

Carpet Care Guide

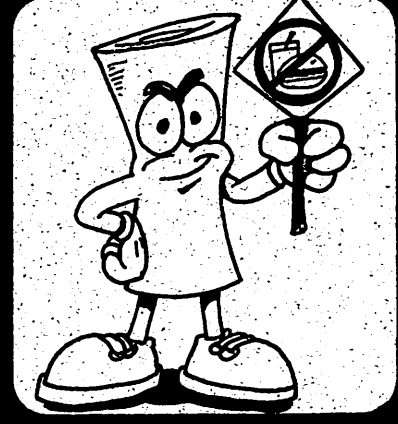
How To Keep
Your Carpet Beautiful



Carpet's Best Friend Is A
Frequently Used
Vacuum Cleaner.



Empty Or Replace Vacuum
Bags Before They Become
Half Full.



Try To Restrict Food And
Drink To Non-Carpeted
Areas.



Keep An Attractive, Washable
Mat Beside Your Most
Frequently Used Door



In Areas That Receive
Afternoon Sun, Keep
The Curtains Closed During
Those Times To Prevent Fading.

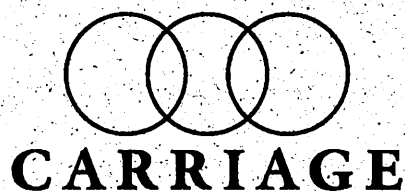


When Anything Is Dropped Or
Spilled On Your Carpet, Remove
It As Quickly As Possible.

Dear Customer:

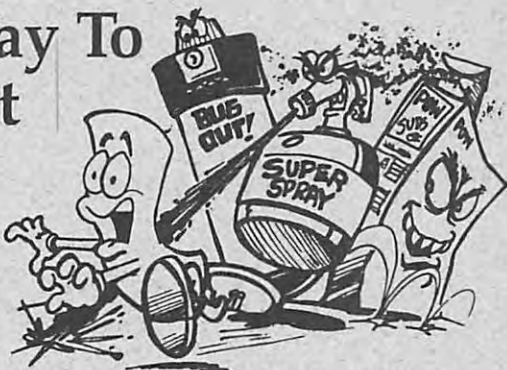
We would like to congratulate you on the purchase of your new home. The carpet in your home is made from premium quality yarn designed and colored to complement your home's interior. It has passed extensive testing for appearance retention, pile density, pile height, colorfastness, adhesion of backing and more. These steps have been taken to assure you the best performance possible. However, carpet is a fabric much like the other textile products in your home which are susceptible to certain characteristics.

We have provided you with this "Carpet Care Guide." Spending a little time reading over the Carpet Care Guide will add much to the service and satisfaction you can receive from your carpet. It will also give you information to help minimize spots, stains, matting and crushing, which are not covered under your warranty.



Respect For Household Cleaners

Best Way To Prevent Spots



This section of your Carriage carpet care guide will deal mostly with carpet spots and stains caused by chemicals. Chemical stains are different than ordinary stains and much more serious. Chemicals that cause permanent discoloration are contained in dozens of common household products.

A chemical stain most often is caused by the introduction of foreign substances to the surface of the carpet, which actually changes or destroys the dye. The time between contact and appearance of the stain could be days or months. Usually nothing can be done to restore the dye (carpet) to its original color.

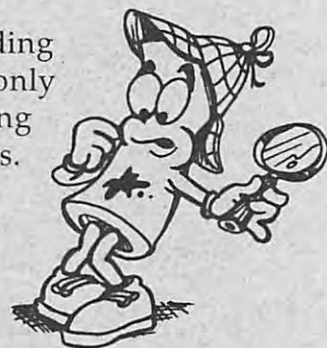
One fiber manufacturer has estimated that there are more than 50 household products which can cause stains or spots appear on home furnishing products. The way in which these spots appear varies with different types of chemicals, environmental conditions and the particular carpet fibers involved.

For example, spots can appear suddenly with no apparent history of contact with a known injurious substance. Chemicals can lie dormant until a change in humidity, temperature, moisture or sunlight occurs to activate the chemical reaction. This delayed action causes the spots to seem to appear spontaneously.

Bleaching again is often delayed because relatively high humidity is necessary for it to begin. Similarly, many chemical agents require wetness to trigger reaction. This means that discoloration could result shortly after the carpet is cleaned. Frequently the professional cleaner is falsely suspected of being the cause.

