

**HOME
CARPET
ONE** 



YOUR INSTALLATION GUIDE

We want your flooring installation to go smoothly.
This guide will help you prepare for your new carpeting.

Are you ready to have your new carpet installed?

INTRODUCTION

We are thrilled that you have selected Home Carpet One for your carpet project. This guide is intended to both help you prepare for the installation and to explain certain characteristics of certain types of carpets and installations. In our experience, customer satisfaction is much higher if you fully understand what to expect from the product you have purchased. Perhaps the most important thing to remember is that carpet is a fabric that one walks on and it is not indestructible. This guide is incorporated into Home Carpet One's terms and conditions and should be viewed as a more in-depth explanation of those terms.

DETAILS ON THE INVOICE

Make sure the details on your invoice are correct. Most importantly, you will need to verify the carpet selection. If it is a stock carpet, make sure the number on the back of the carpet corresponds to the number listed on the invoice. If it is special order, make sure the name and color match up with your selection. Any changes you request that aren't consistent with the invoice will be done so at your expense.

INSTALLATION TIMING

We will schedule your carpet installation after we receive the carpet from the mill. Given the current supply chain challenges, we can't always predict when the carpet will arrive. Both the manufacturing process is taking longer than ever and there is a shortage of truckers. Right now we are booking installations 2 to 3 weeks after we receive the carpet.

If you have purchased stock carpet, you should be contacted within 3-4 days of your purchase to schedule your installation. The current timing is 2-3 weeks for installation.

The installer will arrive at the job site between 9:00 am and 10:30 am for first stops. We cannot predict the timing of second stops, but they usually commence between noon and 2 pm.

The time any installation takes varies based on the quantity of carpet and other factors like the amount of furniture, if there is radiant heat or if custom runners are involved. Generally speaking, you should expect any installation greater than 750 sf to take most of the day. Any job greater than 900 sf could spill into a second day. We can't promise you a finish time for an installation.

WHO IS INSTALLING YOUR CARPET

Home Carpet One, like almost all flooring showrooms, utilizes independent carpet installers to install carpeting. Our installers have worked with us for years and they all carry their own liability and worker's compensation insurance. Home Carpet One warrants their work for life for residential installations and for one-year for commercial installations. These warranties, however, don't apply to stair labor, any damage caused by a flood or any other accident, any damage that appears after your carpet is cleaned or damage from moving furniture.

"We value our clients' time and they value our professional help in selecting the best flooring materials for their homes."

- Joel and Debbie Schreier

PREPARING FOR INSTALLATION

Carpet installation is like a small construction project that requires some preparation on your end before the installers arrive. We suggest you complete the tasks on the following check list for the best possible experience:

- Pack up all small and loose items
- Put valuables and any sentimental items somewhere safe
- Remove all items from the top of furniture
- Move hanging clothes from the bottom rung of any closets
- Remove all shoes and other items from your closet floor
- Remove the bedding from your bed and do not use your bed to store other loose items
- Anything moved should go to a room not being carpeted or a bathroom
- Disconnect all electronics
- Move any fish tanks to an area not being carpeted
- Remove all artwork from the walls
- Make sure there is working heat and that the room is at least 65 degrees and no warmer than 80 degrees. Lack of heat will compromise the installation and void any warranties.
- Make sure there are functioning lights
- If you have radiant heat, you should have that running two days before the installation
- Make sure there are working outlets
- Determine what bathroom you will make accessible to the installers
- Be present at the commencement of the installation to verify the rooms being carpeted and make sure the proper carpet is going in each room
- If you want to fix the squeaks in your floor, you should do that prior to the carpet installation. We don't fix squeaky floors.
- Be present for any custom work, like an on-site rug or runner fabrication
- If your building requires a certificate of insurance, let us know with advance notice so your installation is not delayed
- If necessary, reserve building elevator access in advance

Bear in mind that there will be pounding and vibrations during the course of the installation. It is possible for items to fall off the walls as a result. Accordingly, please remove anything fragile from the walls in any room below or adjacent to the installation.



DIFFERENT TYPES OF CARPETING

To best understand what to expect regarding how your carpet will look and perform, it is important to understand what type of carpet you have. The most common issue that arises revolves around the visibility of seams.

TUFTED CARPETING

Most carpeting is machine made by a process called tufting. This type of carpet is the easiest to work with for the installer. Most plush carpets are tufted and those types of carpets show the seams the least. There are also many looped carpets that are tufted. Seams are usually visible with these types of carpets, but they aren't usually problematic. Lastly, there are cut-and-loop carpets that are a hybrid of the other two and typically result in less visible seams than a looped carpet.

HAND-LOOMED AND HAND-TUFTED CARPETING

Just like it sounds hand-loomed and hand-tufted carpeting is made on a loom by hand. The benefit of this construction method is that you can get patterns and textures that are not achievable with other methods of construction. You will find that most of these carpets are 15' or wider in order to minimize seams because they are so visible. Cut & Looped carpets (like Palermo and Deva) will seam better than all looped carpets (like Park City). You should understand where the seams will be placed prior to installation if you are having these types of carpets installed. No claims will be honored based on seam visibility or placement.

In addition to the seam visibility issue, these carpets generally cannot be patterned matched. What this means, for example, is if you have a geometric or linear carpet, the pattern might be offset in places along the seam (pictured below). Again, this is due to the carpet being made by hand. Different tensions on the loom by multiple weavers working simultaneously makes it impossible to match hand-loomed patterns. No claims will be honored based on the patterns not matching. By the same token, these types of carpets will often have pattern run offs, which means that you may see that any lines that are part of a pattern will not be perfectly straight.

The last unusual characteristic of hand-loomed carpets is that you might notice inconsistent stitching and occasional voids. Again, this is due to the carpets being loomed by hand. This is an expected characteristic and no claims will be honored based on such conditions.



Hand-loomed seam. Rows will not line up perfectly



Hand-loomed seam example

FLAT WOVEN CARPETING

Flat-woven carpets are very often hand-loomed and can have the same issues as described in the hand-loomed section. The main identifying characteristic of flat-woven carpets is their low profile. Because of their low pile, seams with flat woven carpets are the most noticeable of all seams. We don't recommend seaming flat woven carpets and if seams are required, we may need to serge or bind the seams to make them less objectionable. No claims will be honored based on seam visibility for flat-woven carpets. The thinner the carpet the more likely you may feel the pins from tack strip protruding around the perimeter. Likewise, you may see pucker marks on stairs where the tread meets the riser.



Example of a serged seam on a flat-woven carpet

INDOOR/OUTDOOR CARPETING

Indoor/outdoor carpets are typically made from UV stabilized polypropylene or UV stabilized polyester. Generally, these carpets are impossible to seam without serging or binding the seam. Serging or binding the seam results in a visible, intentional line going through the carpet. If you want to install these carpets wall-to-wall, you will either need to install quarter round after the installation or have the installer bind/serge the carpet around the perimeter. These types of carpets are really meant to be used for rugs or stair runners.



Example of a seam on an indoor/outdoor carpet

WILTON CARPETING

Wilton carpets are woven through the backing and result in crisper patterns than any other type of carpeting. Many of the most expensive carpets are made this way. The downside of this type of carpet is its relative fragility. Like any looped carpeting, the loops on Wiltons can pop, which isn't a defect. The seams for Wiltons will be visible, but should look better than hand-loomed seams. While Wilton carpets aren't warranted for stairs, that is where they are often used because of their beauty. No claims will be honored on the performance of Wilton carpets. They are fashion-oriented products that should be treated with care.



Example of Wilton carpet

Different Types of Carpet Fiber and Proper Care

WOOL AND WOOL BLENDS

Wool is an excellent fiber to produce the richest carpets with the largest range of color. Often customers gravitate to wool because it isn't shiny like many synthetic fibers and because it is a natural material. Since wool is made from the hair of sheep it does have some characteristics you should understand before your carpeting is installed. Wool is often times blended with other fibers to reduce costs or create a design element that requires adding an additional yarn type.

SHEDDING, SPROUTING AND PULLED LOOPS

Wool sheds more than any other type of carpet. Because it is made from the hair of sheep, the individual yarns need to be twisted together to form the fiber. Those yarns, however, are only as long as the hair of the sheep. Accordingly, with normal foot traffic those yarns can break down resulting in shedding, pilling and sprouting. Any loose fibers or sprouted fibers can be clipped with a scissors without compromising the performance of the carpet.

