

Matting and Crushing – Matting entanglement of fibers on the surface of a carpet pile. When the pile becomes compacted an actual loss of pile height may be caused. Common causes of matting are tip bloom, fiber slippage or sticky residues on the pile and soil. Crushing is the compression or collapsing of pile yarns, under repeated foot traffic, so that the carpet mats down and loses all resilience. This form of carpet failure usually occurs in the areas of heaviest traffic. Far and away, the best protection against matting and crushing is daily vacuuming of high traffic areas and professional hot-water extraction cleaning every 18 to 24 months, according to each manufacturer's recommendations and requirements.

Ripples and Buckling – Ripples, wrinkles or buckling develops in carpet due to a variety of reasons. Some common reasons include: 1) Cushion that is too thick or too soft. 2) Expansion and contraction of the carpets back due to changes in heat and humidity. 3) Carpet that was not allowed to fully acclimate to its environment at the time of installation. 4) Carpet not properly powers stretched. 5) Carpet back that is very soft or very stiff. 6) Delamination (separation of the top fiber level of the carpeting from the backing—sometimes this is a manufacturing defect, but more times than not, it occurs due to repeated contact with pet urine). 7) Dragging of heavy furniture across its surface. 8) Carpet that has been oversaturated during cleaning.

Depressions and Indentations – The weight of heavy pieces of furniture can cause indentations in carpet. It is a good idea to rearrange furniture from time-to-time to alleviate this. Usually, all you'll need to bring out the indentation is to slightly dampen the area, brush it up by hand and then vacuum over the spot. Depending on how long the indentation has been there, it may take repeating these steps a few times. Over time, the indentations should be largely, if not completely, unnoticeable.

Filtration Soiling – Where air is forced through the carpet, under doors, along steps by air movement, soil will be deposited in streaks or spots. This issue is the build-up of particles of soil and similar materials that cling to carpet fibers. Regular vacuuming along baseboards and heat ducts, using a stair tool attachment will help to mitigate this specific issue.

New Carpet Odor – Some new carpets and padding may have a noticeable odor. Such odors usually disappear within a few days with ventilating and frequent vacuuming.

Shedding / Sprouting – Shedding is a natural part of a new carpet. Sprouting refers to small tufts or loops of carpet that become visible after the installation. If you notice some slight sprouting, do not pull the yarn. Use a scissors to trim it off at the same level as the surrounding fibers.

Staining / Fading and Color Loss – A stain is the most common concept of a discolored spot on the carpet. A stain occurs when a substance has come into contact with the carpet and embedded itself in the fibers. Fading and loss of color caused by sunlight or artificial light, atmospheric gases including ozone, nitrogen dioxide and hydrogen sulphide, cleaning and bleaching chemicals such as sodium hypochlorite, and other household and industrial products. To determine the best way to handle a particular stain, please refer to the warranty/cleaning information that you received at the time of sale. Additionally, you can visit the manufacturer's website for a detailed outline of how to proceed.

For a general overview on how to treat various stains, please visit the Carpet and Rug Institute website:
<https://carpet-rug.org/carpet-for-homes/cleaning-and-maintenance/>