

# WALL-2-WALL NEWS

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Editor: Desiree Debiak

## Top 10 Carpet Installs for 010/11

RANK	STORE #
1	901
2	947
3	906
4	915
5	6204
6	4122
7	919
8	4127
9	4138
10	922



Great job!

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

**Thank you for all the hard work.**

## Common Customer Concerns

### **Crushing**

Crushing is the loss of pile thickness because of foot traffic. Crushing is not considered a manufacturing defect unless it is specifically cited in the manufacturer's warranty. Regular vacuuming may help reduce crushing that results from traffic. Manufacturers' definitions of crushing may vary.

### **Depressions or indentations**

The weight of heavy pieces of furniture can cause indentations in carpet. Some depressions may be permanent. Use furniture glides or cups under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. To remedy depressions, work the carpet pile back into place with your fingertips or the edge of a spoon, then, dampen the area and heat it with a hair dryer, working the fibers with your fingers or a spoon.

### **Fluffing and shedding**

The balls of fluff, or loose fibers, found on carpet or in the vacuum cleaner bag are the normal result of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect carpet life or appearance. Because of their large size, these fibers are too big to become airborne or to be breathed in. With proper vacuuming and using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

## What Does NALFA Mean to You?

As an educated consumer, you're reading this because quality and added value are important. That's why it makes sense to only purchase laminate flooring that bears the NALFA Certification Seal.

### **Certified Means Tested**

All laminate floors are not created equal. How do you know what makes the cut? NALFA certified flooring has passed 10 rigorous performance tests that include everything from how well it resists water, light and stains to whether it can be damaged when a large object is dropped or a castor chair comes in contact with the floor.

### **Certified Means Proven**

NALFA uses independent, third party testing laboratories to assure that NALFA certified laminate floors meet demanding performance standards.

### **Certified Means Satisfied**

The NALFA certification seal means you are investing in high quality flooring and will have the peace of mind to know you'll enjoy it for years to come.

**\*\* VISIT NALFA.ORG FOR A COMPLETE LIST OF CERTIFIED LAMINATE FLOORING OFFERED THROUGH THE HOME DEPOT\*\***

## Holiday Reminder for December

When the holidays are here it's easy to get caught up in the whirlwind and be forgetful. Please remember that it's important to set your customers expectations on the timeframe of their install. In order to get a special order carpet installed the carpet needs to be ordered by 12/2, and 12/20 for the 72 hour program. If there are any questions please always call your workroom so we can give you up to date information about our capacity!

## Happy Thanksgiving From ACS!

We want to wish everyone a safe and Happy Thanksgiving. Enjoy the day with your friends and family!