



COURISTAN[®]
The foundation of any great room.

RESIDENTIAL CARPET

Warranty, Care and Maintenance



Thank You

Thank you for your recent purchase of one of our fine Couristan residential carpets. You have selected one of the most exquisite carpets available in the floor covering industry today. From traditional to contemporary, transitional, casual and eco-friendly, Couristan's dedication to quality, luxury and style is right in step with today's most popular color and fashion trends for the home. Not only are we confident that you will be satisfied with your investment, we are also certain that your new carpet will add beauty and comfort to your home for years to come.

Into every Couristan product we weave four key components – trust, style, quality and innovation. This commitment has earned us 97 years of long-standing success in the floor covering industry, while providing our customers with the highest levels of style and design. Couristan selects only the finest premiere wools and synthetic fibers for each and every one of our products, guaranteeing you unmatched quality.

Again, thank you for choosing Couristan. We hope that you enjoy your new purchase and remember to visit us at www.couristan.com to see the new designs we're adding to our assortment everyday.



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COURISTAN RESIDENTIAL CARPET WARRANTY CERTIFICATE

FOR RESIDENTIAL APPLICATION

Couristan provides a one-year limited repair or replacement warranty. Couristan warrants (to the original purchaser) that our carpets will be free from any material or manufacturing fault or defect which would prevent our carpets from giving satisfactory service for a period of one-year from the date of delivery to the original seller. This warranty shall apply only to carpet installed and maintained in accordance with industry standards and excludes any damage caused by normal or extraordinary wear and tear, improper use (such as use on stairs) or maintenance or any damage arising from factors not inherent at the time of purchase. Material and manufacturing defects will be determined by an Authorized Couristan Inspector.

Couristan at its sole discretion will replace, repair, refund or give credit (to the original purchaser) for the proportion of the price for the carpet which fails to comply with this warranty. This warranty shall not apply to defects first notified to Couristan in writing more than one-year after delivery to the original purchaser. Couristan's repair or replacement warranty does not cover certain inherent characteristics in carpet, including but not limited to those described in this booklet, which may affect the product's appearance and/or performance over time.

WARRANTY LIMITATIONS

IMPROPER INSTALLATION

Carpet that is not installed in accordance with industry standards may cause problems within your carpet, such as delamination, buckling and loose tufts in the seam area. We are not responsible for any defects caused by improper installation.

ABNORMAL WEAR OR ACCIDENTS

We do not cover damage resulting from abuse or accidents such as staining, soiling, burning, flooding, cutting, spilling, damage caused by pets or damage caused by improper cleaning methods and materials.

CARPET ON STAIRS IS SUBJECT TO EXCESSIVE WEAR

We are not responsible for damage or appearance changes on carpet installed on stair steps, particularly that which may occur on stair nosing and/or in areas subject to other than ordinary shoe traffic.

SHADING OR PILE PRESSURE

We are not responsible for shading or pile pressure which may affect pile fibers due to varying pressure and traffic on or over the carpet's surface during use. We are not responsible for damage caused by failure to use protective chair pads under chairs with roll casters.

CHANGES IN CARPET COLOR

We do not cover changes in carpet color resulting from external causes, such as fading due to sunlight, ozone or spills of household chemicals and other non-food and non-beverage substances.

DIFFERENCES OF COLOR VARIATIONS

We do not cover minor and normal differences between color and texture of the retail store sample and the true color and texture of the actual carpet. Please note as in all quality carpet, slight variation in color may occur from dye lot to dye lot.





WARRANTY LIMITATIONS

CONTINUED

DAMAGE OR DETERIORATION DUE TO FAILURE TO CARRY OUT RECOMMENDED MAINTENANCE AND REPAIR

Your carpet requires routine maintenance. Please refer to (Page 8) for maintenance recommendations. We are not responsible for problems such as matting, packing, soiling or color loss that results from improper or inadequate maintenance.

MOISTURE PROBLEMS

We do not cover damage such as mold, mildew or separation of carpet backing caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist.

IMPROPER PADDING

Warranty may be voided if improper padding is used. Padding of insufficient density will cause your carpet to wear out prematurely. Please refer to (Page 7) for recommended minimum padding requirements.

REPLACEMENT OF DISCONTINUED CARPET

If your carpet has been discontinued and replacement has been authorized, we will provide a carpet of comparable quality, style and color.

DISCONTINUED MERCHANDISE

This warranty does not apply to any carpet purchased as special merchandise, mill trials, seconds, imperfects, mill ends or remnants, irregulars or below standard price.

USE OF TOPICAL TREATMENTS

Warranty will be voided if topical treatments are used. Topical treatments include any aftermarket soil, stain or insect repellents.

GEOGRAPHIC LOCALE

This warranty applies only in the United States and Canada.

** This warranty extended on Couristan residential carpets is intended for the protection of the initial purchaser and is not transferable to any other party.*

HOW TO FILE A COURISTAN MATERIAL OR MANUFACTURING DEFECT CLAIM

In the event that your Couristan carpet does not meet the standards described in this warranty, you may file a claim by contacting the Authorized Couristan Dealer who sold you the carpet. In order to file a claim, you must provide a copy of the invoice or receipt for the carpet. Show proof of periodic cleaning service. A bill, invoice, or statement showing cleaning service will serve as proof.



CONSUMER INSTALLATION TIPS AND FACTS

Comfort, beauty, warmth -- no other household purchase better communicates the style and tone of your home than carpet; it is an investment that will last a long time. Proper installation and regular maintenance are essential in enhancing your carpet's performance.

Here are a few useful tips and facts to help you preserve your investment:

INSTALLATION

A quality installation is critical to the performance of your carpet and will protect your indoor air quality. When having your carpet installed, obtain the services of an installation contractor who adheres to the Standard for Installation as outlined by the Carpet and Rug Institute. Their standards, (CRI) #104 and #105, for residential installation must be followed in order to qualify for our warranty.





BEFORE INSTALLATION

Have a clear understanding of the services the retailer will provide and be aware of those that you must handle. For example, there may be an additional charge to move your furniture. Discuss with the retailer who will remove the existing carpet and padding and be responsible for disposal. Placement of seams is important; ask that seams be placed in less visible areas. Request that the installer follow the instructions set forth in the Standards for Installation of Residential Carpet, (CRI) #104 and #105, accepted by the industry. Do not expect seams to be invisible.

Before the installers arrive, complete other remodeling projects intended in the room, such as painting and wallpapering. Vacuum the old carpet to avoid the possibility of airborne dust and dirt. After the carpet and cushion are removed, vacuum the sub-floor.

WHEN CARPET IS DELIVERED

Check its texture, color and style; make sure there are no visible defects before installation. Be sure the installer will adhere to the Standard for Installation of Residential Carpet, (CRI) #104 and #105. Among other things, it requires for proper installation that carpet must be power-stretched to minimize wrinkling and rippling. Seam edges must be sealed with appropriate adhesive to prevent delamination and edge ravel.

DURING INSTALLATION

New, thicker carpet may prevent doors from swinging clear and free. The installer will remove the doors and re-hang them if possible. If the doors do not clear, arrange to have them trimmed. It is your responsibility to provide an adequate supply of fresh air during installation. Open windows and doors, use an exhaust fan or operate the fan of your heating or air conditioning system.

AFTER INSTALLATION

Vacuum your carpet to remove loose fibers. You may notice a slight new carpet smell, which should dissipate quickly. Ventilate the area for 48 to 72 hours. If you are

unusually sensitive to odors or allergy-prone, you may want to avoid the installation area during this period. If you have any questions about this, contact your Authorized Couristan Dealer.

In the months following installation, you may notice these characteristics:

SHEDDING

The shedding of loose fibers is normal and should subside with regular vacuuming.

SPROUTING

If a single tuft extends beyond the carpet's surface, simply clip it off. Do not pull it out.

SHADING

Shading (also known as pile reversal) is a common characteristic of fine, cut-pile carpets. Household traffic causes the pile to assume different angles. As a result, the carpet appears darker or lighter in such areas. Frequent and thorough vacuuming will help this condition.

RECOMMENDED PADDING REQUIREMENTS

The padding under your carpet is one of its most important components. Padding is sold by its thickness and density. A pad that is too soft will adversely affect the performance of the carpet. A pad that is too thick interferes with the anchoring of the carpet. In order to qualify for Couristan's repair or replacement warranty you must use a pad within the recommended specifications. For residential installation we recommend a padding of no more than 7/16 inch thick. Residential cut-pile, cut and loop, or high-level loop carpet requires a resilient, firm cushion with a thickness of 7/16 inch or less. In berber carpets, or thinner loop or cut-pile carpets, a thicker, softer cushion is not acceptable. Therefore, cushion thickness should not exceed 3/8 inch.





CARPET CARE AND MAINTENANCE GUIDELINES

The Couristan carpet which you have purchased represents a significant investment and like all quality home furnishings, proper care is required to maintain its beauty. With the correct care and maintenance, you will extend the useful life of your carpet and assure many years of comfort and satisfaction. We recommend that you follow this maintenance guideline section to protect your investment.

Carpet fibers are designed to hide soil and reflect light. Consequently, soil in carpet is not as visible as it is on smooth flooring where soil remains on the surface and is easily seen. The ability of today's carpet fibers to hide soiling is a positive feature. However, the lack of apparent soiling does not eliminate the need for regular cleaning. Soil can damage the fibers permanently if allowed to remain in the pile.

Even with carpet's ability to resist soiling and stains, a regular maintenance program extends the life and appearance of your carpet.

1. VACUUMING - WHY IT'S IMPORTANT

Whether you're cleaning out the spare bedroom or just tidying up around the house, it is important that dirt and dust are removed, not simply moved around or thrown back into the breathing zone. Properly vacuuming carpet is the easiest and most effective way to keep your carpet clean. It may be surprising, but something as simple as regular vacuuming can also have the largest impact on the cleanliness of your home and the air you breathe.

We recommend vacuuming areas often that receive the most traffic, such as hallways, stairs, and exterior entryways in the home. Ideally, vacuum all the floor coverings

** Helpful Hint! Carpets with loop textures vacuum with suction only to avoid damaging the loops.*

a minimum of once a week, and the high-traffic areas more often, based on the usage. If you have pets, you may need to vacuum some areas daily. Removing loose soil while it remains on the carpet's surface is important so that it is not walked into the carpet pile.

Use a vacuum cleaner that effectively removes soil and minimizes generating dust from the filters and around the machine. Shedding, or fluffing, is a natural characteristic of all wool or wool blend pile carpets. Loose bits of natural fiber can appear on the carpets surface and can be removed with gentle vacuuming. Some carpets, especially wool berbers, require a vacuum with very mild or no agitation device (suction only). Improper maintenance or overly aggressive vacuum methods can distort the carpet pile and cause fuzzing.

If you are using a vacuum with a beater bar, height adjustment is critical. Height adjustment is correct when the beater bar contacts the pile enough to vibrate the carpet lightly several inches away from the machine, but not enough to cause significant slowing of the motor. Vacuuming across the traffic pattern occasionally, rather than in traffic direction, will help prevent matting. Change the bags often and check the beater bars for burs and gouges, so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only.

For the best cleaning results, inspect your vacuum periodically to be sure it is functioning properly:

- Keep brushes clean and replace when worn.
- Keep vacuum hoses and attachments free of obstructions that restrict airflow.
- Inspect the vacuum head for rough edges or bent metal that may damage your carpet.
- Inspect belts frequently to make certain they are working properly.

- Always keep a spare belt for replacement as needed.
- Follow the vacuum cleaner manufacturer's instructions and change the filter bag when it reaches the "full line."

2. DEEP CLEANING - WHEN, WHY, & WHO

Daily vacuuming is the most important cleaning activity, but restorative cleaning must be performed to remove stubborn or embedded soil. We recommend that your carpet be cleaned using a restorative cleaning method every 12 months before soiling shows.

Professional Cleaning Services should be considered before your carpet begins to show soil. Letting carpet become excessively soiled will make cleaning more difficult and shorten the carpet's useful life. Obtain recommendations from satisfied friends, carpet retailers, the Better Business Bureau and local business groups for reliable, certified cleaning professionals in your area.

In order to determine the amount and type of cleaning services needed, have a cleaning representative come to your home for a visual inspection. He or she can check the carpet for problem stains or excessively soiled areas that require additional attention. Obtain a written agreement for all work to be performed.

Beware of pricing that is "too good to be true." Professionals should charge only for services that are authorized in writing before cleaning begins. Most cleaning is based on the total number of square feet to be cleaned. Many firms have cleaning specials; however, pricing by the room or low prices quoted over the phone may have hidden restrictions or additional cost add-ons. A reliable firm will tell you the steps needed to clean your carpet and provide a written agreement before work begins. If you question the need for any required add-ons, contact your Authorized Couristan Dealer for assistance.

CLEANING METHODS

There are several acceptable methods of cleaning that produce satisfactory results; however, the key element in all is that you clean your carpet before it becomes too unsightly, cleaning will be easier and more successful. With each method listed, please be sure to contact your Authorized Couristan Dealer prior to cleaning; we highly recommend that these methods be performed by a Professional Carpet Cleaning Service.

Absorbent Pad (Bonnet) Method

The absorbent pad method should be used only by a properly trained cleaning professional. The rotary bonnet method uses a machine similar to a floor buffer with an absorbent spin pad attached to remove the soil. The spin pad absorbs soil onto the pad, and soil is removed when the pad is rinsed. To reduce pile distortion, keep the absorbent pad well lubricated with cleaning solution. Replace pad often to prevent transfer of soil back to the carpet face.



Dry Extraction (Polymer Compound) Method

An absorbent compound saturated with detergents and solvents is brushed in and around the fibers with specially-designed machines or brushes. The compound attaches to the soil particles, and both the soil and compound are then removed by vacuuming.

Dry Foam Extraction Method

In dry foam cleaning, a detergent solution is whipped into a foam and applied to the carpet. The foam is worked into the carpet by a specially-designed machine with reel-type brushes, followed by wet vacuuming. Some machines have their own extraction capabilities while others need thorough vacuuming after the carpet is dry.

Hot Water Extraction Method

This method is sometimes called “steam cleaning.” Areas of heavy use are preconditioned to suspend ground-in soil, then a pressurized cleaning solution is injected into the pile. Suspended soil and solution are immediately extracted. Follow directions carefully and avoid overwetting. Ensure speedy drying by using fans, operating the building air conditioning system (HVAC) in the “on” position and by performing additional drying strokes.

SPOT CLEANING

Stain-resist treatments provided on most carpets are designed to repel most acid-based dyes in many, but not all, foods and beverages. With proper patience and prompt attention, most common household spills can be removed. For successful spot removal, the following suggestions should be followed. It may be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Spot Removal Procedures

Act quickly! Many spills can be removed if immediate action is taken. The longer the delay, the higher the probability of a spill becoming a permanent stain. Complete removal

of many common spills may require repeated use of a single solution, or the use of a combination of solutions. Always use the solutions in the concentrations recommended. Continue using each solution as long as there is noticeable improvement or transfer of the spill. Follow the simple steps carefully, in sequence.

SPOT REMOVAL STEPS

Step One

Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towel. Do not scrub the area! Scrubbing can cause pile distortion in the affected area. Continue to use a dry cloth or paper towels until the area is completely dry.

For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed. If the spot can be identified, locate the substance in this section's Spot Removal Guide and follow the directions carefully.

Step Two

Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye in the carpet. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change or damage to the carpet. If a change occurs, select another cleaning solution.

Step Three

Apply a small amount of the selected cleaning solution to a white cloth, allow it to sit for about 10 minutes and work in gently. Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot, absorbing as much as possible, and repeat if necessary.

Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill. Be patient! Complete removal of the spill may require repeating the same step several times.

