

MARTIN | PATRICK | EVAN

EXCEPTIONAL CUSTOM RUGS AND CARPETS

CERTIFICATE OF OWNERSHIP | CARE MANUAL | GUARANTEE



MARTIN | PATRICK | EVAN

CERTIFICATE OF OWNERSHIP

Congratulations on your purchase of a Martin Patrick Evan, Ltd. custom rug or carpet. This Certificate of Ownership serves as your proof of purchase for your numbered one of a kind custom rug or carpet.

Each Martin Patrick Evan, Ltd. custom rug or carpet is crafted with only the finest quality materials, seasoned artisanal labor and attention to detail.

Your unique custom rug or carpet serial number is:

The logo consists of the letters 'MPE' in a white, serif font, centered within a dark blue rectangular box with a thin grey border.

MPE

REGULAR CARPET CARE

This booklet contains detailed and valuable maintenance information developed by the **Carpet and Rug Institute** to ensure the best care and longevity of your purchase so that you may enjoy your rug or carpet as an heirloom for years and generations to come.

Carpet fibers are designed to hide soil and reflect light. Consequently, soil in carpet is not as visible as it is on smooth flooring where soil remains on the surface and is easily seen. The ability of today's carpet fibers to hide soiling is a positive feature for most consumers. However, the lack of apparent soiling does not eliminate the need for regular cleaning. Most dry soil has razor-like edges that abrade carpet fibers, causing light to reflect differently and giving the carpet a dull appearance. Soil can damage the fibers permanently if allowed to remain in the pile.

A regular maintenance program extends the life and appearance of your carpet.

VACUUMING - WHY IT'S IMPORTANT

A good practice is to vacuum high-traffic areas-hallways, stairs, exterior entryways, and paths in the home where there is constant wear – twice per week. Vacuum the entire carpeted area at least once a week.

This removes loose soil still on the surface before it is worked into the carpet pile by foot traffic. Removing embedded soil is more difficult and time consuming than removing surface soil.

To effectively vacuum, push the vacuum cleaner forward several feet with the pile direction in a slow, deliberate motion, and then reverse the direction. Embedded soil is removed more effectively by pulling the vacuum against the pile direction in a slow, deliberate motion.

Vacuum Cleaner Selection

For maximum effectiveness, use a vacuum cleaner with strong enough airflow to penetrate to the backing, removing all particles. The vacuum cleaner should have an enclosed, high filtration bag that limits particles re-circulating into the air. **We strongly recommend that a beater bar attachment not be used on Martin Patrick Evan, Ltd. rugs and carpets.**

- Keep vacuum hoses and attachments free of obstructions that restrict airflow.
- Inspect the vacuum head for rough edges or bent metal that may damage your carpet.

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- Inspect belts frequently to make certain they are working properly.
 - Always keep a spare belt for replacement as needed.
 - Follow the vacuum cleaner manufacturer's instructions, and change the vacuum bag when it becomes more than half full. As the bag becomes full, efficiency is reduced.

DEEP CLEANING - WHEN, WHY, & WHO

Daily vacuuming is the most important cleaning activity, but restorative cleaning must be performed to remove stubborn or embedded soil. Martin Patrick Evan, Ltd. recommends that carpet be cleaned using a restorative cleaning method every 12 months before soiling shows.

Regular extraction cleaning will help carpet maintain its looks. A carpet-cleaning professional is advised.

Professional cleaning services should be considered before your carpet and rugs begin to show soil. Letting carpet and rugs become excessively soiled will make cleaning more difficult and shorten the carpet's useful life.

Get recommendations from satisfied friends, carpet retailers, the Better Business Bureau, and local business groups for reliable, certified cleaning professionals in your area. The carpet-cleaning professional should be trained for the following services: carpet re-dyeing (color repair), fire

and water damage restoration (for water damage they should follow guidelines in the ILCRC *Standard for Professional Water Damage Restoration S500*), in plant cleaning for rugs, odor control (nuisance odors, such as mildew, tobacco and pet), repairs, spot removal, and topical treatments (soil-and stain-resist treatments).

In order to determine the amount and type of cleaning services needed, have the cleaning representative come to your home for a visual inspection. He or she can check the carpet for problem stains or excessively soiled areas that require additional attention. Obtain a written agreement for all work to be performed. Under normal circumstances, there should be no extra charge for moving furniture, preconditioning, and routine spot and stain removal.

