



Caring for your Carpet





Preparing for your new carpet

Preparing for your new carpet can be a bit daunting - you are looking forward to it, but you are also a bit nervous about the disruption to your life. Installing your new carpet need not involve any major trauma, so please take a few minutes to read the tips contained in this booklet. They will help you understand what's happening and will help the installers provide you with the best job. After all, Global Carpets wants your new carpet to look perfect too! And naturally, we would like the installation to proceed as smoothly as possible with the minimum of inconvenience to you and your family.

Furniture Removal

Naturally, the installation of your new carpet will proceed much more smoothly if you have removed the furniture from rooms to be carpeted. Unless otherwise stated on your invoice, no charge has been made for moving furniture. If you require your furniture to be moved please contact your Global Carpets expert well before the day of installation so that this can be arranged.

The moving of furniture will be at an extra charge.

Existing Flooring

If you already have wall to wall carpeting or other floor covering, it will have to be completely removed before the new carpet can be installed. If you wish, we would be happy to provide this service for a modest charge. Vacuum the carpet one last time before removal begins. Make sure all possible windows and doors are open before the carpet and underlay are lifted. Also, make sure the wooden strips (smooth edge) remain in place. Finally, vacuum the exposed floor to properly remove any remaining dust and dirt.

Allergies

Many materials, including some associated with carpet removal and installation, can have a temporary adverse effect on indoor air quality. So make sure there is plenty of ventilation when your old carpet is removed and the new one is installed. We recommend that you open every possible window or door to increase air flow and continue to ventilate the carpeted area for at least 72 hours after installation - even longer if you can.

Dining & Family Rooms

Remove breakables such as vases, lamps, ornaments and dishes. Detach wiring from stereos, television, videos and other electronic equipment. Remove light furniture such as coffee tables, dining room chairs, end tables and planters. Remove or raise low hanging light fittings. Remove books from bookshelves and cutlery, linen etc. from drawers. In most instances, pool tables and pianos require moving by specialists in this field. Remember, items of sentimental value can never be replaced.

Bedrooms

Strip beds and empty water beds. Remove all items from the bottom of any wardrobes to be carpeted. Empty drawers of any units to be moved during the installation.

Kitchen & Laundries

Unless otherwise stated in your quotation, appliances are not removed from service areas. It is your responsibility to arrange the disconnection of dishwashers, washing machines (using a plumber) or stoves (using an electrician). Gas appliances **MUST** be disconnected and reconnected by an authorised gas supplier. The clearance of a dishwasher under a bench unit may be affected by the thickness of a new flooring.

Door clearance

If necessary, our installers will remove and replace doors in the area to be carpeted. However, if the bottom of a door has to be planed to clear the new carpet, you will need to organise a competent tradesman to undertake this work, as our installers do not undertake carpentry work.

Sanding

In some instances sanding of the existing flooring will be necessary. Make sure any fittings and fixtures are protected by plastic sheeting or similar coverings, and seal this area from the rest of the house, to reduce dust damage in other rooms.

Adhesives

On some surfaces, particularly concrete, the installers must use adhesives when laying your new carpet. It is extremely important to ensure that these areas are well ventilated and that small children are kept well clear of these areas.

Storage facilities

As a general rule, our installers will use areas not being carpeted, such as carports, patios and garages, to store materials during the installation period. They will also require access to power for their tools.

Offcuts

After the installation is completed, you may be left with some spare pieces of carpet, some of which may be rather large. This is due to the fact that most carpet is sold in 4 metre widths - so if your rooms are narrower or wider than 4 metres, or if you are carpeting hallways or stairs, there will almost always be a small waste factor.

Skirtings

Modern installation methods can mean that sometimes skirtings may be marked. It is very difficult for installers not to mark skirtings especially if they are freshly painted. It is a good idea to keep some paint on hand to touch up the skirting if required.

Colour changes

The high lustre fabrics available in carpets today often display different colour tones, depending on the direction in which they are laid in a room.