Step Four

After the spill has been completely removed, rinse the affected area thoroughly with cold water, and blot with a dry cloth until all solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed. Apply a one-half inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object that will not fade. Continue to change paper towels as needed.

Please Note: Areas of soiling that appear after spot cleaning are most often caused by inadequate removal of spot removal solutions or spills that leave a sticky residue.

DESCRIPTIONS OF SPOT REMOVAL SOLUTIONS

Always use cleaning solutions in the concentration recommended. . . not any stronger. Select a spot removal solution that does not contain optical brighteners that can bleach or discolor fibers.

Dry Cleaning Fluid/Solvent

Use caution when using a dry cleaning fluid or solvent. A nonflammable, spot removal solution is preferred. Transfer to the spot with a white absorbent cloth, not by pouring the fluid directly on the carpet. Direct contact may destroy the backing.

Nail Polish Remover

Use a nail polish remover without conditioners.

Detergent Solution

Mix 1/4 teaspoon of a clear (non bleach, non lanolin, no optical brighteners) dishwashing liquid with 1 cup warm water. Allow the detergent solution to remain on the affected area for 10 to 15 minutes to lift the stain. It may be necessary to rinse with warm water several times to completely remove residues. Never use an automatic dishwasher detergent because many contain bleaching solutions that can destroy the carpet color and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that dye the fiber.



Warm Water Rinse

Warm water should be used in most cases for rinsing.

White Vinegar Solution

Mix 1 cup white vinegar with 1 cup water.

Ammonia Solution

Mix 1 tablespoon of household ammonia with a cup of water. Be aware that ammonia, if used improperly, can cause a color change. Be sure to test a hidden area.

Spot Removal Solutions

Some available carpet cleaning solutions may have a pH higher than 10 and/or optical brighteners which may distort the carpet color. Also, some available carpet cleaning solutions may leave a detergent residue causing carpet to quickly resoil. If you use a carpet cleaning solution, follow the label directions and be sure to rinse, rinse, rinse.

Vacuum

All dry spills should be scraped up with a blunt object and then vacuumed to lift and remove as much of the remaining substance as possible. Pouring any liquid onto a dry spill can create additional problems.

WHAT ABOUT DIFFICULT SPOTS?

Unusual spots and stains may require specialized removal procedures to avoid permanent damage to fibers or dyes. A carpet-cleaning professional may be able to restore the original appearance with special treatments, re-dye the affected area or replace the damaged area.

TYPES OF TREATMENT

1. Cold water
2. Detergent solution or carpet shampoo solution
3. Ammonia solution
4. Solvent
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
6. Vinegar solution
7. Warm water
8. Clear nail polish remover (preferably acetone)
9. Alcohol or Methylated Spirits Mineral Turpentine
10. Rust remover
11. Absorbent powder (e.g. salt, talc or proprietary absorbent powders)
12. Absorbent cleaner (Host®, Dri-Matic® or Capture®)



ORDER OF TREATMENT

SPOT	STEP 1	STEP 2	STEP 3
Alcoholic Beverages	1	2	–
Bleach	1	3	–
Blood	1	2	–
Butter	4	2	–
Candle Wax **	–	–	–
Chewing Gum	5	4	–
Chocolate	2	3	6
Coffee	1	2	4
Colas & Soft Drinks	1	2	–
Cooking Oils	4	2	–
Cream	2	4	–
Egg	2	–	–
Floor Wax	4	2	–
Fruit Juice	1	2	–
Furniture Polish	4	2	3
Gravy and Sauces	7	2	–
Ink (Fountain Pen)	1	2	–
Ink (Ball-point)	4	9	2
Ink (Felt Tip)	7	2	8
Ketchup	7	2	–
Lipstick	4	2	–
Mercurochrome *	2	3	6
Milk	7	4	2
Mustard	2	–	–
Nail Polish	8	4	–
Oil and Grease	4	2	–
Paint (Latex)	1	2	4
Paint (Oil)	9	4	2
Rust	4	2	10
Salad Dressing	2	4	–
Shoe Polish	4	2	–
Soot	4	2	3
Tar	4	–	–
Tea	1	2	4
Urine (Fresh)	1	2	–
Urine (Old)	2	3	6
Vomit	2	–	–
Wine	11	1	2
Unknown Material	4	12	2

