

TAKING GOOD CARE OF YOUR CARPET

To help you keep your carpet in top condition. Please follow our simple guidelines in this leaflet.



Remember, if you vacuum regularly and treat stains immediately, your carpet will keep its beautiful appearance for much longer.

MAINTENANCE

The key to good carpet maintenance is to avoid particles of loose dirt and dust from working their way into the carpet. Vacuum your carpet regularly at least two or three times a week.

VACUUMING

Surface dirt is unavoidable and sometimes unsightly, but dirt that is trampled down between the tufts has an abrasive cutting action that can eventually wear away the fibres. The best way to delay or prevent this destructive wearing action is to give your carpets a regular vacuuming.

New carpets should be vacuumed regularly as soon as they are laid. Virtually all new carpets will shed a small amount of loose fibres and these should be removed by vacuuming as soon as possible. Otherwise the fibres will be walked back into the carpet and can cause a matted appearance.

VACUUMING LOOP PILE

Loop pile carpets should be vacuumed with a cylinder cleaner using the suction head only.

Avoid using beater heads and brushes, particularly on Wool Berbers – they can catch and lift the fibres, cause excessive fluffing and matting, giving the carpet a bobbled or felted appearance.

VACUUMING CUT PILE

Cut pile carpets should be vacuumed with an upright cleaner with a beater bar and brush.

ENTRANCE MATS

Entrance mats and barrier mats will reduce the amount of dirt carried on to your carpets from outside the home, but please remember that these mats must also be cleaned regularly.



SHEDDING

All carpets using a spun yarn will shed excess fibre when first installed. The duration of the shedding of these fibres will vary depending upon the frequency of vacuuming and the type of machine used. This is to be expected and does not mean there is a defect. The short fibres given off, represent a very small fraction of the pile.

PILLING

Pilling can sometimes occur on loop pile carpets. The expression is used to describe little balls of fibres which collect on the surface.

It is similar to the type of pilling which can occur on a sweater. To avoid pilling, vacuum with a cylinder cleaner using the suction head only and restrict the use of rubber soled shoes and pets claws which both act abrasively on the pile surface.

SPROUTING

Occasionally a tuft may protrude above the carpet surface. This is not a manufacturing fault, simply trim this down to the general level of the surrounding carpet with a pair of scissors. NEVER try to pull the tuft out of the carpet.

SHADING & PILE REVERSAL

All cut pile carpets, particularly plain or tonals, are liable to shading; that is to show light and dark patches due to uneven crushing of the surface, commonly known as "pile pressure". Shading is inherent in all pile fabrics. It is not detrimental to the wear of the carpet, nor is it a defect.

Like shading, pile reversal occurs when the pile or nap of the carpet changes direction and thus reflects light at different angles showing the effects of shading which can become permanent. It is also described as 'watermarking'. This can happen to all cut pile carpets and even Oriental and hand-made rugs.

There is no commonly known manufacturing process which can cause or cure this phenomenon and therefore it is not a manufacturing fault.



FLATTENING

All carpets are subject to flattening in varying degrees. Flattening is caused by the compression of the pile by footwear and furniture.

The feet of furniture will create indentations on any carpet, so wherever possible it is advised to use castor cups.

Furniture should not be dragged across a carpet. Try to rearrange your furniture occasionally to avoid uneven wear. Regular vacuuming will help to alleviate flattening, bringing the pile back up to its normal position.

FADING

Today, almost all of the fibres and dyes used in making carpets exhibit excellent properties of colour fastness to sunlight. However, all carpets are subject to a degree of fading with age but this is generally unnoticeable over the years.

Carpets fitted in extremely sunny rooms with large windows can be protected by drawing your curtains or blinds during periods of strong sunlight.

ABRASION

Pet paws, claws, rubber soled shoes and heels can be abrasive on carpets, particularly where use is constantly concentrated to small areas (i.e. in front of armchairs). Move furniture occasionally to avoid any distortion to the carpet pile.

POLE LINE

Occasionally you may see a line running across a newly installed carpet, about one foot in from a wall. This line is not a seam. This mark, known as a "pole mark", results from the carpet being wrapped tightly around a cardboard tube for shipping. The mark will disappear as the carpet becomes acclimatised and is vacuumed. Extra attention to this area during vacuuming will speed the process. For more immediate results, try light steaming of the affected area.



TACKLING STAINS DO IT RIGHT... DO IT QUICKLY!

Accidental spillages on carpets are an unfortunate fact of life and no carpet is totally stain-proof. Remember the golden rule that instant treatment can mean instant cure.

The Golden Rule Is - DO NOT RUB - ALWAYS BLOT to damp dry state

Liquid spills should be soaked up immediately with absorbent tissue, preferably white, or a clean, dry cloth.

Avoid excessive rubbing and always work from the outside edges of the stain into the centre to avoid spreading. Use a blunt knife or spoon to gently scrape away any solids.

For more persistent or unusual stains contact a professional carpet cleaner.



Enjoy 5 years peace of mind with Glasswells' Staingard Carpet protection.

The Staingard Carpet Protection Programme gives you the peace of mind that, if you accidentally spill something on your carpet and you can't remove the stain yourself, one of our national team of professional carpet cleaners will come to your home and attempt to remove the stain for you. What's more - if the spill can't be cleaned, we'll replace your carpet.

Staingard Carpet Protector is a highly advanced formula which is applied to your new carpet. It works by locking onto each carpet fibre to create an invisible, durable shield providing superb resistance to oil and water based spills and also wide ranging anti-bacterial and anti-microbial properties.

This means stains caused by food and drink spills can be easily removed by simple methods even when dried in.

The Staingard Protection Programme gives you peace of mind that your investment is protected and backed by Staingard, one of the UK's leading provider of carpet protection schemes. Full terms and conditions available.

Benefits of Glasswells Staingard protection programme:

- 5 years protection
- Access to a dedicated telephone Claim Line open 24 hours a day
- Replacement provided at the original value
- Access to a nation-wide network of professional technicians
- No excess charge

Summary of the Stain Protection Provided*

- Acids
- Cosmetics
- Shoe Polish
- Ink
- Bleaches
- Caustics
- All Food Stuff & Drink
- Corrosives
- Paint
- Superglue
- Coffee
- Ketchup
- Cola
- Human & Animal Bodily Fluids
- Dyes & Dye Transfer from newspaper print or clothing including Denim

*exclusions do apply, please ask a member of staff for full terms & conditions.