Preparing for your new carpet continued

Scheduling

It does not matter how well prepared you are - the installation of your new carpet will probably cause some inconvenience. Please plan accordingly, particularly if anyone in your family is sensitive to chemicals or is allergy prone. Always try to schedule the installation for a period when these people can be absent or are at least able to leave the immediate area.

Timing

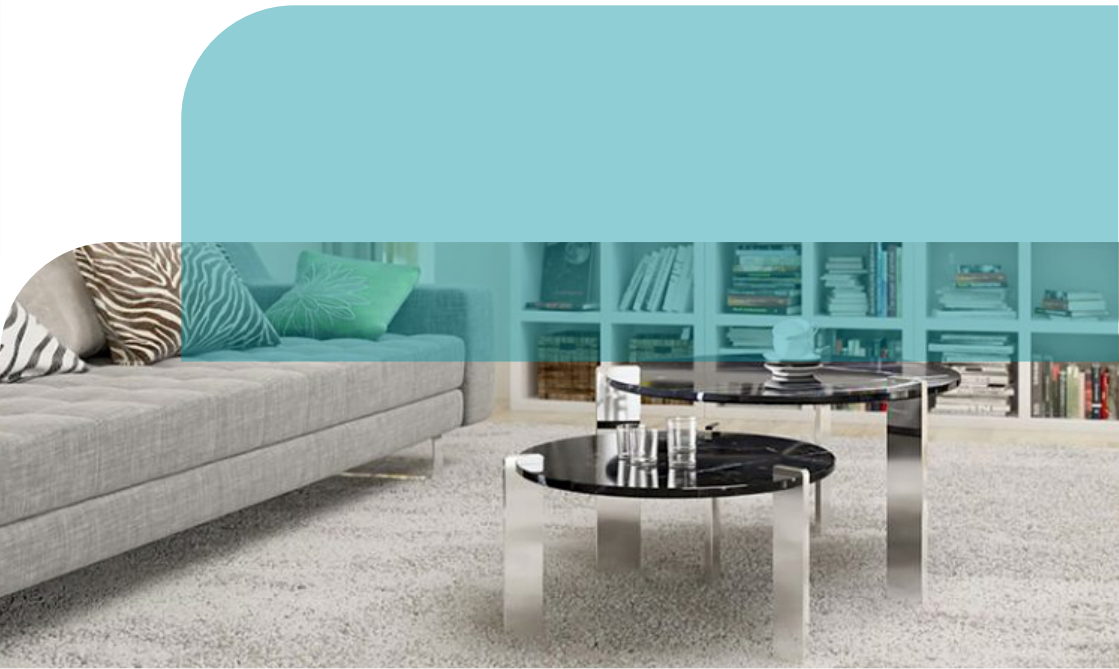
Our installers are trained to provide the most professional installation services possible and most installations are completed in the same day. However, it is not always possible to forecast an exact starting and finishing time for a project.

Levelling floors

Matrixing is a smoothing compound only. It does not level undulating or uneven floor surfaces.

Accounts

Unless prior arrangements have been made, you will be expected to finalise the account with your Global Carpets expert before fitting.



Caring for your new carpet

We have collected our best tips for cleaning, care and general maintenance of your carpet in this easy-to-read booklet. Just follow these simple guidelines and your carpet will perform and look great for years.

Regular care of your carpet

Walking on your carpet is not the only way your carpet wears. Whenever people walk into your home, soil and grit from their shoes (or feet), will be deposited on the carpet and eventually work its way into the pile of your carpet. This dirt and grit actually abrades the carpet fibre, and if left in the pile will prematurely wear out your carpet.

Vacuuming

Regular vacuuming is the key to keeping your new carpet young, fresh, and beautiful. And vacuuming often, especially in the first days after installation, helps dissipate that new carpet smell.

If possible, vacuum heavy traffic areas every day. Less heavily used areas can be maintained with a once-a-week vacuuming. Vacuum about three passes for light cleaning; up to seven passes where there's more soil.

For loop pile carpet, avoid attachments with teeth or ridges. Today's high quality carpets are designed so, even with years of regular use, they will not look dirty. Appearances can be very deceiving. Even though they may look clean they will contain grit and dirt.

