



CUSTOMER MAINTENANCE & CARE GUIDELINES

Carpet

Proper maintenance is necessary and a vital requirement to maximise the performance and enjoyment of your flooring investment. A well-maintained floor will provide many years of service life and will add to the overall warmth and charm that only a natural flooring product can provide.

If you follow these industry acknowledged guidelines the task of maintaining your flooring will become a regular function in the overall upkeep of the property. If you are unsure regarding any of these steps, please consult with your flooring retailer to assist with your inquiry.

General maintenance; how to care for your carpet.

1. VACUUM, VACUUM, VACUUM

Thorough vacuuming at least once a week, or more in heavy traffic areas, helps to remove dirt particles before they become embedded in the carpet tile. You cannot over vacuum. Begin the day your carpet is installed.

2. Treat Spills Straight away

See Below

3. Professional cleaning

A Profession "Deep" or restorative cleaning treatment once every 18-24 months will do wonders to protect your carpet pile and enhance its beauty.

Selecting the right vacuum

When selecting the right vacuum, adjustable height is the most important feature to consider. This enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set to high above the carpet surface, the vacuum cannot attract the gritty soil below. If the setting is too low, the vacuums eater bar or brushes can "fuzz" the carpets surface, causing it to look worn or frayed.

Basic Synthetic Carpet Cleaning Steps

1. Immediately remove as much of the spill as possible.

For solids use a blunt knife or spoon. Blot 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.

2. Treat with cold water.

Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with cold water immediately applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area.

3. Dry the Carpet.

Ensure carpet is press dried with a clean white cloth or white paper towel to remove excess moisture. Do no rub, as rubbing can alter the carpets texture. Do not walk on carpet until dry. Repeat if required.

4. Need more help.

Call a professional carpet cleaner immediately.