Beware of pricing that is “too good to be true.” Professionals should charge only for services that are authorized in writing before cleaning begins. Most cleaning is based on the total number of square feet to be cleaned. Many firms have cleaning specials; however, pricing by the room or low prices quoted over the phone may have hidden restrictions or additional cost add-ons. A reliable firm will tell you the steps needed to clean your carpet and provide a written agreement before work begins.

WHICH CLEANING METHOD FOR VARIOUS FIBERS?

Synthetic fibers can be cleaned by different methods.

When choosing any cleaning method, select cleaning agents sold especially for stain-resistant carpet cleaning, and follow the directions for dilution and application. Never use soap, laundry detergent, automatic dishwasher detergent, or any of the strong household cleaning agents intended for use on hard surfaces, such as woodwork, linoleum, or tile. For best cleaning results, always vacuum the area to be cleaned first and apply a pre-conditioning solution, to begin loosening soil, prior to cleaning. These solutions typically require 8-10 minutes to begin loosening soil.

Natural fibers may require specialized care. Following are general guidelines for these fibers.

Wool fibers can be cleaned using all cleaning methods, although excessive agitation and excessive heat should be avoided. Wool is easily damaged by bleaches and alkalies. Clean wool with neutral detergents (pH 5.0 - 8.0) and dry quickly to limit yellowing or browning.

Cotton and Rayon are cellulosic fibers and may be cleaned using any methods. Most cellulosic fibers are subject to browning if prolonged drying occurs or if alkaline solutions are used. Shrinking may occur if these fibers are over-wet. Avoid excessive agitation.

Silk should be cleaned using a dry cleaning process. These fibers may be damaged by high temperatures, high pH (>9) and sunlight, and will lose strength when wet. The cleaning of silk fibers is best left to carpet-cleaning professionals.

Sisal and other plant fibers include jute, coconut (coir), pineapple, ramie, and hemp, have characteristics similar to cotton and can be cleaned with all cleaning methods. However, dry extraction and dry foam extraction are recommended most often. To limit color change and odor transfer, a pH of less than 7.5 should be used and precautions should be taken to expedite rapid drying. It is best to use a carpet-cleaning professional.

Leather rugs should be conditioned regularly with a leather conditioner such as Lexol brand to maintain moisture and add longevity to the rug. Always apply conditioner to a cloth first and gently rub it into the leather.

CLEANING METHODS FOR RESIDENTIAL CARPET

Dry Extraction – An absorbent compound saturated with detergents and solvents is brushed in and around the fibers with especially designed machines or brushes. The compound attaches to the soil particles, and both the soil and the compound are then removed by vacuuming.

Dry Foam Extraction – A detergent solution is whipped into a foam and applied to the carpet. The foam is worked into the carpet by a specially

designed machine with reel-type brushes, followed by wet vacuuming. Some machines have their own extraction capabilities while others need thorough vacuuming after the carpet is dry.

Hot Water Extraction – Sometimes called “steam-cleaning,” in which areas of heavy use are preconditioned to loosen soil, then a pressurized hot cleaning solution is injected into the pile. Suspended soil and solution are immediately extracted. Follow directions carefully and avoid over-wetting. Ensure speedy drying by performing additional drying strokes with the extractor and by using fans or operating heat/air conditioning system in the “fan only” position.

DO-IT-YOURSELF CLEANING

This may be the economical choice between professional cleanings. For any do-it-yourself cleaning method, the following points are critical.

- Always vacuum first to remove as much dry soil as possible.
- Follow instructions carefully!

Consider the following precautions with a wet-cleaning method:

- Remove furniture from the room before cleaning or, if impractical, place plastic film under and around the legs of chairs, tables, and other furniture to prevent rust or furniture stains from developing on the carpet.
- Use only the recommended cleaning solution strength. Stronger

solutions may cause accelerated re-soiling. Be sure to rinse all detergent from the carpet to prevent accelerated re-soiling.

- Do not over-wet the carpet. Over-wetting may cause separation of the backing, separation of the seams, shrinkage, discoloration, and odor.
- The carpet should be dry within 12 hours. Provide proper ventilation or use fans to accelerate the drying process and exhaust any existing solution-related fragrances.
- Allow the carpet to dry completely before walking on it.

SPOT CLEANING

For successful spot removal, the following suggestions should be followed. For stubborn stains, contact a carpet-cleaning professional for assistance.

Spot Removal Procedures

Complete removal of many common spills may require the use of a single solution repeatedly or the use of a combination of solutions. Always use the solutions in the concentrations recommended. Continue using each solution as long as there is noticeable improvement or transfer of the spill. Follow the simple steps carefully, in sequence.

Act Quickly! The longer the delay, the higher the probability of a spill becoming a permanent stain. Remember, staining is influenced by

many factors, and no carpet is completely stain proof.

Step 1 - Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towels.

Do not scrub the area! Scrubbing can cause pile distortion in the affected area. Continue to use a dry cloth or paper towels until the area is completely dry. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.

If the spot can be identified, locate the substance in the Spot Removal Guide and follow the directions carefully.

Step 2 - Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye in carpet. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change or damage to the carpet. If a change occurs, select another cleaning solution.

Step 3 - After the spill has been completely removed, rinse the affected area thoroughly with cold water, and blot with a dry cloth until all solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed. Apply a one-half inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object that will not fade. Continue to change paper towels as needed.

A dry, absorbent cleaning compound may be used as a substitute to accelerate drying time.

Note: Areas of soiling that appear after spot cleaning are most often caused by inadequate removal of spot removal solution or spills that leave a sticky residue.

USING THE SPOT CLEANING CHART

Find your spot on the list in the following pages. Then, in numerical order, use the cleaning solutions listed. Continue using solution #1 as long as there is improvement in removing spot. If no improvement, proceed to solution #2, solution #3, etc., until the spot is completely removed.

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call A Professional	Vacuum
Clay		2	4	3			5		
Cod Liver Oil	1		2	3			4		
Coffee		1	3	2			4	5	
Coffee with Cream & Sugar	1		2	4	3		5	6	
Cola			1	4	3	2	5	6	
Cologne			1	4	3	2	5	6	
Colored Paper			1	4	3	2	5	6	
Cooking Fat	1	2	3	5		4		6	
Copier Toner								2	1
Copper Corrosion			1	2				3	
Correction Fluid	1							2	
Cosmetics	2	1	3	6	5	4	7	8	
Cough Medicine/Syrup			1	4	3	2	5	6	
Crayon	1		2					3	
Cream	1		2	3				4	
Cream Egg	1		2	5	4	3		6	
Crème de Menthe			1			2		3	
Creosote	1			2				3	
Crepe Paper Dye				2		1		3	
Diaper Stains				1	4	3	2	5	
Dirt				3	4		2	5	1
Discharge			1					2	
Drain Cleaner	3		1	2				4	
Drinks, Mixed			1	2				3	
Driveway Sealer								1	
Dry Type Residue								2	1
Dye	4		1	3		2		5	
Dye, Easter Egg			1	3		2		4	
Egg			1	4	3	2		5	
Eggnog	1		2	4	3			5	
Feces			1	5	4	2	3	6	
Ferrous Sulfide			2	4		3		5	1
Fingernail Polish	2	1	3	4				5	
Fingerprint Dust	4		2	3				5	1
Fish Slime			1	2				3	
Flea/Tick Powder	4		2	3				5	1
Flea/Tick Spray	3			1	2			4	
Food				1	3		2		4
Food Coloring				1	2	3			4
Food Dye	1		2	5	4	3	6	7	
Food Extract				1	2				3
Food Stains, General				1	4	3	2	5	6
Food Stains, Greasy	1		2	5	4	3	6	7	
Fruit/Fruit Juices				1	4	3	2	5	6

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call A Professional	Vacuum
Fungicide	3		1	2				4	
Furniture Dye	2	1	3	6	5	4	7	8	
Furn. Polish, Solvent Base	2	1	3	6	5	4	7	8	
Furn. Polish, Water Base	3		1	2		4	5	6	
Furniture Polish/Wax	1		2					3	
Gasoline	1		2	4	3		5	6	
Gatorade			1	4	3	2	5	6	
Gentian Violet	1		2	3				4	
Glue, Airplane	1		2	3				4	
Glue, Animal			1	3		2		4	
Glue, Carpenters			1	2				3	
Glue, Casein			1	2				3	
Glue, Elmer's			1	2				3	
Glue, Hobby	1		2	3			4	5	
Glue, Household	1		2	3			4	5	
Glue, Latex	1		2	3				4	
Glue, School			1	2				3	
Glue, Vegetable			1	3		2		4	
Glue, white			2	3	1		4	5	
Glycerin	1		2	5	4	3		6	
Glyceryl Gualacolate			1		2			3	
Grape Drink			1	4	3	2	5	6	
Grape Juice			1	4	3	2	5	6	
Graphite			2	3				4	1
Grass	2	1	3	6	5	4	7	8	
Gravy	2	1	3	6	5	4	7	8	
Grease	2	1	3	6	5	4	7	8	
Grease, Vehicle	2	1	3	4			5	6	
Greasy Foods	2	1	3	4				5	
Gum	1							2	
Hair Dye			1	3	2		4	5	
Hair Oil	4	3	1	2				5	
Hair Spray	3		1	2				4	
Hair Tonic	1		2	5	4	3		6	
Hand Cream	1		2	4		3		5	
Ice Cream	1		2	5	4	3		6	
Ink	2	1	3	5		4		6	
Ink, Ball Point	2	1	3	6	5	4	7	8	
Ink, Copying	2	1	3				4	5	
Ink, Dry	2	1	3	5		4		6	
Ink, Fountain Pen	1		2					3	
Ink, Indelible	2	1	3	6	5	4	7	8	
Ink, India	2	1	3	4				5	6
Ink, Marking Pens	2	1	3	4				5	

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Remover Kit	Call A Professional	Vacuum
Oil, Cooking	2	1	3	5		4		6	
Oil, Light Machine	2	1	3	4				5	
Oil, Lubricating	2	1	3	5		4		6	
Oil, Machine	2	1	3	4				5	
Oil, Motor	2	1	3	5		4		6	
Oil, Old	2	1	3	4			5	6	
Oil, Oxidized	2	1	3	5	4		6	7	
Oil, Paint	2	1	3			4	5		
Oil, Petroleum	2	1	3	5		4		6	
Oil, Salad	2	1	3				4	5	
Oil, Vegetable	2	1	3	4				5	
Ointment	1		2	5	4	3		6	
Olives	1		2	5	4	3		6	
Orangeade			1	4	3	2	5	6	
Orange Drink			1	4	3	2	5	6	
Oven Cleaner			2	3	1			4	
Oysters	3		1	2				4	
Paint, Acrylic	2	1		4	3			5	
Paint, Aluminum	1			2				3	
Paint, Enamel	1		3	2				4	
Paint, Finger			1	4	3	2		5	
Paint, Latex Dried			1	3		2	4	5	
Paint, Latex Wet			1	3		2	4	5	
Paint, Oil Base	2	1	3	5		4	6	7	
Paint, Water Base			1	3		2	4	5	
Paint, Water Color			1	3	2		4	5	
Paint Cleaner	2	1	3	5		4		6	
Papier Mache			1					2	
Paste, Library			1	3		2		4	
Peanut Butter	2	1	3	4				5	
Pencil	1			2		3		4	
Perfume			1	4	3	2		5	
Permanent Wave Solution			1	4	3	2		5	
Phenol 1%			1					2	
Photocopier Toner, Dry	2		3	6	4	5		7	1
Pickles, Dill or Sour			1	4	3	2	5	6	
Pimento	1		2	5	4	3	6	7	
Pitch, Tree	1		2	5	4	3	6	7	
Plant Food			1	4	3	2	5	6	
Plaster			1	2				3	
Play-Doh	1		2	3				4	
Potassium Permanganate			1	3	2		5	4	
Potpourri			2	4	3			6	1
Potting Soil	2		3	4				5	1

Toilet Cleaner
 Tomatoes
 Tomato Sauce
 Toothpaste
 Transfer Colors
 Tuna
 Typewriter Ribbon
 Unknown
 Urine, Dry
 Urine, Wet
 Varnish
 Vaseline
 Vesphine
 Vomit
 Water Colors
 Water Stains
 Wax
 Wax, Floor
 Wax, Paraffin
 Whiskey
 Windex
 Wine
 Wood Fillers
 Wood Primers
 Yellowing
 Zinc Oxide