Dyes used by carpet manufacturers today represent the best that modern technology can produce and are considered one of the major achievements of textile technology in this century. Yet, there are a few known dyes which are resistant to chemical degradation. Such dyes have limited application and a restricted choice of colors.

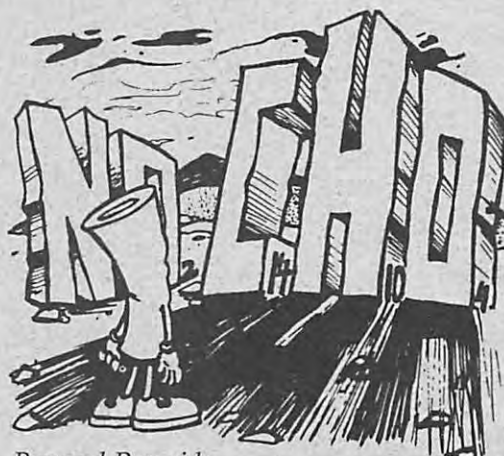
Careful use of the offending chemical product is the only real solution to preventing chemical spots and stains. By identifying the particular product, one can take precautions to prevent further contamination.



This list of generic products is not a complete list nor is it intended to be a criticism or indictment of any product. Its purpose is to allow you to identify products which can cause damage to textile products if they are spilled or allowed to come in contact with them. The list of products have been identified by the American Textile Manufacturers Institute, Inc., as those which most likely can cause damage to your carpet.

Acne Medications and Skin Creams

Many consumer products have been introduced over the last few years which contain benzoyl peroxide as an active ingredient. This ingredient is capable of destroying dye in your carpet. It can be found in acne medications, fade or age creams, some foot care preparations and some pet shampoos.



Benzoyl Peroxide

A high percentage of unidentifiable spots on carpets can be attributed to benzoyl peroxide. Spots caused by benzoyl peroxide may appear hours,

Spot Removal Procedures

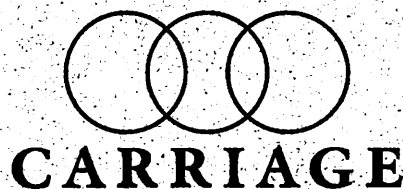
- * Act quickly when anything is dropped or spilled. Remove spots before they dry.
- * Blot liquids with a clean, white absorbent cloth or paper towel.
- * For semi-solids, scoop up with a rounded spoon.
- * For solids, break up and vacuum out as much as possible.
- * Pretest the spot removal agent in an inconspicuous area to make certain it will not damage the carpet or its dyes.
- * Apply a small amount of the cleaning solution recommended for the particular spot. Do not scrub. Work from the edges of the spot to the center. Blot thoroughly. Repeat until spot is removed.
- * Follow steps on the Carpet Spot Removal Guide.
- * After each application, absorb as much as possible before proceeding to the next step.
- * Absorb remaining moisture with layers of white paper towels, weighted down with a nonstaining glass or ceramic object.
- * When completely dry, vacuum or brush the pile to restore texture.
- * If the spot is not completely removed, then contact a professional carpet cleaner.

Cleaning Solutions

- A Dry Cleaning Fluid - A nonflammable spot removal liquid, available in grocery and hardware stores.
- B Nail Polish Remover - Amyl Acetate, which often has a banana fragrance. Do not use if it contains acetone.
- C Detergent Solution - Mix two cups of cold water and 1/8 teaspoon mild liquid detergent (no lanolin, non-bleach).
- D Warm Water - Lukewarm tap water.
- E Vinegar Solution - One cup WHITE vinegar to one cup water.
- F Ammonia Solution - One tablespoon household ammonia to one cup water.
- G Spot Removal Kit - Available from retail carpet stores or professional cleaners.
- H Call Professional - He/she may be able to give additional suggestions, have special cleaning chemicals or have the ability to patch the area.
- I Permanent Change - Due to the nature of the stain, there is a possibility of color loss. Either the carpet has been permanently dyed or the carpet yarns have been permanently damaged.

The information on this page and the accompanying graph were provided by the Carpet and Rug Institute and may not be reproduced without their permission.

**While the recommended cleaning agents have proven to be effective, some stains may become permanent.*



days or months after the contamination depending on temperature and humidity. An additional problem with this chemical is that compounds containing benzoyl peroxide are not water soluble. They are difficult to wash off the hands and feet. A user may believe the substance has been washed off when it really has not.

