



CARPET CARE & WARRANTY

VACUUMING: To prolong the life of the carpet, it is essential to vacuum on a regular basis, using a quality vacuum. In heavy traffic areas, it is recommended that carpet be vacuumed 2-3 times per week. Make sure you select the right vacuum for your type of carpet. For all carpet, it is important that your vacuum has a **pile height adjuster and beater bar on/off control**. For looped carpet, wool or long-yarn carpets, the beater bar should be turned OFF when vacuuming. For soft fibers, make sure you use a vacuum with an adjustable pile height adjuster, efficient airflow, and large wheels to prevent from agitating your soft fibers. Note that some brands/types of vacuum cleaners may not be approved for use by the manufacturer. **DO NOT USE** high-suction vacuums without pile height adjusters, as they will damage carpet fibers. Above all, always check against and follow manufacturer's care info.

CLEANING: Carpets need to be cleaned every 18-24 months to avoid voiding your warranty. Heavy traffic areas such as stairs, hallways and living rooms will need more frequent cleaning. Hot water extraction (steam cleaning) is the recommended cleaning method. "Shampooing" is not recommended. When using detergents to spot treat, be sure all detergent residue is removed from the carpet as detergent left in the fibers will attract dirt and the carpet will lose resistance to crushing and matting. We highly recommend you have your carpets professionally cleaned.

Walk-off mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves. Move furniture periodically to avoid excessive pile crushing and traffic patterns.

PATCHES/REPAIRS: The extra pieces of carpet left at your home should be rolled up & stored. These pieces allow for the best patch if repairs should become necessary. If the original pieces are gone, the floor store is not responsible for discontinued styles or color variations.

STAINS/DISCOLORING: Most carpets come with a stain-resistant treatment and a stain warranty, which is outlined by the manufacturer. Most spills can be easily removed without leaving a permanent stain; however, even carpet with a stain resistant treatment is not "stain proof." The longer the spill or staining material is allowed to remain on the carpet, the more difficult it may be to remove. Some products will change the color of the carpet gradually, such as acne medicines, while others will dye the carpet fibers almost immediately, such as bleaches. Because some stains cannot be removed, it is important to take preventive measures and not allow contact from these products. Act quickly when anything is dropped or spilled. Remove spots before they dry. *Tech* is an excellent spot cleaner and is available at our store and many retailers. Always use white rags when cleaning up spills and dab/blot from the outside to the center of the spot to prevent spreading. Protect your carpet from prolonged periods of direct sunlight with blinds, shades, or awnings on your windows.

The above information is a compilation from several manufacturers & given as a general guideline. For more detailed information, please refer to the brand manufacturer's website for your specific product.

WARRANTY: Village Floor & Wall, Inc. warrants workmanship for 1 year from the date of installation. Materials are warranted to the same extent and for as long as the manufacturers warrant such. Inspect your job thoroughly immediately following installation, to see if everything is completed as agreed. Warranty items that are covered by your contractor should be reported to them, they in turn will contact us. The following are excluded from the terms of this warranty: loss or damage from normal wear and tear, humidity level changes, negligence or improper maintenance. Loss or damage which the homeowner has not taken timely action to minimize is also excluded.