

# Care Guide - Floorcoverings

Choosing your new floorcovering can be a challenge, so we appreciate that after you've spent time deciding on your new carpet, vinyl, rug or imitation wood floor, it is only natural that you'll want to make sure your investment is looked after.

By following the simple guidelines below you can be sure that you are giving your flooring the best possible opportunity to repay your investment. While fair wear and tear in domestic use is excluded, we offer a 5 year structural guarantee on everything we sell. Please see the separate guarantee document within your customer information pack.

We would recommend that if you have not already chosen to, you also consider our excellent value Fairway 5 Year Flooring Care Plan, which protects your floorcovering from any accidental damage, including spills & stains. This protection can be added to your order right up until your new flooring is fitted – full details are available from your sales consultant.

## Colour & specification variation

- Variations in colour can occur between the floorcovering displays in our showrooms and the specially ordered or stock carpet, vinyl or imitation wood floor we deliver to you. Similarly, when ordering items from images in brochures, catalogues or other printed matter, due to the limitations of printing processes, variations in colour of the delivered products can occur. These are normal and do not constitute a manufacturing fault.
- Minor specification differences between samples in our showrooms and the products delivered to you may occur. These are not manufacturing faults.

## Fitting of your flooring

- Our carpet and floorcovering fitting service is provided and costed on the basis that the area where flooring is being fitted is empty and free from obstruction. You should therefore ensure

that all furniture and appliances are removed prior to fitting. We reserve the right to make an extra charge if additional preparation work is required on our fitter's arrival.

- We cannot accept any liability for damage to, or resulting from, concealed pipe work or electric cables, unless the position of such pipe work or cables is clearly notified to us in writing at least 24 hours prior to the time of installation.

## Care of your carpet or rug

- Avoid vigorous brushing or excessive vacuum cleaning when carpets are new. Some carpets have a tendency to show fluff - this is quite normal and will not affect wear.
- Light and dark patches can be caused by disturbance of the carpet pile during use. This is a characteristic of pile carpets and is more noticeable in plain colours. It does not affect wear and cannot be considered a manufacturing fault.
- Some pile carpets may display a few tufts standing above the pile. Simply use sharp scissors to trim them level with the rest of the carpet. Do not pull them out as this will affect the integrity of the carpet and void any manufacturer's warranty or Fairway 5 year structural guarantee.
- Do not use a vacuum cleaner with a beater bar attachment on a loop pile carpet as this will accelerate wear and weaken the underlying structure of the carpet. Use a suction type vacuum cleaner only.
- General carpet cleaning is best carried out by a specialist. Please ask your sales consultant in store for details of recommended local cleaning specialists.
- Protect your carpet from long periods of direct sunlight, as this may result in it fading or even rotting.

## Care of your vinyl

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- Vinyl flooring provides a quick, hygienic and fuss-free flooring solution, but it is prone to damage immediately after being fitted, as furniture is placed back into a room.
- We would recommend fitting felt pads or suitable glides to the castors and feet of your furniture for added cushioning to protect the surface of your vinyl. Never push, pull or drag heavy furniture across your vinyl flooring as this can mark, scratch, tear or damage the surface.
- To increase durability and minimise the risk of damage, ensure that the surface is cleaned regularly with a floor brush or suitable vacuum attachment.
- Make sure that any spills of liquids are wiped up promptly. If they are left for prolonged periods they can stain the surface. Use a damp cloth or lightly moistened floor mop to wash the surface, ensuring the floor dries out completely before walking on it again. Steam cleaners can be used, but check the vinyl manufacturer's instructions prior to doing so.
- Do not use abrasive scourers on vinyl as this can cause permanent damage to the surface and will void any manufacturer warranty and your Fairway 5 year structural guarantee.

## Care of your imitation wood or stone floor

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- Imitation wood and stone floors provide great alternatives to more expensive real wood and stone flooring, as well as being easy and quick to maintain.
- To increase durability and minimise the risk of damage, ensure that the surface is cleaned regularly with a floor brush or suitable vacuum attachment.
- Make sure that any spills of liquids are wiped up promptly. If they are left for prolonged periods they can stain the surface. Use a damp cloth or lightly moistened floor mop to wash the surface, ensuring the floor dries out completely before walking on it again.
- Check the manufacturer's own care guidelines before using specialist cleaning treatments or equipment.