

FURTHER GUIDANCE

Shedding

All carpets using a spun yarn will shed excess fibre when first installed. The duration of the shedding varies depending on how often you vacuum your carpet and the type of machine used. Shedding is a perfectly natural, and common occurrence and is not considered to be a manufacturing defect. The short fibres lost over time represent a very small fraction of the overall pile.

Flattening

All cut pile carpets of any fibre type will flatten over time, especially in high traffic areas of the home. This can give the appearance of a different shade but is in fact caused by the pile reflecting light differently. It's a normal occurrence and not related to, or detrimental to the performance of the carpet. Regular cleaning and maintenance reduces this significantly.

Indentations

The feet of furniture will create indentations on a carpet or rug. To help reduce marking, regularly move the position of furniture and other heavy objects where possible. To help lift the pile back up, use a coin to gently 'tease' the pile upright.

Long Tufts

After having the carpet fitted, very occasionally you may find a stray tuft extending above the pile surface. Provided your carpet is a cut pile, carefully cut the tuft with sharp scissors to the level of the surrounding pile. This will not affect the look or the durability of the carpet.

Natural Fibres

As a natural fibre, pure new wool is washed and scoured before being spun into carpet yarn. Throughout the manufacturing process wool is always inspected with any natural minor imperfections removed. Even so, fitted wool carpets may, on rare occasions, contain slight traces of the sheep's outdoor environment. If this is the case, we reserve the right to carry out small on-site rectifications. This won't affect your statutory rights.

Pile Reversal

As with shading, this can occur when the pile, or "nap" of the carpet changes direction and reflects light at different angles, creating an effect which can become permanent. Sometimes this is referred to as "water-marking". It may be more apparent on plain carpets, whereas patterned carpets can mask this effect.

There has been a lot of research conducted in this area, without conclusive proof of the causes. For this reason it is not considered to be a manufacturing fault.

Fading

Carpets with high wool content can and do fade over time. This fading is caused by continuous exposure to strong ultra violet (UV) light, which lightens, or bleaches the wool. The speed and extent of fading can vary depending on the colour and the exposure of the carpet. You should always try to reduce the exposure of wool carpets to sunlight, by using curtains, blinds and by moving furniture around regularly.

Pilling

Pilling can sometimes occur on loop pile carpets. The expression is used to describe little balls of fibres which collect on the pile surface - it's similar to the 'bobbling' effect which can occur on a sweater. To avoid pilling, vacuum with a cylinder cleaner using the suction head only. Also try and restrict the use of rubber soled shoes and pets' claws as they can both act abrasively on the pile surface.

Treatments

If you intend to apply stain-guard treatment to your carpets, be cautious. Don't over apply the solution as too much saturation can result in damage to the structure of the carpet.

Please Note: This advice is offered as a service to our customers. Cormar cannot be held liable for any loss, damage or injury arising out of any action taken on the advice given in this leaflet. For more information and to register your warranty, simply visit our website: www.cormarcarpets.co.uk

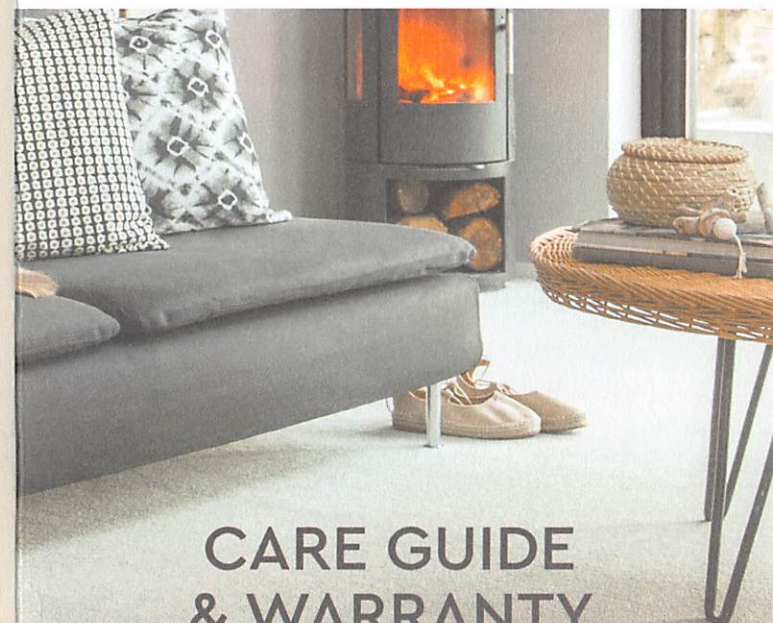
NOTE FOR CARPET FITTERS:

Please don't throw this care guide away... hand it to the customer once you have fitted their carpet, so their guarantee can be registered online at www.cormarcarpets.co.uk.



