



When it comes to flooring, We've got you covered.

Carpet Care Checklist

- Only install your carpet in appropriate areas of your home.
- Use a professional carpet installer for best results.
- Use a quality carpet pad of the correct thickness and weight.
- Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside.
- Vacuum regularly with a Carpet and Rug Institute Seal of Approval vacuum cleaner.
- Have your carpet professionally cleaned using hot water extraction every 12-18 months to remove soil and residues and prolong the life of your carpet.
- Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel.
- Do not apply heat or hot water to a urine stain.
- Have professionals remove stains caused by markers.
- Only use Carpet and Rug Institute Seal of Approval spot cleaners.
- We recommend vacuuming your carpets at least once a week, and daily in areas of high-traffic use



Pet Stain Removal Procedures

Address all spills and stains as soon as they happen or as soon as they are known to exist. The longer a substance remains on the carpet, the more difficult it can be to remove. Remove any solids deposited on the carpet using a dull knife or similar dull rigid tool. Blot as much of a liquid deposit as possible using white absorbent cloth. Working the edges can prevent spreading. Do not use heat or hot water on a urine deposit, as heat can 'set' this type of stain. Apply a small amount of cold water using a clean cloth or a spray bottle and continue to blot. A solution of clear liquid dish detergent (with no additives such as lanolin, lotion, etc.) and cold water (1/4 tsp detergent to one cup water) can help remove the stain. Apply all cleaning solutions using a spray bottle or a clean cloth. Do not at any point saturate the carpet. Rub lightly in one direction at a time so as to rub further down the individual tufts rather than in a back and forth motion. Do not rub with pressure. Absorb as much of the stain and any applied solution and water as possible using white absorbent cloth and direct weight or pressure or using suction. Allow carpet to dry completely before traffic resumes.

If a pet urine stain has been 'set' or has been allowed to dwell for a period of time prior to being attended to, use a 50/50 clear vinegar and water solution. A 50/50 bleach/water solution in place of or in addition to methods described above may be used. An enzyme cleaner may also be effective on deposits of organic matter such as pet stains.

Repeat any of these procedures as needed.

Completely remove all cleaning chemistry with cold water and blotting or suction.

Residue from cleaning products will attract soil going forward.

Professional cleaning may be required.