The most important thing to do is to use the right type of vacuum. You will want to make sure your vacuum is suction only (no rotating beater bar). Miele is the brand that we recommend but you should consult with a vacuum specialty shop about other alternatives. If the wrong vacuum is used on wool carpet, any claims about performance will be denied. Do not use a Dyson or Shark vacuum on any carpet.



Sprouting Example. You can simply clip these fibers



Pilling Example. Using the wrong vacuum will cause extreme pilling like this



Example of how wool carpet typical sheds

IRREGULARITIES

You might find some irregularities in your wool carpeting. There are often darker yarns and some striations that can present themselves with wool carpets. These characteristics may not appear in the sample you saw. If the stray darker yarns are bothersome, many times you can use a tweezer to remove them.

COLOR CHANGES

All natural fibers will change color overtime. Dyed carpets will fade, especially when exposed to direct sunlight. Window coverings are recommended to minimize this impact. In addition, white carpeting often will darken or yellow overtime. The sample you see may not exactly match the actual product because of these types of changes. For a small fee, you can request a cutting for approval if you want more certainty in terms of what you will be receiving.

SMELL

All new carpet has a smell that will dissipate over time. Running your air conditioning and changing your filters will help reduce any smell. Wool carpet, however, also can have an animal or barn smell (after all, it is made from sheep). Humidity or moisture can make this smell stronger.

SEAMS

No seams will be invisible. Wool carpets often show seams more than synthetic carpets because of the way they are constructed and the pile height is usually lower than many synthetic carpets. Hand-loomed, flat weaves and Wiltons will show seams more than tufted products. Looped products show seams more than plush carpets.

BOWING

Patterns for any carpet can bow up to two inches over a 12 ft length. For hand-loomed carpets the bowing can even be greater.

NYLON

The defining characteristic of this synthetic fiber is its resiliency. Of all the man-made fibers, it does the best job of bouncing back and retaining its shape and form over time. Nylon carpets don't usually wear out. Rather, over time, they will "ugly out", which means that they may lose some of their original color after each time you have it cleaned and the texture may change. Some carpets made with Nylon are solution dyed. These carpets usually have excellent stain and pet warranties and are easier to clean. Nylon is an excellent choice for high traffic areas, commercial applications, basements and hallways.

TRIEXTA OR SORONA

Triexta is a newer fiber that is related to polyester. Unlike polyester, however, it has a resiliency that is similar to Nylon. The defining characteristics of this fiber is its cleanability and softness. Like any synthetic fiber today, you will see movement in a Triexta carpet resulting in vacuum marks. The only way to avoid that type of movement is to purchase a very firm, tight product or a wool-looped carpet. Many Triexta carpets have excellent pet friendly warranties.

POLYESTER

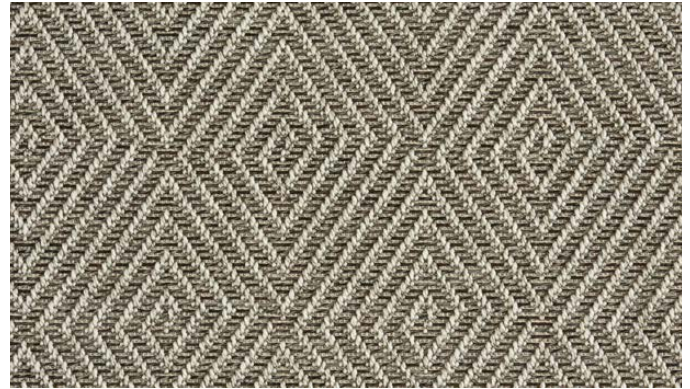
Polyester and PET fibers have grown in popularity in recent years. The main benefit of these fibers is the cost. The main downside is that they aren't very resilient, which means you will see wear patterns sooner with polyester carpets. Polyester takes color very well so you will find more vibrant colors in polyester carpets than in Nylon carpets. Polyester is an excellent choice for cost savings and budgetary purposes.

POLYPROPYLENE

Polypropylene is often used in decorative carpets and rugs. Unless the product is very dense, it is not recommended for high traffic areas. These carpets tend to crush and matt more easily than most other carpet fibers.

UV STABILIZED POLY AND UV STABILIZED POLYPROPYLENE

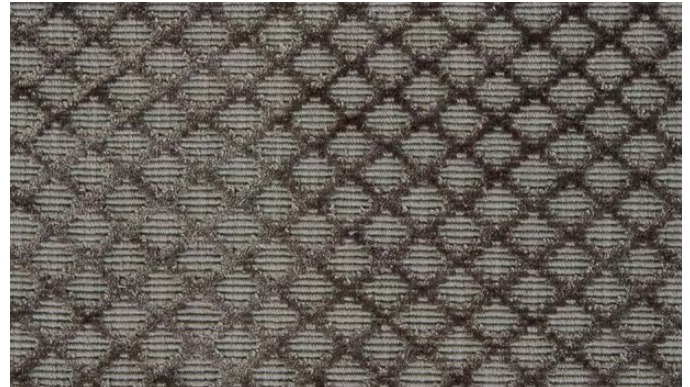
Carpets made from these fibers are considered indoor/outdoor carpets. The main distinguishing characteristic is that they won't discolor from direct sunlight so they can be used outside. More often than not, however, these types of carpets are used inside or in three season rooms. These types of carpets should only be used for rugs or runners unless they are Wiltons. See the Indoor/Outdoor section above for more information.



UV Stabilized example

VISCOSE/TENCEL/ART SILK

These carpet fibers are the most easily damaged and discolored. They are used to create a sheen and softness in carpet that is otherwise difficult to achieve. They are difficult to clean and sometimes discolor just from water. It is preferable to use a carpet that is blended with wool and one of these fibers. No claims will be honored for any issues that arise with carpets with these fibers.



Tencel example

SISAL AND OTHER NATURAL GRASSES

Sisal floor coverings, other than Sea Grass, stains very easily. You will also notice that sisal will fray. Because it is a natural material, it will also show wear relatively quickly in high-traffic spots. If you want sisal carpeting installed wall-to-wall, it should only be done if there are no seams. In addition, you will need to install quarter round as part of the installation.



Sisal example

OLEFIN

Olefin is utilized mostly with inexpensive berber carpeting and inexpensive commercial carpeting. It's only advantage is price. It crushes and stains rather easily.

Installation Facts

RUNNERS

If you are having a custom runner installed or a rug fabricated on site, it is important that you or another decision maker is home to review the installation with the installer for at least 15 minutes to review any aesthetic decisions that need to be made. We also will want to confirm both the serging color and the runner width on the job site with you. When we do a custom cut runner we will need a place to cut the carpet. We will lay down pad to protect your floors.

In general, we suggest the use of cotton serging or binding as opposed to polyester because the cotton is more durable. The wear and tear on the binding or serging will depend on the traffic pattern and there are no guarantees with respect to its durability. Typically we recommend leaving four to six inches on each side exposed for a runner. Since serging and binding are fabrics, the color can vary from the sample.



Waterfall Runner – Pad Visible

Most stair runners are done “Hollywood” style, which means the carpet is fastened under the nose of the stair for a more tailored look. The advantage of this is that if the stairs are open, this will prevent you from seeing exposed pad as the picture above illustrates.



Patterns Will Not Match on Pie Stairs for Runners or Wall-to-Wall Installations

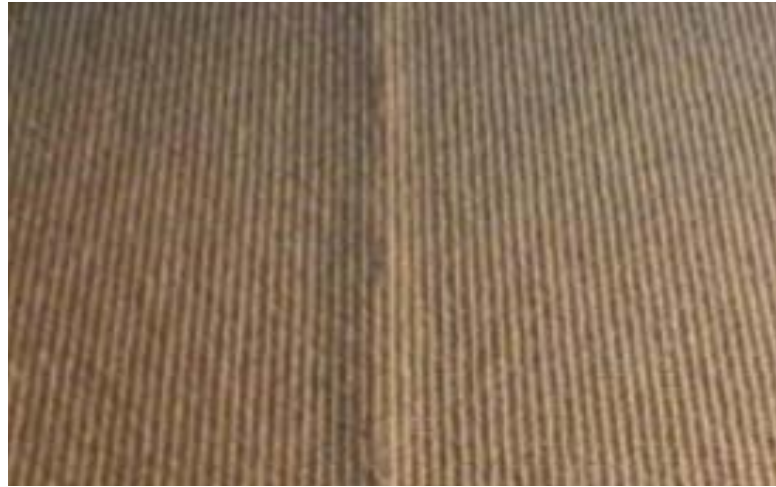
As illustrated above, a geometric or linear runner will not line up on pie stairs. There is nothing that can be done to alleviate this. If you have pie stairs and this will bother you, choose a carpet with a random pattern or no pattern at all.