CORMAR

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CARE GUIDE & WARRANTY REGISTRATION

activate YOUR WARRANTY
ONLINE & GET *the best*
FROM YOUR CARPET



THANK YOU FOR PURCHASING FROM CORMAR CARPET COMPANY

Your carpet has been produced in accordance with the manufacturing traditions of the Cormar Carpet Company. To create all our carpets, we only use materials that meet the highest standards. We strive to make sure all our carpets are made to the finest quality, to look and feel fantastic under-foot and to create the perfect finishing touch to any home. We hope your new Cormar carpet gives you satisfaction for years to come.

For that extra peace of mind, all our carpets come with a range of guarantees and warranties.

To validate your carpet warranty with us, please go online and register at: www.cormarcarpets.co.uk/guarantee

YOUR MANUFACTURING WARRANTY

Your Cormar carpet is covered by a Two Year Manufacturing Guarantee and a Two Year Pile Reversal Guarantee in line with the Carpet Foundation's Code of Practice. This in turn is approved by Trading Standards UK.

If you find a fault with your carpet in the first two years, get in touch with the retailer that you purchased it from. If the issue is a manufacturing defect or due to pile reversal, the retailer will then contact us directly.

STAIN AND WEAR WARRANTIES



In addition to the standard Two Year Manufacturing and Pile Reversal Warranty, some of our carpets carry a 10 Year Stain and a 10 Year Wear Warranty. You can find out the ranges covered under this warranty, at our website www.cormarcarpets.co.uk

All our carpets made from polypropylene yarns carry the Stain Warranty. They can be cleaned with a solution of bleach and have built in resistance to staining, which means you'll be covered against stains from household food and drink spillages. Cleaning instructions are also provided in the section opposite.

To give you that extra peace of mind, the Wear Warranty will cover the carpet for the normal wear associated with household use. This is provided the carpet is regularly and correctly maintained.

CARING FOR YOUR CARPET

Your carpet should complete the perfect look in your home. It will add style, comfort and warmth. Naturally, you'll want the look, feel and enjoyment to last. To help you do just that you'll need to take good care of it, maintain it as well as you can, and clean it properly.

MAINTENANCE

The key to good maintenance is to avoid particles of loose dirt and dust working their way into the carpet pile where they can act abrasively on the fibres and discolour the carpet.

- Vacuum regularly at least 2-3 times a week.
- A large, strong doormat will reduce dirt from outside being spread around the house.
- Removing your shoes at the front door will lessen the impact of everyday wear and tear.
- Avoid where possible, laying light coloured carpets next to external entrances.

VACUUM CLEANING

Man-made fibre and wool carpets should be vacuumed regularly as soon as they are laid.

Loop Pile Carpet

Loop pile carpets should be vacuumed with a cylinder cleaner using the suction head only. Avoid using beater heads and brushes - they will catch and lift the fibres, and eventually this will give our carpet a bobbled or felted appearance.

Cut Pile Carpet

Cut pile carpets should ideally be vacuumed with an upright vacuum cleaner with a beater bar and brush. You can also opt to use a cylinder vacuum cleaner with a similar attachment.

Soft Deep Pile Carpet

We recommend a vacuum cleaner with an adjustable height for soft deep cut pile carpets, to ensure proper airflow over the pile surface, during cleaning.



CLEANING

In a busy house with a young family, pets or plenty of visitors, spills and stains can happen at any time. The good news is that carpets can be cleaned easily and simply by following the recommended guidelines below:

- Tackle spillages and stains immediately, don't leave them until later or allow them to dry.
- Blot away all the liquid stain with a dry kitchen towel or a clean white dry cloth.
- Semi-solid substances should be removed with a plastic spatula.
- Remember to be patient - don't rub vigorously or over-soak.
- Work from outside of the stain inwards to avoid spreading.
- To clean off any remaining stains, blot with a clean, damp cloth soaked in warm water.

For our easy-clean, polypropylene carpets, a solution of bleach and warm water can be used. Simply dilute one part bleach to six parts water.

Note: Do not use this on wool carpets and take care not to over-soak the carpet. Repeat if required or contact a professional cleaner if more persistent stains remain.

