Basic Carpet Repairs for the Cleaner and Restorer

This short booklet will help you learn a new skill or make you more proficient in carpet repair skills you may already have. It will also make you more valuable to your customers or the company you work for, which means more money in your pocket.

FOR THE RESTORER
Basic carpet repair skills are a must-have for any fire or water damage restoration contractor. You see issues where carpet has delaminated and wonder if it can be fixed. Yes it can. You see seams coming apart when you are disengaging carpet, you will learn step-by-step instructions on how to repair them.

FOR THE CARPET CLEANER
Basic carpet repair skills are a must-have for carpet cleaners, because you see burn marks in carpet, stains that cannot be removed, or pulled rows of yarn on a loop pile carpet. You also see seams that are coming loose, or carpet that is delaminated at seams. This booklet gives you basic step-by-step instructions on how to repair pulled rows in loop pile, berber-style carpet. It gives you basic step-by-step instructions on how to fix burns in carpet. These skills will make you your customer's new carpet hero because you can offer more services than carpet cleaning alone.

Tools needed:

- Tool pouch
- Double edge, slotted, razor knife
- Utility knife
- Extra utility knife and double edge slotted razor blades
- Hawk-bill knife
- Pliers
- Duckbill scissors
- Latex seam sealer
- Solvent based seam sealer
- Seam sealer solvent
- Blue tape
- Wet tape
- Thermo-plastic tape
- Hot-melt glue gun (380 º F, 193 º C)
- Taylor #886-06 extension nozzle
- Glue sticks
- Stay nails for wood and concrete floors
- Pencil
- Various row finders
- Cushion-back cutter
- Carpet awl
- Paddle wheel seam groomer
- 20 oz. hammer

Level Loop or Textured Loop (Berber) Repair

1. Single loop
   - If a loop comes up (sprouts), it means a loop went down. Find the loop that went down and using a carpet awl, pull the "down" loop back up into proper alignment. Seal the base of the loop with hot melt glue or seam sealer to lock it in. Be careful not to over apply the adhesive.

2. Single row (basic)
   - Trim off raveled yarn.
   - Quickly apply hot melt glue to the face of the primary backing where the yarn is missing and between the still-existing rows of yarn.
   - Be careful not to over apply the hot melt adhesive.
   - Squeeze the two rows of yarns together into the hot glue.
   - Use the seam groomer to blend the yarns.
   - Solvent-based seam sealer can be substituted for the hot melt glue; extra time will be required for this adhesive to set up however.
   - Be careful not to over apply the seam sealer adhesive.

3. Multiple Rows (pile graft) Stretch-in Only
   - Usually one or two rows of yarn have raveled (this type of repair can be made multiple rows wide and feet long).
   - More often than not adjoining rows of yarn have been damaged. Using the pliers, pull these adjoining rows of loops to make a three-row or more wide ravel. (DO NOT TRIM OFF THESE YARNS, THESE ARE YOUR HANDLES TO PULL THE YARNS OUT)
   - Align the rows of loops at the ends of the ravel. Look at the primary backing, do you see holes where the yarns used to be? Align the holes across the rows you have pulled. You should now have a rectangle of missing loops.
   - Using the tip of the utility knife blade (always use a fresh, sharp blade), precisely cut ONLY the PRIMARY backing of the carpet next to the base of the loops.
   - Using the duckbill scissors in an upright position, cut the raveled yarn at the base of the bundle wrap of the yarn still in place.

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- Delaminate (remove the secondary backing) on the needed piece of donor carpet.

- Determine the rows of yarn you need. Take the donor piece (without the secondary backing) and match up the number of yarn rows needed; match the color rows and texture pattern width and length. If you took three or more rows of yarn out you will put three or more rows of yarn back in. Trim the primary backing off as close as possible to the base of the yarns you need without clipping any yarn filaments.

- Dry-fit the piece. (Does it fit? Trim until it does.)

- WELDING IT IN: Depending on the length of the piece you are inserting, hot melt glue can be applied to the BASE of the perimeter yarns all at once or to a small section at a time. Hot melt glue hardens and becomes unworkable quickly. CRITICAL AREAS: The cut ends of the rows of yarn are areas of potential failure.

- Pinch edges together, tuck and push and tweak as needed with the hawk-bill knife.

- Pile height too high? Push the loops down some more. Still too high? The uninstalled piece of carpet you just inserted has not been crushed yet and you may need to physically crush. Olefin yarn flattens nicely with a 20 oz. hammer!

Cut Pile Repair

Small Burn Repair

- Determine the pile lay of the installed carpet in an untrafficked area using the paper/pencil test.

- Using a row finder, separate rows of yarn both the length and width of the carpet into a rectangle.

- If you are able, free hand cut the carpet with the double edge, slotted razor knife, or use the cushion back cutter and cut between the rows of yarn. ALWAYS start with a sharp blade in the knife.

- Flip the piece of carpet over and mark the pile lay direction using a pencil on the back of the carpet in the shape of an arrow.