Example of Hollywood Finish on Stairs

SEAMS

All carpeting can show seams. As detailed below, the visibility of seams depends on the type of carpet and the placement of the seams relative to the furniture and the natural light source. Carpet is seamed together with seaming tape. On occasion you may see a shadow or slightly raised area where the seaming tape appears. There is nothing that can be done about this other than making sure the seams are in the best possible place. If you would like to review your seam diagram, the time to do that is before the carpet is ordered. Placement of seams can change the amount of carpet needed. Seams will be more visible before the furniture is in place and should only be evaluated after you have furniture. A seam is considered unacceptable if the seam is peaked or is partially separated.



Peaked Seam – Unacceptable



Unacceptable seam for plush carpet



Typical Seam



Acceptable seam for looped carpet

STAINS

Carpet is a fabric that goes on the floor and like other fabrics, it can stain. Removing stains is the buyer's responsibility alone. There are certain carpets that have stain warranties like Relax its Lees, Innovia and All Pet. Even carpets with stain warranties require you to have your carpet cleaned professionally every 12-18 months. Save your cleaning receipts. No wool or other natural fiber carpeting has a stain warranty. Hot water extraction is the preferred cleaning method for most carpets.

BASEBOARD AND TRIM

Wall trim should be installed no higher than ¼” above the floor to avoid seeing gapping between the carpet and the wall. If the carpet you have installed is thinner than your existing carpet, you may notice that your baseboard trim is unpainted. It is your responsibility to remedy this. You may want to check your baseboards prior to the installation. If you want carpet ramped up to hide any gapping, we need to know before the installation, extra charges will apply.



Baseboards too high for the carpet selected

If you are planning to paint your baseboards, you will want to consult with your painter regarding the timing. If you decide to paint them before the carpet is installed, it is important to arrange for the painter to return after the carpet is installed to do any touch ups. The way carpet is installed requires the installer to push up against the baseboard from time to time which can cause nicks.



Baseboard paint can chip during the carpet installation

FOOTPRINTS AND VACUUM MARKS

Over the years carpet has gotten softer and softer. As a result, almost all synthetic carpets will show footprints or vacuum marks. If you want to minimize this, you should look for a firm, tight, looped carpet. Wool carpets and commercial carpets tend to minimize footprint visibility.

CARPET SNAGS AND LOOPED CARPET

Looped carpets will snag. This will appear more frequently right after the carpet is installed but can continue. The snags can be caused by shoes, dogs, moving chairs or vacuuming. Wool carpeting will show more snags because the natural fiber can actually be broken. Without compromising the carpet you can snip the loops with a scissors. If you use the incorrect vacuum for your carpet that will increase the volume of snags. For wool, use only a suction vacuum. Do not use a Dyson or Shark on any carpet because the beater bar will ruin your carpet and using these types of vacuums will void warranties.



Looped carpet snag

CARPET CARE AND VACUUMS

After the installation we will send you some information on how to care for your carpet. The most important cleaning step is using the proper vacuum two-to-three times per week. For wool carpets, use a suction only vacuum. Never use a Dyson or Shark on any carpet. The reason vacuuming is important is that it allows you to remove any dirt particles before they get ground into the carpet to cause staining and matting.

If you get a stain on your carpet, consult the cleaning instructions that we send you or those that can be found at <https://carpet-rug.org/resources/spot-solver/>. Above all else, blot any stain and don't rub. Do not use any over the counter cleaning solutions unless specified by the cleaning instruction.

If you decide to cover your carpet in carpet shield after the installation, you risk attracting dirt to the carpet from the residue that will remain after the carpet shield is removed.

If you decide to have your carpet sealed please bear in mind that doing so may void the carpet manufacturer's warranties.



COLOR VARIATIONS: DYE LOTS

Carpet is a fabric that typically is dyed. Many factors can impact how color appears on a fabric. Every time carpet is made the dye lot is different than the prior batch. As a result the sample you see in the showroom or that is sent to your house is unlikely to be the same dye lot as the carpet that will be installed in your home. Accordingly, the color may appear slightly different. If you are concerned about color variation, you can request a cutting for approval from either special order or stock carpet. Often there will be a fee. The color difference is also found in undyed carpets for the very reason that the wool coloration can vary from wool batch to wool batch, especially over time.



