

## **Client Information Packet- Carpet**

At **Park Flooring Inc.**, we want to ensure that you have a pleasant experience and inform you of the flooring process before, during, and after your project! We strive to provide professional craftsmanship and take pride in creating a custom floor just for you. Below you will find industry information specific to the flooring type you have chosen.

Please feel free to check with our office team at **970-577-9855** to confirm scheduling or answer any questions you might have before we get started!

### ***PREPARING For Your New Carpet Installation***

**Who moves the furniture?** Although most installers will remove furnishings from the room, you should remove all breakable items--like vases, lamps, collectibles, and dishes--before the installer arrives. You should detach wiring from TVs, VCRs, stereos, and computers. You should also clear desktops, tabletops, and bookshelves. The removal of furniture is often limited to those items that two men can easily handle. Cumbersome items, including pianos, pool tables, aquariums, and oversized furniture may vary by SCF and you will need to verify before installation.

**What if my doors no longer close?** Some doors may need trimming to accommodate the thickness of your new flooring. Doors that don't open/close properly due to the new floor may be removed during installation, and it may be up to you to have the doors cut and re-hung. Park Flooring can also provide this service.

**What about moldings?** It may be necessary to remove moldings and reattach them during installation. Because some moldings, particularly quarter round, are fragile, breakage could occur. If it does, you will be responsible for replacing them. Scratches or nicks to baseboards are also a possibility, and the homeowner is responsible for touchups. Note: Soft back carpets help prevent this.

**Will installers move my water heater?** Professional installers aren't typically skilled in plumbing or electrical work. They will remove appliances from the room to install your flooring under or around them, but they do not typically reconnect gas, water, or direct-wired appliances. Most installers also won't disconnect computer systems.

**What about the bedrooms?** All sheets, blankets, and spreads should be removed from beds before the installers arrive. All items from the tops of dressers and from closet floors should also be cleared.

**What if the sub-flooring is damaged?** All floor coverings need to be installed over a structurally sound and properly installed subfloor. Because we cannot see these problems until we remove the carpet, we do not want to be liable for them. We are, however, skilled at doing all substrate work, and will likely do all the subfloor preparation at an additional cost. Any wood that has been damaged by insects, water, or other factors needs to be repaired prior to carpet installation.

**Do I have to remove my old carpet?** The removal of existing carpet on the day of installation is typically a part of an installer's service. At this time, dust and particles along sub floor stains will be most present. Hauling the old carpet and padding away will require an addtl' fee.

**Do I need to supply anything?** Installers provide the know-how, the equipment, and the muscle; you provide the electricity. Installers will need to use your power for their electrical tools, and they will typically use such areas as porches, patios or driveways to store equipment and make cuts depending on weather conditions.

### **Other Installation Tips?**

- Either the night before or the morning of your installation, **vacuum** the old carpet to minimize the airborne dust and particles to help with air quality.
- Make sure your **heat** is at 65 degrees (at least) for the week prior to installation
- Make sure there is plenty of **parking** for the installers. They often bring a utility trailer and leave it overnight.
- Make sure you have arranged for **snow removal** on your driveway and cleared to the access door(s). This can be arranged with Park Flooring, if needed, at an additional cost

## ***CARPET Care Tips***

### **Newly completed Carpet Job Recommendations:**

- You may walk on your new carpet immediately. Vacuuming will remove loose fibers, and it is common to have fiber loss for the first 6 months.
- There may be a slight odor during and immediately following the installation of your new carpet due to the removal of your old carpet and pad or from the new carpet, pad, 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 capacity for 48 to 72 hours. The new carpet smell will clear very quickly, usually in less than 72 hours.

## ***Preventive Maintenance / Cleaning Tips:***

### **1. The Quick Clean – Vacuum**

- Vacuuming removes dirt that dulls appearance
- Change vacuum bags and filters regularly
- Select a vacuum with good suction and strong beater bars, which brush the carpet and loosen dirt

### **2. Quickly clean spots and spills with products that do not damage carpet**

- Blot up liquids with white paper towel or absorbent cloth; scoop up solids with a spoon
- Treat the spot according to manufacturer recommendations—Apply spot removal agent (type depends on nature of stain) to clean towel or cloth, not directly to the spot. Use small quantities and always work inwards from the edge. Do not rub as this may cause the spot to spread or distort the pile. Do not over-wet the carpet pile. Blot as dry as possibly with clean towel.

### **3. Professionally Clean your carpets at least every 12 to 18 months, even if you clean them yourself in between**

- Lighter shade carpet may require cleaning more often
- Professional cleaning methods include steam cleaning (known as hot water extraction), rotary shampoo, absorbent pad or bonnet cleaning and dry foam powder.

### **4. Remember to stop dirt at the door:**

- Take off your shoes — You can save wear and tear on carpet by asking everyone to take off his or her shoes before entering your home.
- Use mats — Outdoor and indoor mats or runners with underlayment pads can reduce the amount of dirt that enters the house.
- Change your air filters — Change air filters in your heating and air-conditioning systems as recommended by manufacturer's directions. The more dust and particles removed by the filter, the less that fall on the carpet.

## ***Product Expectations:***

In the months following installation, you may notice some sprouting or shedding. This is normal and will not affect the carpet's life or beauty. Here's what to do:

- **Sprouting**—When a single tuft extends beyond the carpet's surface, simply clip it off. Do not pull it out.
- **Shedding**—Shedding of loose fibers is normal and should subside with regular vacuuming. This used to be especially common amongst polyester fibers. It is not so common anymore.
- **Pile reversal or shading**—This seeming color change may occur in various parts of the carpet, caused by light being reflected in different ways as pile fibers are bend in different directions. This is not a defect but a characteristic of plush carpet. Expect to see "footprinting" and vacuum runs with a plush carpet.
- **Wrinkling**—If ripples occur, call us. It may be necessary to professionally re-stretch the carpet.
- **Stain-resistant carpet:** Almost all carpet manufactured today has finishes that make it more stain- and soil-resistant, but no carpet is entirely stain-proof. It still requires care. Remove spots and spills promptly. If spills or soils are allowed to remain, they may become permanent. Call the phone number normally found on the carpet warranty to obtain specific information about cleaning the carpet

## **Indentations or Depressions:**

The weight of heavy pieces of furniture can cause indentations in carpet. Some depressions may become permanent. Use furniture glides or cups under the legs of heavy pieces, or regularly move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. To remedy depressions, work the carpet pile back into place with your fingertips or the edge of a spoon, then, dampen the area and use a hair dryer on a COOL setting, working the fibers with your fingers or a spoon. Once the pad is permanently crushed, it may not revive.