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CARPET OWNER’S MANUAL

CONGRATULATIONS!
ON YOUR WISE PURCHASE OF

CARPET!

Prepared and made available through

World Floor Covering Association
and
The Carpet and Rug Institute
Besides home fashion and durability, carpet also provides sound reduction, thermal insulation, non-slip safety and comfort underfoot. Your purchase will offer you years of beauty, comfort and service when properly installed and maintained. To help you receive full value, it is important that you become familiar with the contents of this manual.

This manual has been prepared by The Carpet and Rug Institute (CRI), the national trade association representing ninety-five percent of the carpet and rug industry manufacturers and suppliers. The CRI serves the industry and consumers with practical, technical, educational and issue-related information. For a catalog on publications available from CRI, visit the website at www.carpet-rug.org, or phone 706-428-2114, or write to: P.O. Box 2048, Dalton, GA 30722-2048. For other carpet information: 706-278-3176.
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RECORDS OF PURCHASE

IMPORTANT: Keep records of your carpet, just as you would any significant purchase in your home or office, for questions or assistance in the future. Consult your dealer for the following information:

- Square Yardage __________________________ Date of Purchase _________
- Carpet Retail Store __________________________
- Salesperson __________________________ Phone # __________________________
- Carpet Brand Name __________________________
- Product/Style Name __________________________ Color __________________________
- Fiber Type __________________________
- Cushion Type __________________________
- Installed by __________________________ Date __________________________
- Warranties __________________________
- Cleaning recommendations from the manufacturer __________________________

BEFORE INSTALLATION

- Installation Guidelines - The installer should follow the installation instructions from the carpet manufacturer or follow the minimum guidelines set forth in the "Residential Installation Standard, CRI 105" ("CRI 104" for commercial installations). These guidelines are available on the CRI website, www.carpet-rug.org.
- Measurement - Each room or area should be carefully measured by the retailer to determine the necessary square yardage. Particular attention should be paid to doors, closets, unusual angles, and seam placement.
- Installation Date - Check and approve the delivery date, the installation date, and the estimated time allowance for the installation since your home will be in slight disarray during installation.
- Furniture Moving - Discuss furniture moving with your retailer. There may be an extra charge to move furniture. Valuable and fragile items should be removed prior to installer’s arrival.
- Seams - Prior to the installation, discuss and approve the location of seams with the salesperson or installer.
- Existing Carpet - Discuss with your retailer who will remove the existing carpet and cushion, what precautions will be taken to minimize the impact on indoor air quality during removal, who will be responsible for disposal, and agree on any applicable charges.
- Inspection - Prior to installation, visually check the carpet to see that it meets order specifications of color, texture, and style and is free of visible defects.
- Vacuum old carpet prior to arrival of installer.
- Power Stretching and seam sealing are essential for wall-to-wall carpet installation, in accordance with manufacturer’s instructions.
- If possible, retain new carpet remnant for future repair.
It is recommended that all the other remodeling intended in the room, such as painting and wallpapering, should be completed before the carpet is installed. When carpet is being installed, there is a possibility that the doors may not clear and swing free. The installer will remove all swinging and closet doors in order to install the carpet and will re-hang them if possible. The installer will not remove sliding pocket doors. If the doors do not clear, arrange to have the doors trimmed.

INSTALLATION

Carpet Cushion
A firm and resilient carpet cushion is necessary to form a good foundation that absorbs the impact of foot traffic. It also increases the insulating and sound reducing benefits of carpet.

Floor Covering Adhesives
Most residential installations do not require a floor covering adhesive. In installations where adhesive is used, ask for low volatile organic compounds (VOC) adhesives to help minimize the impact on indoor air quality.

Prior to Installation
A quality installation can make the difference in your new carpet, provide long-lasting performance, and minimize the impact on the indoor air quality. Confirm that your installer will be using the CRI installation guidelines of CRI 104 (commercial) or 105 (residential).

- Provide fresh air ventilation during removal of the old carpet and cushion.
- Vacuum the old carpet before removal to minimize airborne dirt and dust.

- Vacuum the old pad before removal to minimize airborne dirt and dust.
- Vacuum the bare floor before the new carpet and cushion are installed.

Ventilation During Installation
- During installation, open windows and doors for an adequate supply of fresh air, and operate the fan of your heat or air conditioning system. A distinctive "new carpet" odor may be noticed. It is very important to ventilate with fresh air as much as possible for at least 72 hours to allow VOCs to dissipate more quickly.
- People who are allergy prone or sensitive to odors and chemicals should avoid the area during the removal of the old carpet and the installation of the new carpet, and for 72 hours thereafter.
After Installation

Vacuum immediately after installation to remove loose fibers and other installation debris.

Continue to ventilate for at least 72 hours or longer, if possible, to speed up the removal of VOCs from the area.

CARPET CHARACTERISTICS

After your carpet has been installed, you may notice some characteristics that are common but may need explanation. They include the following:

**Shedding** - Don’t be alarmed if you find loose bits of fiber and lint on your carpet’s surface or in your vacuum cleaner. Normal vacuuming will help to eliminate loose fibers. This does not indicate that your carpet is defective and it will not affect its life or beauty in any way.

**Sprouting and pulled yarn** - A single tuft may be snagged or worked loose from the carpet, or may occasionally occur along walls or at seams. Whenever your carpet “sprouts” a tuft above the surface of the carpet, simply clip it off even with the other tufts. Do not pull any long or loose ends.

**Depressions** may be formed by heavy objects pressing down on the face fiber. These depressions may be removed by gently rubbing the affected area with the edge of a coin or lifting upwards on the tufts while using a steam iron. Do not touch or hold the steam iron too close to the carpet.

**Pile Crushing or Matting** may be caused by heavy traffic or excessive soiling; can be reduced by regular vacuuming. Persistent indentations sometimes may be raised by holding a hot steam iron no closer than six inches over the area while combing or brushing the fibers. Be sure not to touch the steam iron to the carpet.

**Pile Reversal (Shading, Water Marking)** are terms used to describe what seems to be a change in the color in various parts of the carpet. The same area may appear light when viewed from one direction and dark when seen from another. This is caused by light being reflected in different ways as pile fibers are bent in various directions. This is not a product defect, but rather is a quality characteristic of plush carpet.

**Buckling and Wrinkling** may occur in wall to wall carpet. If the ripples persist, call the retailer as it may be necessary to have the carpet professionally restretched.
MAINTENANCE — The Best Vacuum

If your carpet is properly cared for on a regular basis, both soil and wear will be reduced. Vacuuming won’t wear out a carpet, but soil will. If not removed, dirt and grit will become embedded in the pile, resulting in matting and “graying” of the color.

It is essential to vacuum regularly, using a top quality vacuum cleaner with an efficient dust catching bag, to prolong the life of carpet. (Look for vacuum cleaners certified by CRI by visiting the website at www.carpetrug.org. CRI-certified vacuums are tested and approved for superior performance in soil removal, good indoor air quality and carpet appearance retention.) In areas of heavy traffic, it is recommended that carpet be vacuumed three to four times per week. The vacuum cleaner used can help improve indoor air quality. However, a poor quality vacuum cleaner may increase the amount of airborne particles.

There are five important features in a vacuum, which contribute to a healthy indoor environment: dual motors, a powerful air flow, an effective high filtration bag, an internally-housed vacuum bag, and proper brush height adjustment.

The most effective filtration bag is a HEPA bag - High Efficiency Particulate Air filter. A HEPA or other high filtration bag will filter out particles as small as 0.3 microns with 99.9% efficiency.

MAINTENANCE - Dealing with Spills

Much carpet available today has been treated with a stain resistant and a soil retardant treatment. Most spills can be easily cleaned without leaving a permanent stain; however, even carpet with a stain resistant treatment is not “stain proof.” The longer the spill or staining material is allowed to remain on the carpet, the more difficult it may be to remove.

Permanent stains or loss of color may occur as a result of contact with certain household products. Some products, such as beverages, foods, and medicines, contain dyes similar to those used in carpet. Some will change the carpet color gradually, such as acne medicines, while others will dye the carpet fibers almost immediately, such as bleaches, strippers, and hair products.

Permanent stains may occur as a result of contact with insecticides, pesticides, disinfectants, iodine, mustard, oven cleaner, and plant food products. Because these stains cannot be removed, it is important to take preventive measures and not allow contact from these products.

Since spills will happen, have the necessary cleaning materials on hand and ready for use.
Follow these general procedures for emergency stain removal:

- Act quickly when anything is dropped or spilled. Remove spots before they dry.
- Blot liquids with a clean, white, absorbent cloth or paper towel. For semi-solids, scoop up with a rounded spoon. For solids, break up and vacuum out as much as possible.
- Pretest any spot removal agent in an inconspicuous area to make certain it will not damage the carpet or its dyes.
- Apply a small amount of the recommended cleaning solution. Work in gently. Do not scrub. Work from the edges of the spot to the center. Blot thoroughly. Repeat until spot is removed.
- Follow the steps on the Carpet Spot Removal Chart. After each application, absorb as much as possible before proceeding to the next step.
- Repeat with clean water, and blot again to remove any remaining cleaner residue.
- Absorb remaining moisture with layers of white, paper towels, weighted down with a nonstaining glass or ceramic object.
- When completely dry, vacuum or brush the pile to restore the texture.
- If the spot is not completely removed, then contact a professional carpet cleaner.