* Repeat Step ** Absorbent Paper and Hot Iron

INDOOR/OUTDOOR CARPET CARE AND MAINTENANCE GUIDELINES

REGULAR CARE

Vacuuming

Preferably use a vacuum cleaner with rotating brushes. They are more expensive, but are more efficient at removing dust and dirt. The frequency depends on the use and the degree of dirt in the carpet. Rooms or outdoor spaces with higher usage should be vacuumed more frequently.



Stain Removal

Please read the instructions carefully and always remove the stains as quickly as possible.

- A. **Act Quickly:** Stains should always be removed immediately. Remove the solid particles with a spoon. Then wipe off the stain with a dry absorbing cloth. Define the type of stain to choose the appropriate product in the table. Apply the right amount of product, not too much, not too little. Make sure to rinse the carpet to remove the cleaner and the dirt. Wait until the spot is completely dry before walking over it again.

Stains in the carpet can even be cleaned using bleach (1 part bleach/10 parts water).

B. **First Aid for Stains:**

- A. **Water:** Wipe the stain with a clean white cloth or paper towel. Then treat the stain with a damp cloth and rub until no more dirt shows on the cloth or paper towel.

- B. **Soap:** (1 tablespoon of soap powder in .25 liters of water): Wipe off the stain with a clean cloth or paper towel. Treat the stain with the cloth soaked in soapy water and rub until no more dirt shows on the cloth or paper towel.
Important: Rinse the spot again with clear water and remove the soapy residue with a cloth or paper towel.

- C. **Diluent:** Wipe off the stain with a cloth soaked in diluent until all dirt is removed from the carpet. *Important: Never pour a cleaning agent directly on the stain!*

- D. **Stain Remover:** Wipe off the stain with a cloth soaked in benzene until all dirt is removed from the carpet. *Important: Never pour a cleaning agent directly on the stain!*

- E. **Acetone:** Wipe off the stain with a cloth soaked in acetone until all dirt is removed from the carpet. *Important: Never pour a cleaning agent directly on the stain!*

C. Stains Table.

STAIN TYPES	A	B	C	D	E
BALL - POINT INK				•	
BEER		•			
BLOOD	•				
BUTTER		•		•	
CHOCOLATE		•			
COFFEE	•				
COCOA	•				
CRAYONS/PAINT			•		
FRUIT STAINS	•				
FRUIT JUICE	•				
GRAVY		•			
GREASE				•	
INK		•			
KETCHUP/MUSTARD		•			
LEMONADE	•				
MARGARINE		•			
MILK		•			
NAIL POLISH					•
OILS				•	
RUST		•			
SHOE POLISH		•			
TEA	•				
URINE	•				
VOMIT		•			
WINE		•			

INTENSIVE CLEANING

To preserve the quality and performance of your indoor/outdoor carpet, we recommend that you have it cleaned professionally on a regular basis. The three possible cleaning methods:

- Spraying Extraction
- Powder Cleaning
- Shampooing



Extraction Cleaning

Extraction cleaning is the best way to clean textile floor coverings. You can do this yourself by hiring a specialized extraction cleaning machine, however it is preferable to leave it to a professional who will be familiar with the treatment requested for your type of carpet.

Extraction cleaning uses pure water with added cleaning agents. Dirt is removed as the water is vacuumed out of the carpet.

We recommend that your carpet be rinsed after to ensure removal of any remaining cleaning agents.

Powder Cleaning

This method uses dried powder soaked in cleaner. It is sprinkled on the carpet and worked into the carpet. The surface dirt is absorbed by the cleaner. After evaporation, the powder saturated with dirt is vacuumed. The advantage of this method is that there is no need for drying time. In principle, it is possible to walk on the carpet during cleaning.

Shampooing

This method achieves an effective but careful shampooing through the combination of a special shampoo with soft brushing mechanism and the added air oxygen in the cleaning agent. This creates a relatively dry micro-crystal foam which penetrates deep into the dirt and gives excellent cleaning results.

