

WALL-2-WALL NEWS

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Comments or ideas please email acsnews@acsouth.com
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Note to readers: ACS Wall-2Wall news will be transitioning to a Quarterly Format for 2015 with an all NEW LOOK. Enjoy!

Top 10 Carpet Installs for Dec '14

RANK	STORE #
1	4123
2	6204
3	4140
4	6207
5	4108
6	2559
7	6206
8	4135
9	2575
10	4118



Great job!

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

Thank you for all the hard work.

Scuffs and Scrapes



Above are pictures that are fairly representative of scuffing or scratching that can occur on carpet installs, particularly if the paint is fresh. Interior paint requires **30 days** to fully cure. Often, customers want to paint after they rip up their old carpet but prior to install of their new, the logic being that they won't have to worry about getting paint on the new flooring. However, if the customer does this, they need to be made aware they may be doing touch up work to their new paint job! Please review this fact with your customers!

Set the Expectations for the Customer

The following are discussions and advice to review with your customers prior to their carpet installations. By reviewing these items, you can help set the expectation with your customer and assist in completing a smooth project completion.

Preparing for the Installation

- Complete other remodeling projects in the room, such as wallpapering or painting, before installing new carpet. Keep in mind that new paint takes 30 days to cure and new paint is more susceptible to scuffing and scratching
- Remove all breakable items from the area being carpeted, and detach and store wiring from TVs, stereos, VCR/DVD and computers.
- Vacuum the old carpet to avoid the possibility of airborne dust and dirt. After the old carpet and cushion are removed, vacuum the sub-floor as well.
- Determine who will remove and dispose of the existing carpet and cushion. Check recycling options in your area.
- Check your new carpet (texture, color and style) to make sure there are no visible defects before installation.
- Review your seam locations prior to purchase of the job and make sure you understand where they are to be. Ask that seams be placed in less visible areas, but don't expect seams to be invisible.
- Review the job, material and paperwork with the installers before the job begins and after they are complete. It is easier for everyone to correct any issues the day of the install rather than having to come back later.

After the Installation

- **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. It is caused by light being reflected in different ways as pile fibers are bent in different directions. This is a characteristic of plush carpet, not a defect. Natural lighting and various light bulb types can affect the appearance of colors and shading.
- **Wrinkling** - If ripples occur, Use the 800 number the installer has left you on the day of your installation. It may be necessary to re-stretch the carpet.
- **Cleaning** - Carpets should be vacuumed once a week and professionally cleaned twice a year. The more you vacuum your carpet, the better, because it helps refresh and keep fibers upright rather than matting.