

Caring for your Carpet

Regular vacuuming

Once your carpet is laid, vacuum lightly and frequently in the first week to remove surface lint and dust. Continue to vacuum at least weekly to remove soil and grit. The quick removal of soil will reduce abrasive forces on the pile fibre. In heavy traffic areas, slow repeated vacuum strokes over the same area of carpet may be necessary. Always vacuum first against the natural direction of pile lay as this will slightly lift the pile and help unsettle and remove dirt and grit. When finishing, vacuum in the direction of pile lay to achieve a uniform finish.

Vacuum cleaners

There are two major types of vacuum cleaners. Upright cleaners are particularly good as they usually incorporate a pile agitator such as a beater bar or revolving bristle strip that lifts the pile and facilitates the removal of dirt and grit. However, exercise care as over-use can cause damage to the pile surface.

Carpet cleaning: professional services

It is advisable to have your carpet professionally cleaned about every 18 months. Professional cleaning will revitalise your carpet and remove soil and other matter that has settled beyond the reach of routine cleaning methods. We suggest you use a company recommended by the carpet manufacturer or a company who is a member of a professional association.

Spot cleaning: do it yourself

It is important to act quickly to remove spillage before it penetrates into the carpet fibres and pile. In the case of spills, remove excess spillage immediately by first scraping any solids and blotting liquid with an absorbent material. Use a spoon or blunt knife to remove the bulk of semi-solids or greasy substances and follow this by blotting. Always begin at the outer edge and work towards the centre of the stained area using a blotting or dabbing motion. After most of the spill has been absorbed, place a fresh pile of paper towels over the area and place a flat weight on them NEVER RUB A STAIN. If necessary, follow [these actions](#) with a spot remover.

Hot water injection and extraction (steam cleaning)

Hot water extraction cleaning is generally recognised as the best way to revitalise and deep clean your carpet. As a general guideline, steam cleaning should be carried out at 18 month intervals, depending on the wear and use of the carpet. Injection cleaning and extraction machines should only be used by a skilled professional. If not performed properly, a carpet can be over saturated which can permanently distort the carpet pile and backing materials.

Maximise the life of your carpet

Despite the traffic it endures day after day, carpet will still look good after many years with the correct maintenance.

A few hints to extend the life of your carpet

Vacuum at least weekly and have your carpet professionally cleaned by hot water extraction cleaning (steam cleaning) about every 18 months. Invest in a good vacuum cleaner. Not only will it clean the carpet more effectively but many of today's vacuum cleaners incorporate fine and multi-filter systems to safely remove the finest particles. Treat spillage immediately. While today's carpets have been designed to release many common household stains, there are always exceptions. Don't use soap, ammonia, washing soda or any of the strong household cleaning agents intended for use on hard surfaces. Use furniture cups under chairs, tables and sofa legs. Periodically relocate your furniture to evenly distribute carpet wear. Place rugs or carpet protectors in heavy areas of traffic to protect carpet from excessive localised wear. Ask your retailer to match a quality underlay with the quality of your carpet. Although you don't see the underlay, the carpet and underlay are designed to work together as a complete flooring system. Place barrier mats outside doorways to trap dirt from shoes. Remember to clean these mats regularly.

Stain removal guide

The following table lists some common types of stains and the steps recommended to remove them. Use each cleaning method in the sequence listed and follow the procedure under "Spot Cleaning: Do it yourself"

Origin of Stain	Nylon/Polyester	Wool	Olefin/Polypropylene
Beverages (tea, coffee, soft drink)	13, 14, 13, 1	1, 2	
Blood	13, 15, 13, 3	3, 2	5, 1
Chewing Gum	16, 6 (3-5mins) repeat if necessary	4	16, 6, 5, 1
Chocolate	13, 15, 13, 1	1, 5	6, 5, 1
Crayon/Colour Marker	6, 3, 17, 3 repeat if necessary	6, 2	6, 5, 1
Fruit Juice	13, 14, 13, 1	1, 2	5, 1
Furniture Polish	6, 13, 1	6, 5, 7	6, 5, 1
Ink (Ballpoint Pen)	6, 13, 1	18, 2	6, 18, 1
Lipstick	6, 13, 1	6, 2, 1	18, 5, 1, 6
Nail Polish	8	8, 6	8
Oil & Grease	6, 13, 1	6, 5	6, 5, 1
Paint (oil)	6, 13, 1	9 or 10, 6, 5, 9, 6, 5, 1	