- Place blue painters tape on the entire back of the damaged piece and use the pencil to mark the pile lay of the carpet on the tape.

- Using your duckbill scissors, cut the tape off that is sticking over the edges of the damaged piece. This tape becomes a template for the donor piece you will now cut.

- Determine the pile lay of the donor carpet using the paper pencil test. Mark the pile lay direction on the back of the carpet in the area you will be using.

- Separate rows of yarn using a row finder along the length of the donor piece of carpet the same width as the damaged piece.

- Using the cushion back cutter, cut the carpet net to the base of the yarn that will be seamed to the existing carpet. Drop the blade down that will cut the carpet nearest the donor yarn.

- Transfer the blue tape to the back of the donor carpet.

- Freehand cut the length of the donor piece using the blue tape as a template. Using a SHARP blade in the slotted razor knife, lightly score the backing then finish the cutting as needed sometimes using scissors. Be sure not to cut face yarns.

- Cut the donor piece to the exact size.

- Dry-fit the piece. Does it fit? Trim until it does if it's too big. If it's too small, make a new piece.

- WELDING IT IN: Apply hot melt glue to the edge of the backings of the carpet around the perimeter of the hole. This adhesive becomes your seam sealer and adhesive to hold the piece in place. Note that you are gluing this to the cushion. If you don't want to glue this to the cushion, then place hot melt tape under the carpet in this area. Be aware that the thickness of the tape will telegraph through the carpet and make a slight bump.

- Be careful not to over apply the hot melt adhesive.

- Butt the edges of the donor piece up to the hot melt glued edges within seconds of application; hot melt glue hardens and becomes unworkable quickly.

- Pinch the edges together, tuck and push and tweak as needed with the hawk-bill knife.

- Pile height too low? Pull the donor piece up. Too high? Push the backing edges into alignment. Still too high? Trim the tips off a cut-pile carpet.

Other Repairs

Seam Delamination Repair

- Fix the reason which caused the delamination. (Urine needs to be decontaminated and neutralized, powdered carpet deodorizers need neutralized.) Allow the carpet to dry completely before commencing with the repair.

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- Apply latex seam sealer adhesive with fingers to the secondary backing of the delaminated area and up to the last 1/4 – 1/2 inch from the adjoining carpet edge or center of the seam.

- Apply hot melt adhesive to the last 1/4 – 1/2 inch a few inches at a time.

- Pinch edges together as you move along and stay tack the edges together if needed.

- Using the paddle wheel groomer, press the top part of carpet into the wet adhesive to press the adhesive up into the recesses on the top part of the carpet as needed.

- Be careful not to over apply the adhesive, you don't want it to bleed through the primary backing and get onto the lower portion of the yarns.

- Wait at least 1 hour before cleaning to allow latex to set up, preferably 8-12 hours.

Backing Loose from Hot Melt Seaming Tape

- Lift the carpet edge and apply hot melt glue in a zigzag pattern over the hot melt seaming tape.

- Push the secondary backing of carpet into the adhesive within seconds of application; hot melt glue hardens and becomes unworkable quickly.

- Stay tack if needed.

- Using the paddle wheel groomer, press the carpet into the adhesive as needed.

Customer Name_____   Date_____

Pre-Cleaning Carpet Inspection

Physical Condition *Carpet, Installation*
- open seams
- carpet buckling
- carpet pulled from tackless or metal
- carpet delaminated locally
- carpet delaminated extensively
- stair carpet loose
- snags, fraying or raveling (seams or elsewhere)
- burns

Physical Condition *Soils*
- heavy soiling in traffic areas
- filtration soiling (edges, under doors)
- smoke, candles
- mud—clay—sand—etc.

Physical Condition *General*
- heavy overall soiling
- color fading or changes (yellow, orange, green)
- yarns/tufts matted or flattened

Spots and Stains   *Source/Cause*
- unknown
- urine (dog, cat, human)
- mildew or mold
- plants
- dye stains (beverages, etc.)
- rust
- brown stains (coffee, tea, etc.)
- mustard
- medicine
- bleach (yellow, orange)
- yellow appearance (various shades)
- green stains (vomit, urine)
- furniture stain
- feces

Odors/Smells   *Source/Cause*
- ☐ pet odors (urine or "doggie" odors)
- musty/moldy type odors
- heavy cigarette/cigar odor
- new carpet odor
- other _____

General Information
Consumer Alerts

Cushion/Pad Type
- prime urethane
- bonded urethane
- rubber waffle
- attached cushion
- felt, hair-jute

Customer Maintenance
- professional cleaning
- DIY/rental cleaning
  Date Last Cleaned _____
- home spotters _____
- home deodorizer

Vacuum Cleaner Inspection
- beater bar/brush bar (brush length checked)
- belt checked
- dirt collection bag checked
- setting for pile height checked

1. **Repairs recommended**

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2. **Warnings**
   - Home spotters_____
   _____
   - Home deodorizers_____
   _____
   - Vacuum repair needed_____
   _____
   - Yellowing warning_____
   _____

Customer Name_____   Date_____

ADDITIONAL NOTES: