

Carpet Care

Preventative maintenance

- The use of mats or runners at all entrances will absorb soil and moisture and trap excessive dirt, sand, and oil. Clean mats regularly so they don't become a source of soil themselves.
- The use of furniture coasters to distribute the weight of heavy items is recommended.
- Damage can occur if you use chairs or furniture with rollers or casters without a chair pad designed specifically for carpet.
- Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.
- Occasionally move heavy furniture to help avoid excessive pile crushing.
- Protect your carpet from prolonged periods of direct sunlight with drapes, blinds, shades or awnings.
- Change dust filters in your heating and air conditioning systems frequently.
- Restrict food and drinks to non-carpeted areas.
- Prompt attention to spots and spills is essential.

Vacuum Regularly

The most important step in caring for your carpet is vacuuming it thoroughly and frequently, particularly in high traffic areas. Walking on soiled carpet allows the soil particles to work their way below the surface of the pile where they are far more difficult to remove and damage the carpet fibres. Most dirt and even dust, takes the form of hard particles. When left in the carpet these gritty, sharp particles abrade the pile of the carpet. Most soiling in carpet is of the dry, particle type which can be removed with a vacuum cleaner.

Vacuum high traffic lanes daily, medium to high traffic areas twice weekly, and the entire house at least once a week. Use a vacuum with a rotating brush or power bar. Change the bags often and check the beater bars for burs and gouges so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only. Up to three passes of the machine will suffice for light soiling, but five to seven passes are necessary for heavily soiled areas. Change the vacuuming direction occasionally to help stand the pile upright and reduce matting.

Cleaning Recommendations

It is important to clean your carpet on a regular basis. Cleaning systems target the soils that result from cooking vapours, air pollutions and tracked-in dirt. The particles of oily soil deposited on carpet fibres can cause gradual but significant dulling of colours. If this type of soil is allowed to accumulate it begins to attract and hold the dry soil

Research indicates that the hot water extraction system provide the best capability for cleaning. We recommend you choose a certified carpet care professional for the hot water extraction every 12 to 18 months, depending on the number of residents and amount of activity. Choosing the proper system is important. Some systems may leave residues which accelerate re-soiling and defeats the whole purpose of cleaning. Ensure that they follow approved cleaning procedures that will not void your warranty. Make sure you know your warranty.

Keep your cleaning invoices using a professional certified cleaning service.

Keep proof of purchase in the form of a bill or invoice.