



CARPET INSTALLATION PREPARATION/EXPECTATION

Congratulations on your new carpet purchase. Please read the follow tips carefully and request clarification when needed. These tips will help you be prepared for your new carpet installation. We look forward to a successful installation that will leave you completely satisfied with your new carpet.

Prepare Your Home:

- Determine who will remove and dispose of the existing carpet, cushion, or current flooring. If you are removing the old carpet; please remove all carpet, padding and staples. Leave tack strips and wall molding in place.
- Remove all breakables items such as: vases, lamps, collectables, dishes, framed pictures, etc.
- China cabinets, hutches, and bookcases need to be emptied.
- Make separate arrangements to move pool tables, water beds, grandfather clocks and aquariums. Pianos can be moved by contractor with a separate agreement.
- Detach wiring from TV's computers, and all other electronics. Move all small electronics from work area.
- Closets do not need to be emptied; however, all items need to be removed from closet floor and any items hanging within approx. 3ft of closet floor need to be removed.
- Remove any other hanging items which could obstruct floor installation such as drapes.
- If you are having carpet installed in a bedroom, all bed linens should be removed from bed.
- Please make sure the installer has access to heat, power, light, and ventilation.
- Additional charges may apply if preparations are not completed prior to our arrival for installation.

Day of Installation:

- It is impractical to give you an exact amount of time the install will take since every job is unique.
- Check your new carpet to insure texture, color, and style are correct before the installation. Please note there may be a slight and normal shade variance between store samples and installed product due to production dye lots.
- The new flooring products and adhesive (if applicable) may emit temporary odors and dust. This is normal and will typically dissipate within a short time frame.
- Shedding of loose fibers is common. This is a temporary process and increasing vacuuming will resolve this. Typically, this shedding concludes in 2-8 weeks. The Carpet and Rug Institute (CRI) states that this process can last for as long as a year. For more information please visit carpet-rug.com.

-The installer will gladly remove hinged doors and replace them after the installation. The customer is responsible for trimming doors and raising/lowering baseboard moldings due to any increase/decrease in the finished carpet height. This includes adjustments to any sliding or bi-fold closet doors.

-Scuffing of baseboards, wall paint, and wall paper may occur during a normal installation. Installers will use the utmost caution, however there may need to be minor touch completed by the customer once installation is complete.

-Most installations will have left over material. Please make sure you save some of this product in the event a repair is ever needed at a later date.

-The contract price excludes any unforeseen floor surface defects not apparent during the initial measure. The most common example of this is subfloor with water damage. Additional charges may be incurred as flooring installation proceeds and unforeseen challenges arrive.

Protecting Your Investment and Expectations:

-Please read and understand you dealer supplied manufacturer's warranty. A copy of your warranty can also be found on the Manufacturer's website.

-Avoid tracking dirt onto your new carpet by using a walk-off mat at all entrances. Clean mats weekly.

-Vacuum frequently. Vacuum at least once a week in areas with normal traffic and two-three times per week in heavy traffic areas such as hallways, steps, and other traffic patterns. Follow device instructions for use of proper attachments and height adjustments. Note: Carpets with thick loop pile, frieze, and shag construction may become fuzzy or worn with the use of a beater bar vacuum. It is recommended that the use of a suction-only vacuum be used for these styles. Only purchase vacuums that have a CRI seal of approval. For suggestions to clean Shaw Caress and other ultra soft products please go to <http://caressbyshaw.com/infoevents/common/caress-vacuum-list.pdf> or ask your sales person for a list of approved vacuums.

-Remove spills promptly. No carpet is stain proof, although many are stain resistant, allowing time to act. Prompt attention to spots and spills is essential. Check your warranty for cleaning specifications.

-Prevent contact with household chemicals. Many household chemicals may permanently stain or remove color from your carpet. These are not covered under any type of warranty. These substances include, but are not limited to: bleach, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, dyes, feces, vomit, acids, and oil-based substances.

-Professional Cleaning. The hot water extraction method (steam cleaning) done by a professional is recommended every 6-12 months and required every 24 months by your carpet warranty. Note: A claim cannot be filed on a carpet that is over two years old without proof (dated receipts) of professional cleaning.

-All carpets, over time, will show wear patterns. If it is felt that carpet is showing wear prematurely, please contact the dealer or manufacturer.

-All carpets, over time, will show indentations from furniture. To prevent this from becoming permanent, slightly shift furniture within rooms often.

-All carpets can show footprints. Generally speaking, the shorter and denser the pile, the fewer footprints will be visible.