

WALL-2-WALL NEWS

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 Editor: Mark Barcello

Top Carpet Installs for Sept 2008

| RANK | STORE # | SQY TOTAL |
|------|---------|-----------|
| 1 | 6207 | 4578.51 |
| 2 | 906 | 4527.6 |
| 3 | 4120 | 4447.49 |
| 4 | 4122 | 4304.9 |
| 5 | 904 | 4296.23 |
| 6 | 4140 | 4210.98 |
| 7 | 4127 | 3871.38 |
| 8 | 6209 | 3625.62 |
| 9 | 6204 | 3489.41 |
| 10 | 947 | 3410.54 |



Who will be in the Top 10 SQ YD report next month?

Thank you for all the hard work.

Install Facts & News

Fact:

Roll crush usually appears across the width of the carpet as areas of the pile yarn that have flattened due to the weight of the roll. Areas of crush may appear darker or lighter and usually are identified as widthwise bands. **Roll crush is not considered a manufacturing defect.** Roll crush also may occur during shipping where rolls are loaded several rolls high.

Remedy:

Roll crush sometimes can be alleviated in carpet using steam or hot water extraction cleaning. Most rolls of carpet will exhibit some degree of roll crush immediately after the roll has been unwrapped. In most cases, minor roll crush will disappear after the yarn has been allowed sufficient time to "blossom" or undergo moisture regain. All but the most stubborn crush marks in carpet with nylon yarn systems usually can be removed with steam or hot water extraction cleaning.

[
 Source: CRI carpet-rug.org]

Are you looking for a waiver? How about a floor plan for a customer? Did you know you can access the American Carpet South computer system site at <http://store.acsouth.com> from your internet browser and view a waiver and a plan for any customer's job that has been completed? Try it out today!

Install Reminder

- New, thicker carpet may prevent doors from swinging clear and free. The installer may remove the doors and re-hang them if possible. If the doors do not clear, arrange to have them trimmed, this is not offered by our installers.
- The customer needs to have the heat on and the home at 65 degrees or better on the day of the installation. It will also be a good idea to provide an adequate supply of fresh air during installation. Open windows and doors, use an exhaust fan or operate the fan of your heating or air conditioning system. The "new carpet smell" will clear very quickly, usually in less than 72 hours.

In the months following the customer's installation, they may notice some shedding or sprouting. This is normal and will not affect the carpet's life or beauty. Here's what to do:

- Shedding— The shedding of loose fibers is normal and should subside with regular vacuuming.
- Sprouting— If a single tuft extends beyond the carpet's surface, simply clip it off. Do not pull it out.
- Pile reversal or shading— This seeming color change may occur in various parts of the carpet, caused by light being reflected in different ways as pile fibers are bend in different directions. This is not a defect but a characteristic of plush carpet.
- Wrinkling— If ripples occur, call American Carpet South. It may be necessary to professionally re-stretch the carpet.