

## Carpet buying and care guide

Carpet is a cosy, comfortable and versatile flooring choice.

As well as being suitable for almost any room and available in a whole rainbow of colours and textures, it provides the perfect surface to walk, rest or play on.

Carpet is also a great sound absorber that holds warmth, providing much needed insulation during the UK's chilly winter months.

## Which room?

When choosing a new carpet, it's important to think about which room it will be installed in and therefore how heavy and regular the footfall will be.

For example, a bedroom doesn't see as much foot traffic as stairs or a living room. Therefore, if you choose to splash out on a more luxurious carpet, you may decide on fitting it in your bedroom, safe in the knowledge that it will retain its good looks for longer.

In high use areas, we would always recommend choosing a heavy domestic rated carpet, and you might also consider one with a lifetime stain warranty, depending on your needs.

Speaking of stains, always use a doormat or rug in front of external doorways to avoid discolouration and damage from dirt being tracked through the home from outside.

## What type of carpet do I need?

There are three factors which will each affect a carpet's look, feel and cost. These are the construction type, the carpet weight, and the carpet's fibre composition.

There is no one right answer as to which combination of these factors will result in the best carpet for you. Much will depend on your personal taste as well as your budget. We always recommend speaking with an independent flooring retailer about all of the carpet options available to you. Retailers often offer a home consultation service, where they will survey your sub-floor, measure the space and offer advice on what carpets would best suit your lifestyle.

## Start off on the right foot

Carpets should always be professionally installed.

Choosing the right underlay is vital to prolonging your carpet's life, by providing the cushioning that keeps your carpet comfortable underfoot, reducing noise and increasing heat retention. Underlay is optional for carpets with a fleece or felt backing, which can be useful if renovating on a budget.

However, it is false economy to lay new carpet on old underlay. Always invest in the best underlay you can afford, and it will help your carpet look and feel good for longer.

## Keep it looking good

Once your carpet has been professionally laid, you should expect years of faithful service, as long as you care for it appropriately.

## Keep it looking good (cont.)

Regular vacuuming is important to remove all the dirt that can collect in tufts or loops, helping to retain your carpet's colour and texture.

It is a good idea to give your new carpet a good vacuum as soon as it is laid. Brand-new carpets often look patchy because the tufts have been compressed in different directions during storage and installation. Vacuuming with a power brush attachment will help to restore the fibres to an upright position and give a uniform appearance.

Only use suction vacuum cleaners. This is particularly important if you have a loop pile carpet, as using a vacuum with beater bars can cause it to have a 'felty' appearance.

It's a good idea to deep clean your carpets every so often, either with a steam or carpet cleaner. You can do this yourself (the equipment is easy to hire), or have it done professionally.

Just as with other fittings and furniture, prolonged exposure to sunlight can eventually fade the original colour of a carpet, even though our fibres are resistant to UV light, and some areas of the floor will always be more prone than others. Moving furniture around occasionally can help mitigate this by giving the over-used areas of carpet a rest and help to even up its appearance.

As we mentioned earlier in this guide, placing mats at entrances will also help to prevent dirt being tracked throughout your home.

## Life's little accidents

We know that spills and accidents are an almost inevitable part of life, but with prompt attention and remedial action the damage can usually be reversed or mitigated.

Some general rules are:

- Absorb liquid spills by blotting – never rubbing – with absorbent white cloths or kitchen roll.
- Hard or crusty stains should be loosened where possible. Soft substances should be scooped up with the edge of a spoon and any loose particles vacuumed up.
- Once the offending material has been removed, sponge warm water onto the spill and blot it firmly using a white sponge or cloth and repeat several times, rinsing the sponge or cloth each time.
- Try not to over-wet the carpet and test a small, unobtrusive area first.
- To dry out the carpet, place several layers of kitchen roll on the affected area, place a heavy book on top and leave to dry for between 2 and 4 hours.
- If your carpet is bleach cleanable, you can use a bleach solution to clean using the technique above. The solution should be 1 part bleach to 10 parts water.

## Wear and stain warranties

Please see the warranty page on our website for further information.