Dye lot variation synthetic carpet



Lot variation natural yarn

PAD

The type of pad used can impact the performance of the carpet. For looped, cut & looped carpets, Wiltons and hand-loomed carpet we utilize a firm pad to minimize seam visibility. If you want something softer underfoot, we recommend memory foam pad. We use felt pad on stairs. Again, if you want something softer, try memory foam pad. On occasion, due to supply chain issues, we may need to substitute the selected pad with an equal or superior pad. It will always be the same type as the one specified just perhaps a different vendor. If you have radiant heat, memory foam pad is highly recommended for the best heat transference.

DOORS

If your new carpet is thicker than your existing carpet, you may need to have your doors cut to avoid them scraping. This isn't something that your installer can do so you will want to arrange this with a contractor or handyman either before or after the installation. Often it is difficult to tell whether this will be an issue before installation. Cutting doors are your responsibility.

ASBESTOS

For both your safety and the installers, if the installer suspects there is asbestos present on your floor, the installer will cease all activities. It will then be incumbent on you to either get the floor tested and/or remediated. If you live in a high rise, your building engineer probably can tell you whether this is a potential issue in your home. In the event you decide not to continue with the installation, you will forfeit your deposit. We will provide you with the carpet if the full amount of your deposit covers the carpet price.



Typical asbestos tile

CARPET QUALITY OR INSTALLATION DISPUTE

In the event that you believe the carpet you purchased is faulty or defective and/or there are installation issues that we can't resolve, we will hire an independent inspector to review the installation and issue a report. The findings of that report will be binding on both parties. All carpet should be evaluated from a standing position.

Area Rugs

SIZING

Make sure you understand the sizing of the rug before ordering, including which dimension is the width and which is the length. If the invoice doesn't otherwise identify the width and length, the first number listed will be the width and the second the length.



Above is an example of a rug going the short way. This simply means that the width of the rug is longer the length dimension. Customers opt for rugs to go the short way for both aesthetic and cost considerations.

There can be up to a 1" variance in the size of the rug fabricated by Home Carpet One and up to 3" variance for rugs made by the manufacturer. If the manufacturer is fabricating the rug, the edging will be a best match. If you don't like the edging, any changes will be done at your expense. If you want to select your edging color, request that Home Carpet One fabricate the rug. This could impact the price.

PATTERNS

Patterns can skew. A one-inch variance over a 12' length is acceptable by industry standards. For hand-loomed carpets, there is no guarantee that the variance will be within that range.



EDGE FINISH FOR RUGS

There are several different ways to finish the edge of your area rug, which you should review with your sales associate. Over time any edge finish can show wear and tear and there are no warranties with respect to how long the edging will last.



Example of serging fraying

RETURNS

There are no returns or exchanges for rugs.

TIMING

Typically, we can fabricate a rug from stock carpet within three weeks. Carpets made from special order carpet usually take 4-5 weeks if the carpet is available at the mill. True custom rugs can take between 4-8 months. Once a rug is ordered there are no refunds or cancellations allowed based on timing.

OUR STORY

Home Carpet One is owned by a second generation husband and wife team, Joel and Debbie Schreier, who live and breathe their flooring business. You will find one or both of us at the showroom every day. We spend much of our time sourcing product from the leading manufacturers and making sure our valued staff is well-trained on those products. Our overarching goal is to make luxury affordable by leveraging our buying power to benefit our customers. Family owned and operated since 1970, we understand the importance of building successful client relationships by providing memorable service and overall product value.

EXPERIENCED & KNOWLEDGEABLE STAFF

We know choosing flooring that best suits your needs and budget can be tricky, which is why we have specialists on staff. Our sales team is trained to help select the ideal flooring for your home or office. Our staff includes a dozen sales associates well-versed in all types of flooring. We have designers that can assist with more complex design decisions often encountered when you are working on bigger and more elaborate projects, like bathroom and kitchen remodels. Over half of our sales team has been working at Home Carpet One for over twelve years. They are excellent at what they do and are essential to our overall success. Once it is time to get the product installed in your home, our service and delivery department will apply a white glove approach.





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