Change the scenery

Redistributing the load your carpet bears can lengthen its life. So, rearrange your furniture periodically to give some areas of your carpet a rest.

Professional hot water extraction cleaning

Professional hot water extraction cleaning is recommended by Global Carpets every 12 to 18 months to remove dirt and grit from your carpet.

Another important reason for regular professional cleaning is to remove the dust-mites, bacteria, etc that accumulate in carpet as food specks and human skin cells fall onto your carpet. Hot water extraction cleaning removes bacteria and kills dust mites, and generally refreshes your carpet.

We do not recommend the use of steam mops or other devices on your carpet. Occasional professional cleaning rejuvenates your carpet however constant use of these devices can damage the fibres.

What can you expect from your new carpet?

Seams

In most installations, carpet seams are inevitable. Even though modern heat bonded seams are stronger than the rest of the carpet, they are not invisible. So despite the most professional installation, you will be able to identify the seams. In some instances, because of specific light source or direction of the carpet pile, these may be more visible than others. This is quite normal and no cause for concern. It is also not unusual for joins to peak slightly after installation, this is where the join sits up a little. This peaking generally diminishes over time with traffic.

Shading/tracking

Quality cut pile carpets, particularly those which are plush or near plush, may develop lighter or darker areas depending on the angle from which they are viewed. This phenomenon is generally referred to as shading or watermarking. The causes of shading are not understood and it cannot be accurately predicted or prevented. Shading does not affect the durability of a carpet. Tracking is a normal occurrence in all carpets which is more noticeable in cut piles. It is simply the flattening of the pile over time through traffic and occurs in all soft floor coverings. As these characteristics affect appearance please discuss them with your sales consultant.

Crushing

Your carpet will display crushing in spots where heavy objects have been placed. To raise the pile back to its former height, you will have to do some vigorous brushing. You can also try passing a hot steam iron over the indentations - but bring the iron no closer than six inches above the carpet.

Premature fading

Ireland has some of the harshest conditions in the world for fading. To protect your carpet from fading Global Carpet recommends you have a high quality window film installed in the areas of your home that receive direct sunlight. You should also consider choosing from our fade resistant Invincible range, if this is a concern to you.

Shedding

Wool carpets shed a certain amount of fibre, particularly when they are first laid. This fibre usually goes up the vacuum cleaner, it is perfectly normal and no cause for concern. From time to time with loop pile carpets these fibres tangle and appear as small balls of fluff. Regular vacuuming should remove these.

Sprouting

Do you have a loose tuft that seems to grow above the rest of the carpet surface? If this happens, just snip the end even with the surface. Dont ever yank out long or loose ends! This can permanently damage the carpet.

Rippling

If your carpet is rippling up off the floor, it is probably due to relatively high humidity. This situation usually resolves itself as the carpet settles.

New carpet smell

That new carpet smell is as harmless as a new car smell and is nothing to be concerned about. It usually goes away within a week, sometimes within days. To minimise the odour, be sure to ventilate the area as much as possible. Open the door and windows and use fans to keep the air circulating during installation and for up to 72 hours afterward. Take advantage of your heating or air conditioning fans if you have them. You should also vacuum your carpet often to help remove the odour.

Missing tufts

If a tuft becomes snagged or works loose, just cut it off and let the surrounding yarn fill in the space. Or simply give us a call and we will gladly do it for you.





Oops!! ... when you have a spill

Stain treatment

When the inevitable spill happens, the best thing you can do is act immediately. Once a potential stain is allowed to set, it is much harder to remove. Quality carpets are designed to be as stain resistant as possible and by following simple steps most food and beverage stains can be removed.

Three simple rules: act immediately, never rub the stained area and call a professional to remove difficult or unusual stains.

For liquid stains: apply a dry white kitchen paper towel to blot up the liquid by pressing straight down on the carpet. Do Not Rub.

Repeat until the carpet is dry. If the area is still stained, moisten a white paper towel with warm slightly soapy water and blot. Repeat until the stain has gone. Do a final blot with a dry paper towel. Do Not Rub.