	Dry Cleaning Fluid	Nail Polish Removal	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call A Professional	Vacuum
3		1	2						
		1	4	3	2	5	6		
		1	4	3	2	5	6		
		1	4	2	3		5		
		1	2				3		
1		2	5	4	3	6	7		
1		2	3				4		
2	1	3	6	4	5	7	8		
		1	2	3	4		5		
		1	4	3	2		5		
2	1	3	5		4	6	7		
1		2	3				4		
		1					2		
		1	4	3	2	5	6		
		1	4	3	2	5	6		
		1		2			3		
1		2	4	3		5	6		
1		2	3			4	5		
2	1						3		
		1	4	2	3	5	6		
			2	1		3	4		
		1	4	2	3	5	6		
2	1	3	5		4	6	7		
2	1	3	5		4	6	7		
			2	1			3		
1		2	4	3		5	6		

DESCRIPTION OF SPOT REMOVAL SOLUTIONS

Always use cleaning solutions in the concentration recommended. . . not any stronger. Select a spot removal solution that does not contain optical brighteners that can bleach or discolor fibers.

Dry Cleaning Fluid / Solvent – Use caution when using a dry cleaning fluid or solvent. A non-flammable, spot removal solution is preferred. Transfer to the spot with a cloth or sponge – not by pouring the fluid directly on the carpet. Direct contact may destroy the backing.

Nail Polish Removal – Two types of nail polish removers are available, and one contains acetone, a dry cleaning solvent. Use the same precautions as with any dry cleaning solutions. Do not use the second type containing amylacetate, which is used in many paint, oil and grease removers because it leaves residue that may cause rapid soiling. When using a nonacetone nail polish remover, always rinse the area thoroughly with a dry cleaning solvent.

Detergent Solution – Mix ¼ teaspoon of a clear (nonbleach, nonlanolin, no optical brighteners) dishwashing liquid with 1 cup warm water. Allow the detergent solution to remain for 8 to 10 minutes to lift the stain. It may be necessary to rinse with warm water several times to completely remove residues. Never use an automatic dishwasher detergent because many contain bleaching solutions that can destroy the carpet color

and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that dye the fiber.

Warm Water Rinse - Warm water should be used in most cases for rinsing.

White Vinegar Solution - Mix 1 cup white vinegar with 1 cup water.

Ammonia Solution - Mix 2 tablespoon of household ammonia with 1 cup of water. Be aware that ammonia, if used improperly, can cause a color change. Be sure to test a hidden area.

Spot Removal Kit - (Available at carpet, grocery and department stores). Some commercial spot removal kits contain a detergent solution and a stain-resist solution. Use of the stain-resist solution prior to the complete removal of the spill may cause a permanent stain. Other removal kits contain a dry extraction cleaning compound that can be used for most common household stains. Follow directions carefully!

Call a Professional - Refer to page 3 for guidelines.

Vacuum - All dry spills should be vacuumed to lift and remove as much of the substance as possible. Pouring any liquid onto a dry spill can create additional problems.

WHAT ABOUT DIFFICULT SPOTS?

Unusual spots and stains may require specialized removal procedures to avoid permanent damage to fibers or dyes. A carpet-cleaning professional may be able to restore the original appearance with special treatments, re-dye the affected area, or replace the damaged area.

Animal Urine, Feces, and Vomit - (Use the following procedure only after following the chart.)

Blot the excess liquid and use a rounded spoon to scrape up semi-solids. Apply several applications of water, and then apply a solution of one part white vinegar and one part water. Blot excess liquid and dry rapidly. If the spot remains, apply a detergent solution and blot. Reapply the vinegar solution, and allow it to remain on the spot for about 15 minutes. Blot excess liquid and dry rapidly.

Not all urine stains can be easily removed and may require enzymes (found in pet shops or from veterinarians) to remove the lingering odor.

The preceding treatment is effective on the majority of fresh spots. If a color change takes place, consult a carpet-cleaning professional about possibly re-dyeing the area.

Acid Substances - Strong acids, such as battery acids and some tile-cleaning compounds require prompt action to prevent serious damage

to carpet. First, flush the affected area with water. Using a white absorbent cloth blot up the excess liquid and repeat the process several times until the acid is diluted and washed away. Finally, blot the area with a solution prepared by adding one (1) tablespoon of baking soda to one (1) quart of warm water. Rinse again. Dry the carpet as quickly and thoroughly as possible.