Carpet Spot Removal Chart

Key to Cleaning Methods

1. Dry Cleaning Fluid - a nonflammable spot removal liquid available in grocery and hardware stores.
2. Nail Polish Remover - Amyl Acetate - often has a banana fragrance. Do not use if it contains acetone.
3. Detergent Solution - Mix 2 cups of cold water and \( \frac{1}{8} \) teaspoon mild liquid detergent (no lanolin, non-bleach).
4. Warm Water - lukewarm tap water.
5. Vinegar Solution - one part WHITE vinegar to one part water.
6. Ammonia Solution - one tablespoon household ammonia to one cup water.
7. Spot Removal Kit - available from retail carpet stores or professional cleaners.
8. Call a Professional - for additional suggestions, special cleaning chemicals, or the ability to patch the area.
9. Vacuum clean
Find the spot/spill source in the first column and read across that row for the correct method to try (see page 5). Try the first method suggested, then the second, and third, etc., until the spot is successfully removed.

**NOTE:** Some spills/spots contain ingredients that may discolor or even damage the carpet fibers or dyes. If you have doubts about what caused the spot and how to remove it, contact a professional carpet cleaner.

For more information about taking care of spots and spills, check out the “Spot Solver” on the CRI website at www.carpet-rug.org.

<table>
<thead>
<tr>
<th>Spot/Spill</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acid</td>
<td>6, 4, 8</td>
</tr>
<tr>
<td>Acne Medication</td>
<td>1, 3, 6, 5, 4, 8</td>
</tr>
<tr>
<td>Alcoholic Beverage</td>
<td>3, 6, 5, 4, 8</td>
</tr>
<tr>
<td>Bleach</td>
<td>3, 4, 8</td>
</tr>
<tr>
<td>Blood</td>
<td>3, 6, 4, 7</td>
</tr>
<tr>
<td>Butter</td>
<td>1, 3, 6, 5, 4, 8</td>
</tr>
<tr>
<td>Candle Wax</td>
<td>1, 8</td>
</tr>
<tr>
<td>Catsup</td>
<td>3, 6, 5, 4, 7, 8</td>
</tr>
<tr>
<td>Cement/Concrete</td>
<td>2, 1, 3, 6, 5, 7, 8</td>
</tr>
<tr>
<td>Chalk</td>
<td>9, 3, 8</td>
</tr>
<tr>
<td>Charcoal</td>
<td>9, 3, 8</td>
</tr>
<tr>
<td>Chewing Gum</td>
<td>1, 8</td>
</tr>
<tr>
<td>Coffee/Tea</td>
<td>3, 5, 4, 7, 8</td>
</tr>
<tr>
<td>Cosmetics</td>
<td>2, 1, 3, 6, 5, 4, 7, 8</td>
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<tr>
<td>Crayon</td>
<td>1, 3, 8</td>
</tr>
<tr>
<td>Drain/Toilet Cleaner</td>
<td>3, 4, 1, 8</td>
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<tr>
<td>Food</td>
<td>3, 6, 4, 8</td>
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<tr>
<td>Fungicides/Insecticides/Pesticides</td>
<td>3, 4, 1, 8</td>
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<tr>
<td>Furniture Polish (Water Base)</td>
<td>3, 4, 1, 6, 7, 8</td>
</tr>
<tr>
<td>Furniture Polish (Solvent Base)</td>
<td>2, 1, 3, 6, 5, 4, 7, 8</td>
</tr>
<tr>
<td>Furniture Stain</td>
<td>2, 1, 3, 6, 5, 4, 7, 8</td>
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<tr>
<td>Graphite</td>
<td>9, 3, 4, 8</td>
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<tr>
<td>Grease</td>
<td>1, 3, 4, 8</td>
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<tr>
<td>Ink - ball point</td>
<td>2, 1, 3, 6, 5, 4, 7, 8</td>
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<tr>
<td>Iodine</td>
<td>1, 3, 6, 5, 4, 8</td>
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<tr>
<td>Lipstick</td>
<td>2, 1, 3, 6, 5, 4, 7</td>
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<tr>
<td>Medicine</td>
<td>2, 1, 3, 6, 5, 4, 7</td>
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<tr>
<td>Mud</td>
<td>3, 4, 8</td>
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<tr>
<td>Nail Polish</td>
<td>2, 1, 3, 8</td>
</tr>
<tr>
<td>Oil</td>
<td>1, 3, 8</td>
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<tr>
<td>Paint, oil base</td>
<td>2, 1, 3, 6, 4, 7, 8</td>
</tr>
<tr>
<td>Plant Food</td>
<td>3, 6, 5, 4, 7, 8</td>
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<tr>
<td>Rust</td>
<td>5, 3, 4, 7, 8</td>
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<tr>
<td>Shoe Polish</td>
<td>2, 1, 3, 6, 4, 7, 8</td>
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<tr>
<td>Soft Drinks</td>
<td>3, 6, 5, 4, 7, 8</td>
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<tr>
<td>Tar</td>
<td>1, 7, 8</td>
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<tr>
<td>Toothpaste</td>
<td>3, 5, 6, 4, 8</td>
</tr>
<tr>
<td>Urine Wet</td>
<td>3, 6, 5, 4, 8</td>
</tr>
<tr>
<td>Urine, Dry</td>
<td>3, 4, 5, 6, 8</td>
</tr>
<tr>
<td>Vomit</td>
<td>3, 6, 5, 4, 7, 8</td>
</tr>
</tbody>
</table>
While vacuuming on a regular basis is essential, consider deep cleaning carpet at least once every twelve to eighteen months. A professional cleaner may be called or you may wish to do it yourself. If the choice is to personally clean the carpet, review the manufacturer’s recommendations so that the method used does not void the warranty.

