



CARE AND STAIN REMOVER GUIDE

Solution Dyed Carpets

The most important step in caring for your new carpet is to vacuum regularly and thoroughly, particularly in high traffic areas. A light vacuum at least once a week removes dirt particles before they work their way beneath the surface of the pile which can cause damage to the fibres. Vacuum cleaners should have “high suction” and no beater brush.

A steam clean every one to two years (depending on the usage) by a reputable professional steam cleaning company will enhance and extend the good looks of your carpet.

To avoid soiling of your new carpet, it is a good idea to use mats inside and outside to minimise dirt etc that can be tracked in from outdoors. Mats should be vacuumed and cleaned regularly so they don't become a source of soiling. Removal of outdoor shoes will also help.

When accidents happen, (as they sometimes do) the best way to deal with spills is to follow the steps recommended. This will increase your chances of avoiding any permanent staining.

Clean up immediately. For thicker or solid marks, use a spoon to remove the excess. Spills should always be blotted and never rubbed.

Excessive spills should be blotted up with a paper towel or absorbent cloth. Always work from the outside of the spillage to avoid spreading it outwards. Rinse with cold water thoroughly and then blot up with a clean absorbent cloth or paper towel.

If necessary, please follow the Spills and Stain Treatment guide on the following page, to avoid further damage to your carpet:

1. Cold Water.
2. One teaspoon of mild laundry detergent (wool mix) in 1 litre of warm water.
3. Chill with ice cubes in a plastic bag or with aerosol freezing agent.
4. Clear (lanolin free) nail polish remover.
5. Rust remover (to be applied by a professional carpet cleaner).
6. Clear household disinfectant.
7. Undiluted white vinegar.
8. Vacuum immediately. If residue remains, call a professional carpet cleaner.
9. Rinse with warm water and blot up excess. with an absorbent cloth.
10. Call a professional carpet cleaner.

Order of Treatments for Common Spills and Stains

| STAIN TYPE | ORDER OF STEPS |
|-------------|----------------|
| Wine | 2, 7, 2, 9 |
| Coffee | 2, 7, 2, 9, 10 |
| Blood | 1, 2, 9 |
| Urine (New) | 1, 2, 9 |
| Urine (Old) | 2, 9, 10 |
| Faeces | 2, 6, 9, 10 |
| Paint | 1, 2, 9, 10 |
| Nail Polish | 4 |
| Chewing Gum | 3, 2 |
| Rust | 5, 10 |
| Vomit | 2, 6, 9 |
| Soot | 8 |