Acne Medications - Benzoyl peroxide is a strong oxidizing solution used in most acne medications and is capable of destroying most carpet dyes. Benzoyl peroxide can be transferred through direct contact of the skin with the carpet, or through the shedding of skin scales containing benzoyl peroxide. Because of a slow reaction time, this chemical will remain on the carpet fibers for months before activation by moisture or humidity. As the chemical reaction continues, the center of the affected area can be bleached white with a pink or orange halo around the outer edges.

To determine if benzoyl peroxide is the cause of a discolored area, apply the suspected medication on a scrap piece of carpet and moisten with tap water. Place the scrap in the microwave for ten to fifteen seconds. This procedure should speed up the chemical reaction time.

Bleaching Solutions - Many household cleaning products contain bleaching ingredients that can destroy carpet color, leaving a white or yellow discoloration.

Blood - To remove blood, use only cool cleaning solutions to prevent setting the stain.

Burns - Burn damage can be remedied only by reweaving, re-tufting, or re-sectioning the damaged area. However, an area of charred carpet can be improved by carefully clipping off blackened ends of tufts, using small, sharp scissors. Trim surrounding tufts to minimize indentations.

Candle Wax or Chewing Gum - Freeze with ice by placing the ice in a metal pan and setting pan on top of wax or gum. Allow to sit for about 10 minutes, until frozen. Break with a blunt instrument (e.g. a knife handle). Vacuum up the pieces. Repeat until removed. Using alcohol, or a dry cleaning solvent on a white absorbent cloth, blot the spot to dissolve the remaining residue and remove with fingers.

Dye Stains - Many beverages, medicines, cosmetics, foods and other liquids contain dyes that can be absorbed into the fibers, making removal very slow or impossible. Follow dye spot-removal procedures on the chart. If removal does not appear to be possible, call a carpet-cleaning professional for advice. Sometimes the stain can be hidden by spot dyeing, re-tufting, or by repairing the affected area.

Ink (Ballpoint Pen) - Follow recommended procedures on the Spot Removal Guide to contain the spill, using rubbing alcohol as the dry cleaning solvent. Rubbing alcohol (90% isopropyl) can be used as a

dry cleaning solvent by applying with a cloth or towel. Do not pour the alcohol directly on the carpet.

Inkjet Cartridge – Blot with dry towel, vacuum residue, blot with isopropyl alcohol; blot with household hydrogen peroxide. (Slight bleaching may occur.)

Insecticides - Never apply directly to carpet unless specified. Most insecticides should be applied to walls and baseboards only. Some insecticides may attack red dyes used in beige carpet leaving the blue and yellow dyes, which together form permanent green colorations.

Mustard - Some mustards contain very strong dyes that are difficult to remove. Quick action will minimize staining. It may be necessary to remove the stained area and insert an undamaged section of carpet.

Optical Brighteners - Any cleaning solution with optical brighteners should not be used to clean carpet because they contain fluorescent dyes that may bleach or discolor carpet fibers. They may exhibit a lavender cast in areas where the solution has been used and can eventually oxidize, causing a yellow discoloration on the fiber.

Plant Foods - Many plant foods contain oxidizing ingredients that alter carpet dyes, leaving green, yellow, or brown discolorations. These stains typically occur near the carpet backing and migrate up the pile fiber.

Rust - Use one part white vinegar and one part water. Using a dry white cloth, dip into solution and dab solution onto affected area. Immediately apply 1/2 inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object (that will not fade). Leave for approximately 30 minutes changing paper towels as needed. Repeat as long as stain is getting lighter. If no change in affected area, call a carpet care professional.

Strong Chemicals - Some cleaning solutions with high alkalinity, such as laundry detergents, may cause yellowing. Products, such as drain and oven cleaners, may cause permanent bleaching of the carpet color.

TROUBLESHOOTING

Appearance Retention in Heavy-Use Areas - Carpet in heavily traveled areas receives the most abuse. The use of small rugs in front of heavily used chairs or furniture may reduce wear. Remove and clean these while vacuuming the primary carpet or rug. Move furniture and reverse area rugs to change the traffic flow.

Crushing - Crushing is the loss of pile thickness due to foot traffic. Regular vacuuming can help reduce crushing. Manufacturers' definitions of crushing may vary.