Pressed chamois blocks (Slurpees) are also very useful for blotting up large liquid stains. These are available from most supermarkets.

For solid stains: food etc, scrape the soiled area with the blunt edge of a spoon to remove the material (scrape from the outside edge of the stain towards the centre.) Then apply dry white paper towels as used on liquid stains. Check our Stain Removal Steps on page 19 for cleaning hints and simple cleaning steps.

Other carpet cleaning products

Spray-on carpet shampoo or foam

These are available from your local supermarket. If you have a wool carpet be sure to choose a product that is suitable for wool. Follow the instructions very carefully. All general carpet cleaning products contain solutions that attack the stained area. If left on the stain too long they can remove colour from your carpet. Be especially careful with light coloured carpet.

Dry powder cleaner or fluid

These are also available from most supermarkets. Remember to choose a product that is suitable for wool if you have wool carpet. Dry powder or fluid can be used to remove greasy stains, cosmetics, butter, polish, paint, gravy, etc. Be careful to follow the instructions on the bottle.

Fabric detergent and white vinegar

A mixture of one teaspoon of fabric detergent and one teaspoon of white vinegar mixed in a litre of warm water will help remove grease based stains. Always remember to use small quantities and blot up any remaining moisture using dry white paper towels.

Stain removal steps

Use the following table as a guide when dealing with stains. Follow the cleaning steps listed on the opposite page.

	Wool Carpet Cleaning Steps	Synthetic Carpet Cleaning Steps
Stain Type		
Acne Medication	12	12
Berries	2 1 3 5 1	2 1 3 1
Blood	1 3 1	1 3 1
Butter	2 6	2 6
Chewing Gum	10 11	10 11
Chocolate	2 3 4	2 3 4
Coffee	1 3 1 5 1	1 3 1 9
Cooking Oil	1 6	1 6 3 1
Dyes	2 12	2 3 9 12
Excrement	2 3 1 12	2 3 1 4
Foundationa Mnkeup	2 6	2 6 3 1
Fruit Juice	1 3 1 4 1	1 3 1 4 1
Furniture Polish	1 6	2 6 3 1
Grease	1 6	1 6 3 1
Glue	2 3 1	2 3 1
Icecream	2 3 1	2 3 1
Ink Marker Pen	1 3 5 1	1 6 3 1
Lipstick	6 5 1	6 3 1
Mascara	2 6	6 3 1
Mayonnaise	2 3 1	2 3 1
Milk	1 3 1	1 3 1
Mustard	2 4	2
Nail Polish	7	7
Oil	1 6	1 3 1
Paint - water based	1 3 4 1	1 3 9 1
Paint - oil based	6 12	12
Pot Plant marks	12	12
Rust	6 12	6 12
Shoe Polish	6	6
Tar & Asphalt	6	2 6 3 1
Urine - Fresh	1 3 1 4	1 6
Urine - old stain	12	5 1
Vomit	2 3 12	2 8 1
Wine - Red	1 3 1	1 8 4
Wine - White	1 3 1	1 3 1

Removal Methods

Cleaning Options

- 1 Blot up excess with dry paper towel or similar.
- 2 Scrape solid material off area.
- 3 Blot with paper towel lightly moistened with warm, slightly soapy water.
- 4 Spray with carpet cleaning product and vacuum. Follow instructions on the bottle carefully.
- 5 Blot with paper towel lightly moistened with a mixture of 1 teaspoon fabric detergent, 1 teaspoon white vinegar in 1 litre of warm water.
- 6 Blot with dry cleaning fluid or powder. Follow instructions on the bottle carefully.
- 7 Blot with nail polish remover - using small amounts and only on the stain.
- 8 Blot with paper towel lightly moistened with a mixture of 1 teaspoon of dishwashing liquid and 0.5 litre of warm water.
- 9 Blot with undiluted white vinegar.
- 10 Freeze with ice cubes.
- 11 Vacuum.
- 12 Call your Global Carpet recommended cleaning professional.



Call: 1800 844 854
GlobalCarpets.ie



Global Carpets
bringing the showroom to you