



After Installation

Fluffing, shading, tracking and sprouting can occur, but do not imply inferior quality or accelerated wear.

Fluffing

When a carpet is new, balls or fluff appear on the surface that are merely loose bits of fiber left in the pile by the manufacturing process. They represent only a small proportion of the fiber, and will go away with use and regular vacuuming.

Tracking

Tracking is the temporary appearance of footmarks on the surface of any cut pile carpet. It vanishes with vacuuming and is not a sign of inferior wear or fiber damage.

Shading

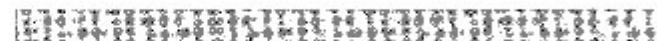
Shading is a condition in which areas of a cut pile appear lighter or darker as a result of permanent pile positioned in a different direction from the rest of the carpet. It is merely an appearance characteristic and cannot be remedied; however, it does not affect a carpet's durability, and is not considered a manufacturing defect.

Sprouting

A single tuft rising from the pile surface is called sprouting. Simply trim the tuft with scissors to even it with the rest of the pile, taking care not to pull it, which could result in unravelling and create a hole in your carpet.

Hints for Successfully Removing Stains

1. Blot liquids by applying pressure with paper towels, tissues, or dry absorbent cloths. Scoop up solids with a knife or spoon, and brush burn or scorch marks from pile surfaces with a clothes brush or coin.
2. Use a small piece of sponge or clean cloth to apply the first treatment from the Stain Removal Chart, using a small amount of the cleaning agent. With a blotting or dabbing motion, work inward from the edge of the stain to prevent it from spreading. **DO NOT OVER-WET THE CARPET.** Excessive soaking may cause rings on the surface, spreading the stain further and damaging the backing. **DO NOT RUB.** Rubbing will spread the stain over a larger area and distort the pile.
3. If the cleaning agent has removed the stain, proceed to steps five through nine.
4. Should the stain still be apparent after applying the first treatment, and further treatments are recommended on the Stain Removal Chart, remove excess moisture from the treated area by applying pressure with paper towels, tissues, or absorbent cloths. Apply the next treatment from the chart using the procedures outlined in two and three. Continue with the recommended treatments, blotting between each new cleaning agent until the stain is removed. If the stain has failed to respond to any of the treatments, call a professional carpet cleaner.
5. Once the cleaning agent has removed the stain, blot excess moisture from the treated area by applying pressure with paper towels, tissues or dry absorbent cloths.
6. Rinse by applying clear, tepid water, using a small piece of sponge or clean cloth, again working from the edge of the affected area. **DO NOT RUB.**
7. Remove excess moisture as outlined in five.
8. Dry by placing a clean cloth on top of the area and blow-dry using a fan, hair dryer, or reverse cycle vacuum nozzle.
9. When your carpet is completely dry, use a clothes brush to restore any cut pile.



Stain Removal Chart

The stain removal chart includes advice on methods of treating stains and the order in which they should be tried. For instance, if clean water does not remove all traces of a beverage, try a solution of washing powder next. Most of the agents mentioned are easy to obtain; however, if you cannot get a dye stripper or hydrochloric acid, call a professional cleaner instead. A freezing agent is available in aerosol sprays, but you can use ice instead to harden chewing gum in order to remove it. **CAUTION:** Before proceeding to treat a stain, pre-test your treatments on an inconspicuous part of the carpet to check for possible color change. Some recommended treatments may be toxic, therefore all precautions should be taken when handling these products.