

## **Texture Appearance Retention**

For better appearance and longer carpet life, occasional moving of furniture and reversing of area rugs is recommended. Although some change will eventually occur in the texture of your carpet, routine vacuuming combined with periodic deep cleaning, as recommended by the manufacturer, will help minimize 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. Contributing factors may include improperly specified cushion, cushion failure, or improper vacuuming and cleaning. Matting is not considered a manufacturing defect unless specifically cited in the manufacturer's warranty. Manufacturers' definitions of matting may vary.

### **Wear**

Many carpet manufacturers offer a "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 actually 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 and Indentations**

The weight of heavy pieces of furniture can put indentations in carpet. Some depressions may be permanent and not considered a manufacturing defect. 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. The recovery may be aided by vacuuming and an application of steam or hot water extraction.

## **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 atmospheric contaminants, 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.

### **Shedding**

Carpets made with spun fibers may shed 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 most shedding gradually disappears within the first year after installation.

### **New Carpet 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 may disappear in a drier atmosphere. If ripples should become a problem, consult your carpet retailer. A carpet installer can usually 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. (See Pile Reversal-Watermarking Shading Technical Bulletin)



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## **Carpet Maintenance and Troubleshooting Technical Bulletin**

### **Soiling**

The key to maintaining the beauty of your carpet is to clean it regularly before it becomes excessively soiled. Today's soil and stain-resistant technologies make carpets easy to clean. Light colored carpets may show soil more readily 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.

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, potentially causing an undesirable color change. 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 with a pair of scissors to the level of the other tufts. **DO NOT PULL THEM OUT.**

### **Spill and Spot Removal**

While no carpet is completely stain "proof", new stain-resist carpet treatments allow most spills to be removed when immediate action is taken and directions are followed carefully.

### **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), citric acid, or tartaric acid is often successful in eradicating many cases of yellowing. In some cases, the use of an alkaline detergent solution prior to the use of these acid rinses may cause permanent yellowing. If yellowing is widespread, refer to manufacturer's maintenance guidelines or contact a carpet cleaning professional.