



How to Maintain and Care for your EarthWerks Carpet

Proper maintenance will help to prolong the life of your carpet, as well as retaining the optimal appearance of your flooring. While no carpet is completely stain proof or resistant to normal wear, your EarthWerks carpet is designed to resist most soil, stains and excessive wear when properly maintained. Be sure to follow recommended guidelines for normal maintenance, professional cleaning, as well as how to address specific stains or spots. Retain original invoice as proof of purchase and all invoices for professional hot water extraction cleaning.

Carpet should be maintained using only a vacuum with the Carpet and Rug Institute Seal of Approval (see www.carpet-rug.org for a list of approved products). Select a vacuum with adjustable height, adjustable motor speed, large wheels, efficient airflow, and beater bar/brush controls.

A regular vacuuming program is essential to properly maintain your carpeting and is the most effective way to remove dry soil, dust, and debris. Carpet should be thoroughly vacuumed in all areas at least twice a week. Medium traffic areas should be vacuumed more frequently, and high traffic areas should be vacuumed daily.

Use of walk off mats at any entrance to the home or uncarpeted areas adjacent to the carpet will help prevent transferring dry soil, dirt, debris, and other foreign matter from being trapped deep in the carpet fiber.

Cleaning your carpets regularly is vital to properly maintain your flooring. Carpet should be professionally cleaned via hot water extraction method by a certified carpet care specialist every 12 to 18 months. Hot water extraction will help remove soil and other residue that may become trapped in the carpet fibers. High traffic areas, such as traffic lanes, doorways, in front of chairs, and entrances to the home may show signs of wear and soil faster than other areas. Cleaning these areas as soon as they begin to show soil will stop dirt from spreading into other areas, which may extend time between professional cleanings.

Preventive Maintenance:

Place walk off mats at exterior entrances and flooring transitions to prevent loose soil and grit from being transferred into carpet.

Furniture coasters must be used on all furniture legs and fixtures to prevent damage to the carpet. Furniture coasters must be used under all wheeled furniture or fixtures. Wheeled furniture should not be in direct contact with carpet while in motion.

Treat spills immediately. Prompt attention will usually prevent a stain from setting. Use only CRI approved carpet cleaning solutions. If not available, plain water often works better than untested carpet cleaners. Never use bleach, tile cleaner, mildew remover or laundry detergent on your carpet. Always use clean white cloth or towel to clean spills or stains.

Use of curtains or blinds is recommended to prevent damage from exposure to direct sunlight.

General Care:

Changes in the appearance of the carpet may appear in high traffic or high use areas due to footfall. This is to be expected under normal use. More frequent vacuuming will aid in retaining the optimal appearance of your carpeting in these areas.

Discoloration or color loss may occur from lack of protection from direct sunlight; use of some stain-resistant treatments, cleaning solutions, or household chemicals; general soiling; stains from non-food or non-beverage substances such as tar, shoe-polish, paint, or dyes. Avoid exposing carpet to these substances and protect from consistent exposure to direct sunlight.

Footprints and vacuum tracking are common in carpet. Carpeting with lower pile will minimize the appearance of both foot traffic and other tracking.

Indentation from furniture or other objects should be expected and may be minimized with the use of furniture coasters.

Shedding of carpet fibers is a normal characteristic of cut-pile carpeting. Regular vacuuming will remove most loose fibers during the first year. Make sure that your vacuum has an adjustable height to properly address differences in carpet pile.

Stains - Wet or dry stains may be spot cleaned with a CRI (Carpet and Rug Institute) approved carpet cleaner, following manufacturer's instructions for use. Always use a clean white cloth or towel when treating stains. If you are treating a wet stain, remove any solids with a spatula first, then blot affected area working toward the middle of the stain with a clean white cloth to absorb moisture (never rub or scrub); finally, treat stain with clean cloth and CRI approved cleaner. If you are treating a dry stain, remove any solid substance using a spatula or small hand brush to break up solids, then vacuum thoroughly; followed with treatment as described above using a CRI approved cleaner. If wicking occurs (reappearance of previously cleaned stains), re-clean the stain using the procedures outlined above.

Wrinkling or buckling may occur after installation. The cause may be related to improper installation, improper or inadequate pad, or environmental conditions. Proper humidity, use of recommended pad and following installation procedures found the CRI Carpet Installation Standards may correct wrinkles in installed carpet.

Remember, damage caused by improper installation, inadequate care, improper maintenance, or improper cleaning products is not covered under the terms of the product warranty. Your EarthWerks carpet requires regular maintenance and professional cleaning. Failure to follow recommended care and maintenance procedures may void your warranty. Receipts documenting product warranty and proof of purchase, professional installation, and regular hot water extraction cleaning by a certified professional will be required should a warranty issue arise.