

RESIDENTIAL
CARPET CARE
INFORMATION





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PROPER INSTALLATION

Proper installation is as important as the original quality and durability of the carpet. Your carpet must be installed by a professional installer following the Lano Carpets' installation manual. Make sure to check the texture, style and colour when the carpet is delivered.

Apparatus for transport

Make sure that only approved transport vehicles, equipped with low pressure pneumatic tires, are allowed on the installed carpet.

CARPET CARE AND GUIDELINES

PREVENTION

Soiling (dirt, dust and abrasive matter) is the greatest threat to carpet. We highly recommend the use walk-off mats at entrances and other areas to protect your carpet. Walk-off mats should be cleaned frequently to prevent them from becoming a source of soiling.

VACUUMING

Most dirt, even dust, has the form of a hard particle and is as abrasive to the pile as sand paper when left in the carpet. The best way to increase the life of your carpet is to vacuum regularly meaning at least once a week in most areas and even daily in medium to high traffic areas. More use means more vacuuming but beware that some vacuums can be aggressive to the pile and damage the surface of the carpet. For cut pile carpets we recommend an upright vacuum cleaner with a cylindrical brushing action, or a cylinder vacuum cleaner with a power brush attachment. However, the exception to this is for carpet with loop textures, shag style and soft qualities as they may become fuzzy or worn with use of the rotating brush. For loop pile carpets, it's best to use a cylinder vacuum cleaner without a brushing action or an upright machine with the brushes raised or turned off.

Height adjustment of the brush is critical and is correct when the brush contacts the pile enough to vibrate the carpet lightly. Keep brushes clean and replace when worn and follow the manufacturer's instructions and change the filter bag when it reaches the "full line".

SPOT AND STAIN REMOVAL

Spills are likely to happen and if you treat spots and stains immediately, they will be easier to remove. However, it is important to note that no carpet is completely stain proof. Certain carpet qualities are stain resistant which allows time for removal. Be aware never to scrub the area because this can cause pile distortion.

Certain products can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, etc can have strong chemicals which discolour or dissolve carpet fibers. Products containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet.

Blot liquids with a dry, white, absorbent cloth or plain white paper towel. To prevent the spill from spreading, please work from the edge of the spot to the center. Continue until no additional spot shows on the cloth or towel.

For food and other non-liquids, start by gently scraping up with a spoon or knife blade and vacuum until completely removed.

If the stain remains, you can treat it with one of the following procedures.

Note: Do not get the carpet too wet. Wetting through to the backing may result in shrinkage, discoloration, odour and delaminating. Never walk on a cleaned area before it has thoroughly dried. Always pretest spot cleaners in an inconspicuous area to make sure that the agent will not damage the carpet.

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

1 Mix 1/2 teaspoon of dish detergent (with no bleach or moisturizer) to 2 cups of mildly warm water. Follow spot cleaning by blotting with clear water.	4 Isopropyl Alcohol	7 Mix 2 tablespoons of household ammonia with 1 cup of water; Follow spot cleaning by blotting with clear water.
2 Warm water rinse: Dampen with mildly warm water and blot the stain	5 3% Hydrogen Peroxide. Follow spot cleaning by blotting with clear water.	8 Nail Polish Remover with Acetone
3 Dry Cleaning Solvent or Citrus Solvent (available in local hardware store or supermarket)	6 Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water.	9 Vacuum

This advice is offered in good faith. No responsibility is accepted for claims arising from the proposed treatments and if stains fail to respond or if you have doubts about what caused the spot and how to remove it, please contact a professional carpet cleaner. It may anyhow be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Beer	1	2
Blood	7	5
Butter	3	7
Candy	1	7 6 4
Carbon Black	9	3 1
Chocolate	3	1 7
Chocolate Milk	3	1 7 6
Chewing Gum	3	
Clay	3	1 6
Cola	1	7 6 5
Coffee	1	6 5

