



residential carpet care and maintenance

CARING FOR YOUR CARPET

No carpet lasts forever or is 100% stain proof, but with regular care you can add years to the life of your new carpet. Here are some guidelines to ensure you protect your investment:

regular vacuuming:

It is important to vacuum your carpet thoroughly and frequently, particularly in high traffic areas. Vacuuming not only prolongs the life of the carpet, but also enhances its appearance.

After your carpet is laid, vacuum lightly and frequently in the first week to remove surface lint, dust and fluff. Thereafter continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the surface of the pile where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas will suffice while five to seven passes for heavily soiled areas are necessary. Vacuuming first against the natural pile direction lifts the pile helping to unsettle and remove dirt and grit while reducing matting. When finishing, vacuum in the direction of the pile to achieve a uniform finish.

To effectively clean your carpet use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles, such as dust mite allergens, are removed and stay in the collection bag (particularly important if you are dust sensitive). A vacuum with a rotating brush which agitates the pile and loosens the soil is best for low cut pile carpet. **To prevent excess fuzzing turn the brush off, or change the head when vacuuming loop pile, cut loop pile or berber carpet.** Ensure the vacuum is kept in sound mechanical condition and brushes are cleaned and replaced when worn out. Check and adjust the height of beaters (if fitted) regularly to ensure the carpet is not damaged by excessive beating. Suction efficiency of vacuum cleaners is reduced considerably when bags are half full. Change or empty dust collection bags frequently and replace filters as recommended by the manufacturer.

spot cleaning:

Carpet is not 100% stain proof, but since many are stain resistant, you have time to act. To ensure best results from spot cleaning, follow the easy steps set out in our cleaning guide.

steam cleaning:

Depending on usage, carpet should be professionally steam cleaned every 12 to 18 months. Oily, sticky soil and well-settled soil that vacuums don't remove causes gradual but significant dulling of colors. To remove and revitalize your carpet, use hot water extraction cleaning (steam cleaning).

Steam cleaning should only be undertaken by a professional carpet cleaner. Shampooing, do-it-yourself steam cleaning or dry cleaning is not recommended.

other ways to protect your carpet:

Door mats – Place mats at all exterior doorways and entrances to carpeted areas to trap dirt and moisture from shoes. Clean mats regularly.

Furniture – Use furniture cups and occasionally rearrange furniture to alleviate pressure marks. Chair pads should be used under desk chairs with castors. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting protective barrier between the wheels and the carpet.

Rugs – Use scatter rugs or carpet protectors in high traffic areas and in front of chairs to protect carpet from localized and uneven wearing. Rugs should be cleaned regularly, at which time you should clean and restore the pile of the carpet underneath. Check rugs for colorfastness before placing them on carpet, as the color in some rugs may bleed through. After cleaning, allow carpet to dry completely before replacement of rugs.

Chemicals – Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolor or dissolve carpet fibers.

Direct sunlight – Protect your carpet from prolonged periods of direct sunlight with curtains, blinds or awning.

CLEANING GUIDE

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibers. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of color.

basic carpet cleaning steps:

- Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills.
- NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
- Determine the appropriate method of stain removal.
- Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible color change.
- Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
- After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on carpet until dry.
- ***If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.***

Stains should be differentiated from soiling. Ensure that any residues from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discoloration appears to be a stain. If so, repeat stain removal procedures above.

CLEANING TREATMENT

Common household food and beverages – most common household food and beverage stains need to be treated immediately, solely with warm, not hot, water applied to the stained area, repeating treatment above until no stain is evident on the cloth or towels used to press dry the area.

Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of mild laundry detergent in 1 liter of warm water applied to the stain and rinse with warm water.

Other substances – it is important to identify the source of the stain to ensure use of the appropriate method of removal. Set out below are some general recommendations for removal of common unguaranteed substances. Supermarket cleaning products are not recommended.

Removal of stains cannot be guaranteed. No responsibility is accepted by ecofinishes for claims arising from any proposed treatments. If stains fail to respond to treatment, call a professional carpet cleaner immediately.

Cleansing Agent/Treatment:

1. Cold Water
2. 1 teaspoon mild laundry detergent in 1 liter warm water
3. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape gum off.
4. Clear nail polish remover without lanolin
5. Rust remover (to be applied by a professional carpet cleaner)
6. Clear household disinfectant
7. Undiluted white vinegar
8. Vacuum immediately. If any residue call professional carpet cleaner
9. Rinse with warm water

<u>Stain Type</u>	<u>Order of Treatment</u>			
	Step 1	Step 2	Step 3	Step 4
Blood	1	2	9	
Chewing Gum	3	2	9	
Coffee	2	7	2	9
Feces	2	6	9	
Nail Polish	4			
Paint (latex)	1	2		
Rust	5			
Soot	8			
Urine (fresh)	1	2	9	
Urine (old)	2	9		
Vomit	2	6	9	
Wine (white)	2	7	2	9