The shampoo cleans deeply without water and dries to a fine powder with the dissolved dirt, which is simply vacuumed after drying without sticky residues.





CARPET APPEARANCE AND CHARACTERISTICS

We have included the following section in your Warranty, Care and Maintenance Information Booklet to help answer any questions pertaining to common characteristics and appearance changes of carpet. These characteristics usually occur for a short duration and are easily remedied. Further questions can be directed to the Authorized Couristan Dealer in your area.

APPEARANCE RETENTION IN HEAVY-USE AREAS

Carpet in heavily-traveled areas receives the most abuse. The use of small area rugs in front of heavily used chairs or furniture may reduce wear. Remove and clean these while vacuuming the primary carpet or area rug. Move furniture and rotate area rugs to change the traffic flow.

PILE CRUSH

Pile crush is unavoidable and will occur to some degree. It will be most noticeable in high traffic lanes and under the legs of heavy pieces of furniture. More frequent vacuuming will help minimize this condition in heavy traffic areas. Moving your furniture occasionally and the use of casters under the legs of furniture will also help minimize pile crushing. When it does occur, gentle brushing of the area with the hand will hasten the recovery.

DEPRESSIONS

The weight of heavy pieces of furniture can put indentations in carpet. Use furniture glides or casters under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur, spritz the indentations with water in a spray bottle. Hold a hair dryer, set on medium, a few inches above the indentation. As the spot is drying use your fingers to gently work the pile upright and in the opposite direction.

FADING OR COLOR LOSS

Give your carpet the normal protection from direct sunlight that you would give to any colored fabric. Fading can

be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents and other household items.

FILTRATION SOILING

Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface, and sometimes may be attributed to an improperly balanced ventilation system. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet-cleaning professional for assistance.

FLUFFING OR SHEDDING

The balls of fluff found on carpet or in the vacuum cleaner bag are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet's life or quality. Because of the large micron size (>90 microns), these particles are too large to become airborne or respirable (<.4 microns). With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

MATTING

Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified padding or padding failure, can also be the cause. Matting is not considered a manufacturing defect.

ODOR

During and immediately following the installation of new carpet, there may be a slight odor. This is harmless and may result from the removal of your old carpet and cushion, or from the new carpet, cushion, adhesives or seaming tape. Ventilation with fresh air is recommended. Open windows or doors and run the fan of the (HVAC) system for up to 72 hours.

RIPPLES AND BUCKLING

Carpet installed over separate padding must be power-stretched. Improper installation procedures may contribute to rippling and buckling. A carpet installer can usually solve the problem by re-stretching the carpet with a power stretcher.

SHADING, PILE REVERSAL, "WATERMARKING" OR "POOLING"

Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut-pile carpet than in patterned and textured styles. This is not considered a manufacturing defect and is usually permanent and has no known cause. After installation, carpets often appear to change color in certain areas, this phenomena does not involve a true color change, but rather a difference in light reflection between various surface areas. Shading, like on velvet or suede, is considered to be the beauty of a cut-pile carpet and not a manufacturer's defect. The condition occurs due to the difference in light reflection between the sides and the tips of the yarn strands. As the pile surface is disturbed, the yarn sides will reflect more light than the tips, resulting in the highlighting feature so common in today's styles.





SOILING

The secret to maintaining the beauty of your carpet is to vacuum often and conduct restorative cleaning regularly before it becomes excessively soiled. Excessive soiling has a tendency to dull the original color which may be restored after cleaning. In addition to tracked-in soil, greasy or sooty environment pollutants may be deposited on carpet, causing dulling. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, causing it to take on a yellow cast. Frequent cleanings are important to avoid this difficulty. Entry mats that trap soil at exterior entrances, combined with routine cleaning, provide extra protection for all floor coverings.

SPROUTING

Occasionally a yarn tuft will rise above the pile surface of a carpet. Just snip these tufts off to make them level with other tufts. Do not pull them out.

