

CARPET INSTALLATION GUIDE

Professional installation is a must. Putting carpet in your home correctly will help your home to look its best and ensure that you get the most use from your new flooring. It is important that all carpet is professionally installed in accordance with the Australian Standards Association Carpet Installation Recommendations AS2455-1995. Don't forget underlay. Carpet should be installed on new underlay that is compatible with the quality and use of your new carpet.

PREPARING YOUR HOME

Don't forget to get yourself ready when it's time for the carpet to arrive.

Make sure you have made arrangements for the take up and disposal of your old carpet.

You'll also need to shift your furniture out of the way to allow the carpet to be installed.

Ensure that you can provide the easiest access for your carpet delivery.

If the outside area is muddy, it's a great idea to provide an area for cleaning shoes

If you are laying carpet in a new house check that it is ready to go ie. the power is on, the floor is clean, painted surfaces are dry, tiling is complete etc.

PUTTING THE CARPET IN

1. Check the underlay, trims, colour and style are what you have purchased.
2. Now for the skills and artistry of the carpet layer. They should do the following:
 - All carpets should be power stretched, otherwise bubbling and wrinkling will occur.
 - Seam adhesive must be used for all seams.
 - Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance.
 - Generally seams should run in the same direction as most foot traffic.
 - On stairways the pile should sweep down.
 - Extra, hidden carpet should be folded back at the top and bottom of stairs so that as the edges of the tread are worn, the carpet can be moved to hide the wear.
3. The carpet layer has finished and, at first glance, it looks great. You need to check it over though, just to be sure. Before the carpet layer leaves your property inspect the laid carpet for faults and check that no damage has been caused during installation.

AFTER CARE

After your carpet is laid, vacuum lightly and frequently in the first week to remove surface lint dust and fluff. For more information on maintaining your new carpet, please see our carpet maintenance guide.

All carpets must be installed in accordance with AS/NZS 2455.1:2007 "Textile floor coverings - Installation Practice - General" standard and the Godfrey Hirst Carpets Installation recommendations as set out below.

Installers - insist on trained professional tradesmen to install your carpet.

Check first - Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot. Once a roll has been cut, claims will generally not be accepted for these issues.

Power Stretching - All carpets must be power stretched. Bubbling and wrinkling may occur if carpet is not adequately power stretched during installation.

Seams – Seam adhesive (sealer) must be used for all seams, width wise and length wise in all installations. Use a solvent based seam seal adhesive on direct glue down applications. On conventional installations use a latex based seam seal adhesive. If the seams are not permanently bonded together the carpet may unravel and begin to break down at the edges, causing premature wear. Poorly bonded seams are NOT the responsibility of Godfrey Hirst Carpets.

Pile Direction - Carpet pile should run in the same direction throughout the installation, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally, seams should run in the same direction as most foot traffic. Seams should be avoided in high traffic areas and kept as far away from windows as possible, to avoid light falling across the seam making it appear more obvious. Ask the installer where they plan to place seams and cross joins before the carpet is cut.

Stairs - On stairways, the pile should sweep down. A little hidden extra carpet should be folded back at the top and bottom of stairs so as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to replace carpet on stairways is recommended.

Underlay - Underlay and carpet are designed to work together as a complete flooring system. Generally, a quality underlay will extend the life of your carpet while giving better resilience and comfort. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS4288 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet. Failure to have your carpet installed correctly is not the responsibility of Godfrey Hirst Carpets.

Wrinkling (or Rucking) - Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay or not using the recommended installation procedures, in particular failing to use a power stretcher. A competent installer can usually correct this problem.

The Carpet Care Programme - Your carpet represents a substantial investment and like your other furnishings, requires proper care to ensure that you will enjoy the quality of a Godfrey Hirst carpet for years to come.

Pets - Pets can damage tufts by scratching at the carpet pile. This can be rectified by sewing back the missing tufts by hand. Re-tufting can also be a satisfactory way of repairing severe cigarette burns or other small areas of damage. To provide spare tufting yarn for this process, it is a very good idea to keep a small piece of your carpet aside. Invest wisely in your home.

Preventative Measures.

1. Use new, quality underlay under your carpet - particularly on stairs. Good underlay not only provides resilience under foot, but it can also add to the life of your carpet. We do not recommend installing carpet over carpet (i.e. using old carpet as underlay).
2. When moving heavy wheeled furniture (pianos, buffets, etc), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.
3. If you use rugs over your carpet, be sure to remove and clean them regularly. Clean and restore the carpet underneath too. Be certain to check area rugs for colourfastness before putting them back, as the dyes in some rugs may bleed through onto the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.
4. Door mats – place mats at all exterior doorways and entrances to carpeted areas to trap dirt and moisture from shoes. Clean mats regularly.
5. Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.
6. Protect your carpet from prolonged periods of direct sunlight with curtains, blinds or awnings.
7. Even though some carpets are deemed suitable for use on stairs, it is possible pile distortion (or flattening) will occur over time on the stair nosing and tread area.

Moths and Carpet Beetles.

All Godfrey Hirst carpets have insect resistant treatments applied during manufacture. However, moths/beetles in some areas have developed a tolerance to treatments. Good housekeeping is essential to control textile pests. Regular vacuuming along the skirting, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be a minor infestation thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended you contract a professional pest control operator.

Stains vs Soiling.

There is often confusion about the difference between staining and soiling. The majority of stain complaints are actually soil related. For example, many sugar-based spills such as soft drinks and coffee can leave a sugar residue after removal if not rinsed out and dried properly. This sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area appears to be a stain. The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with plain water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing the spill. Note: Do not scrub/rub your carpet. Always 'dab' your carpet with a white paper towel or cloth.

Regular Vacuuming.

The most important step in caring for your carpet is vacuuming with a good quality vacuum cleaner which will remove hidden dirt and particles embedded in the pile. After your carpet is installed, vacuum lightly and frequently in the first week to remove surface lint, dust and fluff. After the first week, a light vacuum is recommended at least twice a week and a thorough vacuum weekly. This is particularly important for high traffic areas. Keep in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres.

Steam Cleaning.

Carpet should be steam cleaned every one to two years - depending on the usage and colour. It is important to use a reputable professional steam cleaning company who operates in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733-1995. Shampooing, do-it-yourself steam cleaning or dry cleaning is not recommended.