry cleaning solvent! Consult a professional upholstery cleaner.