Shoe Polish	6, 13, 1	6, 5	5, 1, 6
Urine (damp stain)	1, 15, 13, 1	5	5, 1
Urine (dry stain)	13, 14, 15, 13, 1	7	5, 1
Vomit	19, 13, 15, 13, 1	7	5, 1, 6
Wax (candle)	12 or 16, 6 (3-5mins)	11, 6	
Wine (white)	13, 14, 13, 1	1, 2	20, 5, 1
Wine (red)	20, 1, 21	1, 2	20, 5

Legend

1. Clean warm water.
2. Fabric detergent = solution of 1 teaspoon (5ml) of approved wool detergent with 1 teaspoon of white vinegar and 1 litre of warm water.
3. Clean cold water.
4. Chewing gum remover (freezing agent).
5. Carpet shampoo solution.
6. Dry cleaning fluid. Caution: Ensure that no flame or lighted cigarette is near and use in well ventilated area.
7. Consult specialist.
8. Nail polish remover – should not include lanolin or be of a greasy nature.
9. Turpentine.
10. White spirit.
11. Absorbent paper towel and hot iron.
12. Brown paper and warm iron.
13. Detergent = 1 teaspoon clear dishwashing detergent with 1 cup warm water.
14. Undiluted white vinegar.
15. Ammonia – undiluted household ammonia, foaming type containing detergent.
16. Freeze with ice cube, shatter with blunt object and vacuum clean.
17. Solution = water and non-bleach mild detergent.
18. Methylated Spirits. Caution: Ensure that no flame or lighted cigarette is near and use in well ventilated area.
19. Baking soda, scrape and vacuum.
20. Absorbent powder (salt). Sprinkle on spillage, leave overnight and vacuum the next day.

21. Dye Stripper: Dilute 50 to 1 with cold water. Caution: Do not use on dark or patterned carpet.

While all care is taken in compiling this guide, no responsibility is accepted for claims arising from the treatments proposed.

If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.

The Odour Eliminator

The Odour Eliminator is a new concept for the treatment of carpets. It is designed for the control or elimination of offensive odours associated with different environments such as homes, offices, cars and work areas. It is extremely effective in areas associated with pet and cigarette odours.

The Odour Eliminator is not a deodorant that masks offensive odours, it is a technology that absorbs and breaks down the odours into their component parts over a period of time thus destroying the odour itself. The Odour Eliminator is not decomposed by this action and is therefore ready to destroy the next odour molecule that comes in contact with it. The binding properties of The Odour Eliminator provide resistance to multiple cleaning and trafficking thus ensuring durability.

- The Odour Eliminator not only does not contain formaldehyde, but eliminates formaldehyde.
- The Odour Eliminator is not affected by anti-microbial padding.
- The Odour Eliminator is salt based, so it is natural and environmentally friendly.
- The Odour Eliminator is a topical treatment applied to Carpet at the backing stage of manufacture. The Nylon Fibre and The Odour Eliminator chemicals are then bonded together using heat as it passes through the backing line.
- The Odour Eliminator is compatible with most topically applied products such as fluoropolymers and stain release chemicals.
- The Odour Eliminator functions as an “active surface agent”, therefore exposure to the surrounding air is essential.
- The Odour Eliminator improves the quality of air in everyday environments, by destroying common household odours and VOC's (Volatile Organic Compounds; a group of chemicals that vaporise easily creating gas pollutants in the home), by chemically absorbing and breaking them down. It turns the unsafe VOC's into safe Carbon Dioxide (CO₂).
- The Odour Eliminator works on a broader variety of odours (e.g. Ammonia from urine or sweat, kitchen refuse odours, such as spilt milk and onions and cigarette odours) as compared to enzyme based products that are much more limited.
- The Odour Eliminator is guaranteed for the life of the carpet as each time the carpet is professionally cleaned, the heat reactivates and renews the product the same as when first applied.