**Dry Method** - either absorbent compound, absorbent pad, or dry foam method. These methods are minimum-moisture systems that may be applicable for certain types of floorcovering.

**Wet Method** - either a shampoo cleaning or hot water extraction method.

- It is extremely important not to over-wet the carpet. Over-wetting can result in the staining materials bleeding through from the backing. Over-wetting may also promote the growth of mold and mildew on the backing or cushion and may result in wrinkling of the carpet.
- It is necessary to remove furniture or place plastic or aluminum foil under and around the furniture legs to prevent rust or stains.
- Let the carpet dry completely before walking on it. Fans, open windows, and moderate room temperatures will speed up the drying process.
- The carpet and cushion should be thoroughly dried within 12 to 24 hours in order to avoid the possible growth of mold, mildew.

**Professional Cleaning** should be considered for quality cleaning, and for saving time and energy. Call your retailer to see if professional cleaning is offered, or select a cleaner through referrals from satisfied customers, or go to a cleaning association or a franchise to obtain a qualified, certified cleaner.

Some professional cleaners have the capability of cleaning area rugs either in your home or in their own facility.

**IMPORTANT:**

- Be sure that the room is well ventilated with fresh air (open doors and/or windows and use exhaust fans) during and immediately after the cleaning process.
- All methods - it is essential to fully extract all soil, moisture, and cleaning agents from the carpet after each deep cleaning procedure.
IMPORTANT INDOOR AIR QUALITY INFORMATION

Today, indoor air quality has become an important environmental issue to many Americans. We spend ninety percent of our time indoors, at home or at work, often in energy-efficient buildings that lack sufficient fresh air ventilation. Various construction materials, surface finishes, interior furnishings, renovating and cleaning agents, play roles in the quality of indoor air. Many of these materials, including carpet, may emit odor. With fresh air ventilation, most carpet emissions are substantially reduced within 72 hours. This applies to carpet made with natural as well as man made materials. The following common sense precautions are important. Read them carefully.

- The consumer should always ventilate with fresh air during all phases of installation. This includes exhausting to the outside and avoiding recirculation. Most emissions from the installation disappear quickly with adequate air exchange and ventilation.
- Vacuum the old carpet before removal to minimize the amount of dust particles.
  Note: When selecting a new vacuum cleaner, look for units bearing the CRI Indoor Air Quality Program label. This label identifies vacuums that have been tested and meet minimum standards for dust containment, soil removal, and carpet appearance change.
- Vacuum the floor immediately after the old carpet and cushion have been removed.
- Continue operating the ventilation system at normal room temperature for up to 72 hours after installation. If possible, open doors and windows to increase the flow of fresh air.
- If the carpet is to be glued to the floor, use a low-emitting floor covering adhesive. Low-emitting floor covering adhesives may be identified by the CRI Adhesive Program label on the container or by contacting CRI as indicated below.
- If any occupants consider themselves to be unusually sensitive, they may wish to avoid the area or leave the premises while the old carpet is being removed and the new carpet installed.
- If possible, unroll the new carpet in a well-ventilated area for 24 hours or more before installation.

Look for and purchase carpet, cushions, and floor covering installation adhesive products that display the Carpet and Rug Institute (CRI) Indoor Air Quality label. These three “Green Label” indoor air quality testing programs identify the products that have been tested and meet stringent indoor air quality requirements for low emissions. For further information on these programs, plus the CRI vacuum cleaner testing program, visit our website at www.carpet-rug.org.

Standard for Installation of Residential Carpet
CRI - 105 – 2005