Depressions - The weight of heavy pieces of furniture can put indentations in carpet. Use furniture glides or cups under the legs of

heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur, spritz the indentations with water in a spray bottle. Hold a hair dryer, set on medium, a few inches above the indentation. As the spot is drying use your fingers to gently work the pile upright and in the opposite direction.

Fading or Color Loss - Give carpet the normal protection from direct sunlight that you give any colored fabric. Fading can be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.

Filtration Soiling - Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents, and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface, and sometimes may be attributed to an improperly balanced ventilation system. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet-cleaning professional for assistance.

Fluffing or Shedding - The balls of fluff found on carpet or in the vacuum cleaner bag, are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet life or quality. Because of the large micron size (>90 microns), these particles are too large to become airborne or respirable (<.4 microns). With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

Matting - Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified cushion or cushion failure, can also be the cause. Matting is not considered a manufacturing defect.

Moth and Beetle Control - Wool and wool-blend carpet made by Martin Patrick Evan, Ltd. is treated to be permanently moth resistant. Carpet and rugs made of man-made fibers are naturally resistant to insects. Synthetic carpet fiber is resistant to beetles, commonly called "carpet beetles," because it is not a food source. However, beetles already in the home may lay eggs in the carpet pile, and hatch in eight to fifteen days. For assistance in removing carpet beetles, contact a professional pest control specialist.

Odor - During and immediately following the installation of new carpet, there may be a slight odor. This is harmless and may result from the removal of your old carpet and cushion, or from the new carpet, cushion, adhesives or seaming tape. Ventilation with fresh air is recommended. Open windows or doors and run the fan of the HVAC system for up to 72 hours.

Ripples and Buckling - Carpet installed over separate cushion must be power stretched. Improper installation procedures may contribute to rippling and buckling. A carpet installer can usually solve the problem by re-stretching the carpet with a power stretcher.

Shading, Pile Reversal, “Watermarking” or “Pooling” - Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet or rug. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut pile carpet than in patterned and textured styles. This is not considered a manufacturing defect and is usually permanent and has no known cause.

Soiling - The secret to maintaining the beauty of your carpet is to vacuum often and conduct restorative cleaning regularly before it becomes excessively soiled. Excessive soiling has a tendency to dull the original color which may be restored after cleaning.

In addition to tracked-in soil, greasy, sooty, environment pollutants may be deposited on carpet, causing dulling. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, causing them to take on a yellow cast. Frequent cleanings are important to avoid this difficulty. Entry mats that trap soil at exterior entrances, combined with routine cleaning, provide extra protection for all floor coverings.

Sprouting - Occasionally a yarn tuft will rise above the pile surface of a carpet. Just snip these tufts off level with other tufts. Do not pull them out.

Topical Treatments - The use of topical treatments without the

expressed approval of Martin Patrick Evan, Ltd. prior to application may void applicable warranties. Topical treatments include soil retardants, stain repellents, anti-static treatments, anti-microbials, deodorizers, and de-foamers.

Wear - "Wear" is defined as the loss of pile weight or pile fiber (usually 10 percent) due to abrasive wear only. What appears to be wear may be an appearance change in the carpet related to traffic, matting, cushion, or permanent fiber damage caused by soiling, rather than a loss of fiber (See Matting, Crushing).

Yellowing - Yellowing is caused by a variety of outside influences, such as pollutants from heating fuels, changes in alkalinity, cleaning solutions, and atmospheric or environmental contaminants. Not all carpet yellowing can be removed; however, the use of acetic acid (white vinegar), citrus acid, or tartaric acid is often successful in eradicating many cases of yellowing.

Please note: In some cases, the use of an alkaline detergent solution prior to using one of these acid rinses may cause permanent yellowing. A solution of one part white vinegar mixed with one part water is recommended. If yellowing persists or is widespread, contact a carpet-cleaning professional.

GUARANTEE:

Martin Patrick Evan, Ltd. warrants its products to be free from manufacturing defects for a period of one year from the date of installation, provided that it is notified in writing of any such defects within the one year warranty period.

Installation workmanship is warranted to be free from faults for a period of ninety days from the date of installation, provided that Martin Patrick Evan, Ltd. is notified in writing of any faulty workmanship within such ninety day period and is given an opportunity to promptly correct the same.

Martin Patrick Evan, Ltd. shall not be responsible for any of its products worked upon or altered in any way by others who are not actual subcontractors of Martin Patrick Evan, Ltd.



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