



**Professional**  
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FLOOR COVERING INC  
An Abbey Design Center

GUIDE TO  
*Flooring*  
MAINTENANCE

Your new flooring represents a substantial investment in your home. An investment that you'll want to keep looking its best for many years to come.



## Easy Care & Upkeep

- **Carpet:** With any floor covering, the best maintenance is preventative maintenance. In the case of carpet, this means regular vacuuming and professional cleaning. Exactly how frequently a carpet should be vacuumed depends on numerous use-related factors. **Generally, we recommend that carpets be vacuumed twice per week overall, and daily in high traffic areas.** On cut pile carpets (“plush,” “velvet,” “saxony,” “frieze”) your vacuum should be set low so that the brushes make a definite contact with the carpet fibers. Using a low setting will shake loose the dirt particles and “lift” the pile to help prevent matting and otherwise improve appearance. For loop style carpets (such as berber), brushes should be set only low enough to make sufficient contact to shake loose particles. Belts, motors, and beater bar brushes should be checked and serviced frequently. Vacuum bags should never be allowed to become more than half full. Frequency of professional cleaning also depends on numerous use-related factors. A good rule of thumb would be to have carpet professionally cleaned every 18 months. See individual manufacturer warranty for specifics.
- **Spills, Spots, and Stains:** Remove solid materials with a carpet cleaning key. Blot spills with clean, white absorbent material such as towels, napkins, or tissues. Press down hard to remove as much liquid as possible.

If a spot removal solvent is necessary, test by applying several drops to an inconspicuous area of the carpet and blot with a clean white cloth. **If color transfers to the cloth or a color change occurs, consult a professional carpet cleaner.** Use cleaning solution sparingly, and always blot, don't rub. Finally, always gently rinse the area with water to remove as much detergent as possible to absorb all remaining moisture. **Incomplete removal will cause area to soil rapidly.** Place towels or tissues over wet area, with weight to absorb moisture. Leave overnight. The next morning the area should be dry, the spot gone. Gently brush up carpet pile.

- **Vinyl:** Most manufacturers have products that your salesperson can recommend to properly care for your floor within your warranty. Your salesperson can also advise you on how to properly move appliances and protect your floors from damage caused by table and chair legs by using felt pads. Do not place rubber backed rugs on top of vinyl floors.
- **Ceramic/Porcelain, Stone & Grout:** After installation of your new ceramic/porcelain floor, you may notice a film residue on your tile. **A regular light duty cleaning is recommended using a diluted solution of tile and grout cleaner, a suds-free cleaner, or any similar cleaning solution.** Use a rag mop or damp sponge and be sure to rinse with clean water for best results. For heavy duty cleaning or for removing heel marks or stubborn stains, follow the methods outlined above using a stronger solution of the products listed and a Scotch-Bright scrub pad. To remove soap scum and hard water deposits use a phosphoric acid cleaner, available at our showroom. Again, for best result, please rinse with clean water.

**After grout has dried 48 to 72 hours, seal all grout joints with grout sealer to reduce maintenance and to retain grout color.** Grout sealer is a below-surface sealer which reduces water penetration for interior and exterior applications. When applying grout sealer to the grout, wipe excess sealer off the face of the tile immediately with a dry paper towel. Grout color may vary from one area to another. Tile and grout dye lots may vary in size and shade. This may affect the width of the grout lines.

**All of these are characteristics of ceramic/porcelain tile and not the responsibility of Professional Floor Covering or the installer.**

Your salesperson can advise you on the proper sealant for your stone. **All stone should be sealed for ease of maintenance.**

Variations in color, shade and grain are inherent characteristics of the stone and are not considered defects.

- **Wood/LVP/Laminate:** Since the various types of wood floors require different methods of cleaning, **Professional Floor Covering can only warrant the product if the recommended method is used.** See your salesperson for the proper maintenance recommendations. Regular sweeping and vacuuming will help to maintain your wood floor. **Denting and surface scratching are natural characteristics of all wood products.** Felt pads help protect your floor from damage. **Expansion and contraction of wood joints will occur with seasonal changes in humidity and are not covered under this warranty.** A home humidifier, as well as a dehumidifier, is recommended, especially with wider plank floor. The proper relative humidity required is between 35-65% year-round.

# Residential Installation Warranty

- **Carpet:** Professional Floor Covering warrants all carpet labor the lifetime of the carpet as long as the purchaser owns the home. This warranty applies to the residential (noncommercial) installation of new carpet purchased and installed from Professional Floor Covering either over our cushion or direct-glued to the customer's floors. Types of services provided at no charge under the terms of this warranty include: remaking of seams which gap, ravel, or fray; re-stretching of carpet which wrinkles; and replacement or repair of transition materials (metals, vinyl strips, etc.) which become loose. **This warranty does not apply to repairs necessitated by abuse, flooding, fire, improper cleaning, or by customers' own repairs or removal of carpet to install stereo wires, cable, phone wires, etc.** Consequential or incidental damages resulting from installation services are not covered by this warranty.
- **Vinyl/LVP/Laminate/Wood/Ceramic:** Professional Floor Covering warrants all vinyl, LVP, laminate, wood, and ceramic flooring labor for a period of (1) year from the date of the original installation. This warranty applies to the residential (non-commercial) installation of vinyl, LVP, laminate, wood, and ceramic purchased from Professional Floor Covering or substrate prepared and/or approved by Professional Floor Covering. This warranty does not apply to installation of vinyl, LVP, laminate, wood, and ceramic flooring installed over customer-installed underlayment or customer-prepared substrate. Types of services provided at no charge under the terms of this warranty include repair or replacement of transition materials (metals, vinyl strips, etc.) which become loose, and removal of bubbles resulting from inadequate application of adhesive (vinyl). **This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, foundation settling, or subfloor movement.** Consequential or incidental damages resulting from installation services are not covered by this warranty.



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