

Welcome To Your New Home...



A Guide To Looking After Your Flooring



Designer Contracts
The UK's Largest Flooring Contractor



A GUIDE TO LOOKING AFTER YOUR FLOORING

Now you've moved into your lovely new home, we have included some advice and guidance on how to keep your flooring in the best possible condition.

Your flooring choices have been supplied and fitted by Designer Contracts. With some regular care and attention, and a prompt response to any spillages or stains, all your flooring should remain hard wearing and looking good for many years.

Please remember that the colour shading of any flooring can vary. Every attempt will be made to make sure that the colours in sample books remain consistent with the finished product, but we cannot guarantee that these samples will be an exact match.

CARE FOR YOUR CARPET

The more you look after your carpet, the longer it will stay looking good. To prevent premature wear, regular vacuuming at least twice a week is recommended, and for higher traffic areas you should do this more regularly.



USING THE CORRECT VACUUM

For cut pile carpet, use an upright cleaner with an active beater bar, this will help to loosen and lift dirt from the pile.

For loop pile carpet, use a cylinder cleaner using the suction head to minimise snagging and damage to the pile.

Always refer to the specific instructions on the samples or request this information from your local regional Designer Contracts office.



LOVE YOUR VACUUM

- Use your vacuum regularly to keep your carpets looking good for longer.

UNDERSTANDING YOUR CARPET

Shedding

All carpets with a spun yarn will always shed excess fibres when first installed. These fibres fall onto the surface of the carpet and appear as "fluff" This is to be expected and isn't a fault with the carpet. The fibres can be removed without



detrimental effect and the excess is only a tiny fraction of the total fibre in the carpet.

Shading

This is not a defect and is a natural occurrence with the soft fibres in the pile that create light and dark patches on the carpet.

Pile Reversal

Like shading, this happens when the pile of the carpet lies in different directions causing light and dark patches. It is not a fault and is a characteristic of the carpet generally caused by natural movement and pressure applied. This will not affect the durability or wearing of the carpet.

Protruding Tufts

Occasionally an odd tuft may protrude above the carpet surface. If it is a cut pile carpet, you can simply trim this down to the level of the carpet with a pair of scissors.

They should never be pulled out.

Flattening

All carpets are subject to flattening in varying degrees.

This is not a fault or detrimental to the carpet and is a normal reaction to localised traffic.

Frequent vacuuming will help to alleviate flattening.

Indentations

Indentations will occur when the carpet is subject to heavy loads



such as furniture. These can be minimised by regularly moving the position of the furniture or using caster cups. The pile may recover and often normal maintenance of vacuuming with a rotating beater bar can speed up recovery time.

Pole Marks

A pole mark is a line that may be visible on a new installed carpet, about 30cms in from a wall. This sometimes happens due to the carpet being tightly wrapped around a tube for shipping. This is not a defect or detrimental to the carpet. The line will naturally disappear over time and through regular vacuuming.



CLEANING TOP TIPS

- For small spills, the golden rule is - **act quickly!**
- Always blot, never rub.
- Remove solid materials by scraping up with a spoon or spatula.
- Work from the outside of the spill inwards to prevent spreading.
- Use dry, plain white kitchen roll or a clean dry cloth.
- For those bigger spills, professional advice and cleaning is recommended.
- Never steam clean LVT, laminate, or wood floors.



VINYL & LUXURY VINYL TILE

Day to day care of your floor should consist of sweeping with a soft brush and the occasional wipe with a damp mop or cloth. Never use anything abrasive to clean your floor and avoid using household cleaners and bleach-based detergents, which can leave residue and make the floor slippery and/or cause discoloration. Only use floor cleaners that are recommended by the manufacturer. These can be purchased from Designer Contracts.

Avoid using PVC or rubber backed mats as this may cause discolouration. Use protective felt pads at touch points with furniture and appliances. Avoid dragging or sliding heavy items across your floor. Never steam clean LVT floors.

LAMINATE & WOOD FLOORS

For general cleaning vacuum or sweep your floor with soft bristles regularly. You can gently mop with a slightly damp microfibre mop. Use as little water as possible as too much can cause damage over time. For heavier cleaning, you can use laminate friendly



cleaning solutions as advised by the manufacturer. You can purchase these from Designer Contracts.

Use protective pads at touch points with furniture and appliances. Avoid dragging or sliding heavy items across your floor. Never steam clean laminate or wood floors.



KEEP THE DIRT AT THE DOOR

- The appropriate doormat will help to reduce lots of dirt and moisture being transferred into your home.

CARE & MAINTENANCE

We will expertly install to a professional standard. Should any small installation issue occur they will be almost immediately apparent and will be rectified free of charge.

In the unlikely event that any issues do arise, the work will be done by Designer Contracts. Please note that any issues caused due to local conditions or misuse of the flooring will be chargeable.





More Information on Understanding Your Flooring



Contact Us



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