Most benzoyl peroxide spots begin as orange or dark yellow depending on the dye used. As time and the oxidation process progress the yellow stain will get lighter in color. The color of the carpet can effect the color of the spot.

Bleaches

If spill bleach on your carpet you are almost assured a stain. Chlorine bleaches (sodium hypochlorite) are the most universally used. The so-called "all fabric" bleaches (oxygen bleach), although slower acting, can cause bleaching and dye bleeding. Swimming pool chemicals (calcium hypochlorite) tracked into the home can bleach carpets and rugs. Also, many mildew stoppers contain bleach.

Chlorine product spots are generally yellow. However, chlorine will cause some red dyestuffs to turn green.

Acids and Alkalis

As little as 1 percent of hydrochloric acid in solution can cause pink or orange spots in carpets. Stomach acid is essentially 10 percent hydrochloric acid, which means vomit can cause permanent spots on carpet unless promptly removed or neutralized. This spot producer may also be found in toilet bowl cleaners.

Acids are also in corn and callous removers, tile cleaners and certain foot preparations. Strong alkaline substances are also damaging to carpets. The active ingredient in most drain cleaners is sodium hydroxide (lye). Oven cleaners get their cleaning power from sodium hydroxide.

Urine Stains

Urine from humans or pets can cause permanent stains to carpet if not removed promptly. These spots may be dull yellow or even red.



Plant Foods and Fertilizer

Liquid plant foods or leakage from house plants can cause carpet spots which are usually dull or yellow in color.

Insecticides

Some pesticides and insecticides can cause discoloration of carpet. Most often named are malathion, diazinon, and DDVP (dischlorovinyl dimethyl phosphate). These chemicals can cause fading around baseboards when spray is directed to the carpet instead of the baseboard.

Furniture Polish

Chemicals in furniture polish can act as a catalytic agent, destroying red carpet dyes and creating discoloration. This usually occurs around the base of a piece of furniture and can remain hidden until the furniture is relocated.

Phenols

This class of chemicals is used in disinfectants and germicides. Bathroom cleaners, many of which come in concentrated liquid form, may contain phenols, which have caused carpet to fade.

Treatment

In general, once a textile product has been chemically stained, there is nothing that can be done by the individual or by the professional cleaner to restore the material to its original color and condition. If a stain has occurred, the source of contamination should be identified and steps taken to prevent further contamination from the same cause. The homeowner can prevent spots from occurring in the first place by showing proper respect for household chemicals and treating them with due caution.

When using the following chart, first try solution numbered "1". * If that doesn't work, go to "2", "3" and so on until the stain is removed.

	A	B	C	D	E	F	G	H	I
	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water	Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call Professional	Permanent Change
SPOTS									
Acid				2		1		3	*
Acne Medication	1		2	5	4	3		6	*
Alcoholic Beverage			1	4	3	2			*
Ammonia				2	1				*
Bleach			1	2				3	*
Blood			1	3		2			
Candle Wax	1					2			
Cement and Glue	2	1	3		5	4	6		*
Chalk			1	2					
Charcoal			1	2					
Chewing Gum	1								
Coffee			1	3	2		4	5	*
Cosmetics	2	1	3	6	5	4	7	8	*
Crayon	1		2	3					
Drain/Toilet Cleaner			2	1	3			4	*
Dye	1		2		4	3	5	6	*
Food			1	4	3	2	5	6	*
Fungicides/Insecticides/Pesticides	1		2	5	4	3		6	*
Furniture Polish (Water Base)			1	4	3	2	5	6	*
Furniture Polish (Solvent Base)	2	1	3	6	5	4	7	8	*
Furniture Stain	2	1	3	6	5	4	7	8	*
Graphite			1	2					
Grease	1		2	3			4	5	*
Ink	2	1	3	6	5	4	7	8	*
Iodine	1		2	5	4	3	6	7	*
Lipstick	2	1	3	6	5	4	7	8	*
Medicine	2	1	3	6	5	4	7	8	*
Merthiolate			1	4	3	2	5	6	*
Nail Polish	2	1	3				4	5	*
Oil	1		2	4		3		5	*
Paint	2	1	3				4	5	*
Plant Food			1	4	3	2	5	6	*
Rust			2	3	1		4	5	*
Shoe Polish	2	1	3	5		4	6	7	*
Soft Drinks			1	4	3	2	5	6	*
Soot	1		2	3				4	*
Tar	1						2	3	*
Toothpaste			1						
Urine			1		2		3	4	*
Vomit			1	4	3	2	5	6	*