WEAR

Defined as the loss of pile weight or pile fiber (usually 10 percent) due to abrasive wear only. What appears to be wear may be an appearance change in the carpet related to traffic, matting, padding or permanent fiber damage caused by soiling, rather than a loss of fiber (See Matting, Pile Crush).

YELLOWING

Yellowing is caused by a variety of outside influences, such as pollutants from heating fuels, changes in alkalinity, cleaning solutions and atmospheric or environmental contaminants. Not all carpet yellowing can be removed; however, the use of acetic acid (white vinegar), citric acid or tartaric acid is often successful in eradicating many cases of yellowing.

Please note: In some cases, the use of an alkaline detergent solution prior to using one of these acid rinses may cause permanent yellowing. A solution of one part white vinegar mixed with one part water is recommended. If yellowing persists or is widespread, contact a carpet-cleaning professional.

FIBER BENEFITS

BENEFITS OF WOOL

Wool carpets have outstanding easy care properties. Flame resistance, stain resistance and resiliency are characteristics inherent of wool and are not achievable by chemical treatments.

Naturally Flame Retardant

The high moisture content of wool fibers, along with its protein constituents, provide wool carpets with excellent natural flame resistance. Wool fibers will not support combustion, are difficult to ignite and are self-extinguishable.

Naturally Stain Resistant

The surface of a wool fiber is covered by a thin protective membrane which allows wool the ability to shed water. This membrane prevents water from readily penetrating the individual wool fibers. When you consider that 80% of carpet stains are water-based, you begin to realize how important this property is and how much natural protection is built into your wool carpet.

Naturally Resilient

Each wool fiber has a three-dimensional spiralling crimp which gives it natural elasticity. This elasticity means that a wool fiber can stretch up to 30% more than its original length and then bounce back - - like a miniature spring.

Wool is a non-allergenic fiber and does not promote the growth of bacteria or dust mites, or give off chemical emissions.

BENEFITS OF VISCOSE

Because viscose is made from natural materials it offers excellent hygienic properties, which are especially important to products made for popular use. Designed to emulate silk, this value-oriented fiber offers a luxurious appearance that is only matched by its soft and comfortable touch. Strong and durable, viscose's abrasion resistant surface generates low levels of static electricity and is resistant to heat and insects making it the ideal choice for your floors.



BENEFITS OF COURTRON™ POLYPROPYLENE

Couristan's branded Courtron™ polypropylene, represents the world's finest synthetic fiber available in today's floor covering market. Due to its manufacturing process, Courtron™ polypropylene is an extremely comfortable and strong synthetic fiber that resists wear and permanent stains and is resistant to fading and deterioration from chemicals, moisture and mildew. A value-oriented fiber, Courtron™ polypropylene can be easily cleaned and generates low levels of static electricity. Courtron™ polypropylene performs best when heat-set and used in a dense construction. Heat-setting is a process that sets the twist by heat or steam, enabling yarns to hold their twist over time, thus increasing the overall performance and appearance retention of the carpet.



BENEFITS OF NYLON

Nylon is the most widely used carpet fiber. Nylon has good resilience, abrasion retention, and durability and color retention. In addition to showing color brilliantly, this soft, yet incredibly strong fiber, cleans well and is resistant to matting and wear. Generally good for all traffic areas, nylon withstands the weight and movement of furniture. Nylon has excellent performance attributes in all types of carpet constructions.



BENEFITS OF JUTE

Jute is an environmentally-friendly fiber that features a coarse, silky luster due to its heavy texture. This versatile, natural fiber is characterized by its silky texture, high tensile strength, flexibility, and resistance to heat and fire. Jute is a very versatile, adaptable yarn which weaves well, looks and feels good and comes in soothing natural tones. Blending jute with a variety of other fibers such as wool, linen and cotton, allows for more color variations and strengthens this fine natural fiber's durability factor and appearance retention. Jute carpets are best suited for areas in the home such as sitting rooms and bedrooms.

CARPET MAINTENANCE RECORDS

DATE CLEANED	NAME OF CARE PROFESSIONALS	CARPET CARE PRODUCTS USED



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