

## What to expect after Installation

- **SEAMS**—some carpets show seams more than others. There is no such thing as an invisible seam. Lighting will also affect the visibility of your seam. Loop carpet styles will have visible seams.
- **ROLL MARKS** —You may notice what appears to be lines in the carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal vacuuming and traffic. During cold months it may take longer for them to disappear. If they are still visible in 30 days, please contact us.
- **FOOTPRINTS**—All plush carpeting and some patterns will show footprints to some extent.
- **INDENTS**—All carpets will show indents from furniture. Nylon carpet is the most resilient.
- **SHADING**—Carpets will appear to look different depending on lighting, room colors, furniture layout, etc. Carpet is a dyed product and may not match the sample exactly.
- **If you have any concern about your carpet installation, please contact Custom Decorators at 800-253-3267.**

## Special Tips for pet owners

Do you have a pet? You can combat pet odors and stains in many ways:

- Vacuum carpet more frequently to capture pet hair and dander
- Use CRI Seal of Approval cleaning products that are specifically designed for pet stains and odors
- **ACT FAST!** Clean up new messes promptly and then follow the steps for spot and stain removal outlined in the “Cleaning spots and spills” section of this brochure
- Use small hand extractors for a quick cleanup of pet accidents but remember that these quick clean ups don't replace periodic deep professional cleaning
- Have your carpet professionally cleaned every 12 to 18 months, or more frequently if necessary
- Carpet manufacturers' require hot water extraction. If necessary call in certified carpet cleaning firms that know how to remove pet stains and odor permanently.



Contact us at 800-253-3267

## Carpet Maintenance and Warranty Guide



Custom  
Decorators

800-253-3267

## Residential Installation Warranty

Custom Decorators warrants all carpet labor for five years. This warranty remains in effect as long as the product remains installed in the residence that is occupied by the original purchaser.

Types of services covered under this warranty: Seams which gap, unravel or fray, re-stretching and replacement or repair of transitions (metal, etc).

This warranty does not apply to repairs necessitated by abuse, flooding, improper cleaning or by customer's own repairs or removal of carpet to install home electronics. Consequential or incidental damages resulting from installation service are not covered under this warranty.

### Manufacturer's Warranties:

Custom Decorators conveys all product specific manufacturer warranties to the consumer. Please refer to the manufacturer's literature provided by the designer or installer for each product's specific warranties. We make no claims or guarantees over and above those listed by the manufacturer. If you need an additional copy of the manufacturer's warranty, please contact us at 800-253-3267.

### Warranty exclusions:

All carpets will change in appearance over time. This is primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality cushion will help extend the carpet's appearance. The tips of the tufts in cut pile carpets, over time and use, will lose some twist causing it to bloom. This is normal and should be expected. Other non warranted carpet characteristics include crushing, fading or color loss, footprints, indentations, matting, shading, shedding, filtration soiling, and yellowing.

## Preventive Maintenance

A regular maintenance program extends the life and the initial appearance of your carpet. Keep dirt/soil out. Use walk-off mats at entrances to keep dirt and moisture from being tracked on to the carpet. Clean mats frequently. Keep your sidewalks and entrances free from dirt. All manufacturers require professional cleaning every 12 to 24 months, not doing so may void your warranty. Keep a copy of all cleaning receipts. You will need them if you have to file a claim in the future.

### Vacuuming:

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Removing loose soil while it remains on the carpet surface prevents dirt from being ground into the carpet pile. Removing embedded soil is more difficult and time consuming than removing surface soil.

Before vacuuming carpet, check the beater bar height. Most upright vacuums have beater bars. The beater setting can make or break new carpet. If it is set too low, it will be hard to push and can cause damage. Consider a canister style vacuum for loop styles and styles with higher pile heights. If this type of vacuum is not available be sure to set the beater bar on it's highest setting. This setting should lift the beater bar into the unit, pulling it away from the carpet pile.

### How to

Use slow repetitive front to back motions in an overlapping sequence. Don't press down or make too many passes over the same spot. Move slightly left to right about every four strokes.

### Frequency

You should vacuum at least once a week with a CRI Seal of Approval/Green Label vacuum cleaner. However the more foot traffic over your carpet, the more you need to vacuum. Areas that are adjacent to hard surfaces and entry points need more frequent attention.

### Vacuum Care Tips

Refer to your instruction manual. Keep brushes clean. Empty containers or replace bags when half full. Look for rough edges or bent metal on your machine that can snag carpets

## Cleaning Spots and Spills

With today's stain resistant carpet, treating stains and spots has never been easier. The key is to act quickly! The longer you wait, the higher the probability that a spill will become a permanent stain. No carpet is stain-proof. Use the steps below:

### Step One: Absorb the spill

- Semi-solids like food spills, may need to be scooped up with a spoon. Solid dried bits can be vacuumed up.
- Blot liquids with a dry, white absorbent cloth or plain white paper towels.
- Start at the outside of the spot and work towards the center to prevent spreading. Continue this until the area is barely damp. Warning: do not scrub or use a brush. Scrubbing and brushes can damage the carpet, causing texture change.

### Step Two: Treat the spot or stain

- Use a CRI Seal of approval carpet cleaning product. CRI website: [www.carpet-rug.org](http://www.carpet-rug.org)
- Don't become overzealous. In truth, more is not better. Don't use too much water; try to keep the carpet as dry as possible, and always pre-test the product on an inconspicuous area of the carpet.
- Follow the products directions carefully. Apply a small amount of the cleaner to a white cloth and work in gently, from the edges to the center. Blot, don't scrub. Never use a brush.
- Always follow up with a water rinse to remove detergent residue that may become sticky and cause rapid re-soiling.

### Step Three: When all else fails call a professional

For tough spots or stains contact the IICRC (Institute of Inspection, Cleaning and Restoration Certification) to find a certified cleaner in your area at 800-835-4624, or via the web at [www.certifiedcleaners.org](http://www.certifiedcleaners.org)