Cologne	1	7 6
Cooking Oil	3	1 7
Cosmetics	8	3 1
Cough Medicine	1	7 6
Cranberry Juice	1	7 5
Crayon	3	1 4
Dye	4	3 2
Egg	1	7 6
Feces	1	7
Felt Marker	8	3 5
Food Dye	4	3 2 7
Fruit Juice	1	7 6
Furniture Dye	8	3 1
Furniture Polish (oil based)	8	3
Glue	3	2
Graphite	9	3 2
Gravy	3	1 7
Grease (black)	3	1
Grease food stains	3	1 7
Hair Shampoo	2	7 4
Hand Cream	3	1 7
Ice Cream	3	1 7
Iodine	3	1 5
Ink	8	3 2
Jelly	1	7 6
Ketchup	1	7 6
Liquor (alcohol)	1	7 6
Make-up	3	1 2
Margarine	3	1 2
Mayonnaise	3	1 7
Milk	3	1 7
Mud	1	2
Mustard	1	6 5
Nail Polish	8	3 1
Oil	3	1
Paint (acrylic)	3	6 2
Paint (oil based)	3	2 1
Paint (water based)	1	7 2
Rust	1	2
Salad Dressing	3	1
Sauces	3	1 7
Shoe Polish (liquid)	3	8 1
Shoe Polish (paste)	3	1
Shoe Polish (wax)	3	1 2
Soft Drinks	1	7 6 5
Syrup	1	7 2
Tea	1	6 2 5
Tomato Juice/Sauce	1	6 2 5
Urine (dry)	1	6 2 5
Urine (wet)	1	7 6
Varnish	3	1
Vegetable Oil	3	1 2
Vinegar	7	2
Vomit	1	7 6
Wax	3	1 6
Wine	1	6 7 5

PROFESSIONAL CLEANING

Periodic professional cleaning is necessary to remove the oil and soil which cannot be removed by vacuuming. The frequency may vary depending on the level and type of traffic and the conditions to which the carpet is exposed. This may range from 6 to 18 months between cleanings.

Professional cleaning should be considered before your carpet begins to show soil. Letting the carpet become excessively soiled will make cleaning more difficult and shorten the carpet's useful life. You must provide your receipt for proof of service.

CARPET APPEARANCE

Even with regular maintenance, some changes in appearance can occur:

Fading

Direct sunlight can cause fading. Protect the carpet with the most appropriate window covering.

Shedding

is an effect of all new carpets, in particular cut-pile qualities, and is not a defect of the carpet. Shedding is caused by the short fibers within the pile that work loose during service, most likely in high traffic areas. The total fiber loss during use is relatively small and the length of time required to eliminate shedding will depend upon the type and amount of vacuuming. Shedding is more apparent in staple products than continuous filament products.

Shading

is not a true colour change but a visual effect as a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. Shading, which is normal in luxurious, cut pile carpet qualities, is not a manufacturer's defect.

Seams

Qualified installers from professional carpet stores know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.

Footprints

Most deep, cut pile carpets will show shoe or foot impressions. A low pile carpet with a denser construction can help minimize this condition.

Pile crush

Crushing is unavoidable and will occur to some degree, mainly in high traffic areas and under the legs of pieces of furniture. Crushing is the compression of the carpet tufts. Vacuuming and gentle brushing of the area with the hand will hasten the recovery.

Tip bloom

Over time, day-to-day foot traffic can cause the tips of cut pile carpet tufts to untwist and open up. This is a normal occurrence.

Static discharge

This can be an annoying problem, especially when your carpet is new. Static discharge is caused because the natural moisture content is removed during manufacturing. When the natural moisture returns, static should greatly subside and also the amount of static will minimize through daily use.

Indoor Air Quality

When properly installed and maintained, Lano Carpets will be a significant part of a safe and healthy interior, providing years of beauty and comfort. Extensive studies showed that carpet is completely safe and non-toxic to humans and pets when properly installed and maintained. Providing ventilation (opened window/door) will diminish and possibly eliminate any initial temporary odours which emit from padding, seam sealers, glue, subfloor treatments and other finishes or components related to the carpet installation process.

