

## Caring For Carpet

A comprehensive carpet care program consists of four elements:

- Preventative measures
- Regular vacuuming
- Steam cleaning
- Spot cleaning

### Preventative Measures

- Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances so to absorb soil and moisture. Mats should be cleaned on a regular basis, so they don't become sources of soil themselves, especially during wet weather.
- Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing the pile. Use a protective chair pad under chairs or appliances with rollers or castors to prevent wear and damage to the carpet. When moving heavy wheeled furniture (pianos, buffets, etc.), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.
- Be sure to regularly remove and clean any rugs used over your carpet. Clean and restore the pile of the carpet in the underlying area. Check rugs for colour-fastness before replacement, as the dyes in some rugs may bleed through to the carpet. After steam cleaning your carpet, remember to allow it to dry completely before replacing rugs.
- Protect your carpet and furnishings from prolonged periods of sunlight with window tinting, blinds, shades and/or awnings to minimise fading and maintain durability. Move furniture periodically to expose all areas evenly.

### Regular Vacuuming

Thorough and frequent vacuuming, particularly in high traffic areas, is important for prolonging the life of your carpet and also enhancing its appearance. After your carpet is laid, vacuum 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 pile surface, where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas is recommended, with five to seven passes for heavily soiled areas. Vacuuming against the natural pile direction first lifts the pile, helping to unsettle and remove dirt and grit while reducing matting. Then, 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 or canister. This is particularly important if you are dust sensitive.

Consider your carpet type when selecting a vacuum. Adjustable height and suction are important features as they enable your vacuum to be used on a wide variety of carpet constructions.



Luxuriously thick, soft cut pile carpets: Use a high height setting so any beater bar/rotating brush just lightly touches the carpet surface. Use a suction level that allows the vacuum to move easily whilst lifting dirt and other foreign matter. Avoid vacuums with very concentrated or sealed suctions. Large wheels will ensure the vacuum glides easily across the carpet.

Loop pile or long pile carpets (including cut loop and berber) Vacuum with suction only. Vacuum powerheads, beater bars and rotating brushes should never be used as they may cause excessive fuzzing of the pile surface.

Other carpet constructions: Use a vacuum with a beater bar to agitate the pile and loosen any foreign matter in the pile.

#### Spot Cleaning

Carpet is not 100% stain proof but to ensure best results from spot cleaning, follow the easy steps on page 3 of this guide.

#### Steam Cleaning

Carpet should be steam cleaned approximately every twelve to eighteen months depending on the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier. Steam cleaning should always be performed by a professional steam cleaner. Your local carpet retailer may be able to recommend one. Steam cleaning should be carried out in accordance with the latest Australian and New Zealand carpet cleaning and maintenance standard AS/ NZS3733 "Textile floor coverings - Cleaning maintenance of residential and commercial carpeting".

#### Spot Cleaning Guide

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. 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 colour.

#### Note of Caution

The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion), insecticides, furniture polishes, plant foods, household bleaches, acids, strong alkali, athletic or muscular liniments or creams, chlorine, hair colourings and corn plasters. These types of products if spilt or sprayed inadvertently onto your carpet may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.

### Basic Carpet Cleaning Steps:

1. 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.
2. 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. Ensure carpet is press dried with a clean white cloth or white paper towel to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with cold water, repeating treatment until no stain is evident on cloth or towels.
3. 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 the carpet until dry.
4. Sometimes stains will reappear due to 'wicking' as stains hidden in the pile resurface as the carpet dries. If so, allow the carpet to dry fully and repeat the above treatment until no stain is evident (this process may need to be repeated over a number of days).
5. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately. It is important professional steam cleaners continually treat any areas affected by stains until there is no sign of discolouration in the carpet or removed water, following which the cleaning cycle should be repeated a number of times to minimise the risk of wicking.

Stains should be differentiated from soiling. Ensure that any residue 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 discolouration appears to be a stain. If so, repeat stain removal procedures above.



### Carpet Performance Characteristics

#### Damaged (or Missing) Tufts

Pets can damage tufts by scratching at the carpet pile, or alternatively, damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. It is a good idea to keep a small piece of extra carpet aside to provide spare tufting yarn.

#### Shedding and Fluffing

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer periods than others, depending on the type of carpet. 100% Wool or Wool Blends tend to shed more and for a longer period.

#### Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object such as pet claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors. Never try to pull a sprouting yarn out, as this may cause a run in the carpet.

#### Permanent Pile Reversal (commonly known as shading or watermarking)

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

#### Shift Lines

Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of carpet construction. Lines may be more apparent with "large" designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet's wear or durability.

#### Phasing and Panelling

All sisal look (textured loop pile) carpets where the aesthetics of design is enhanced by random effects of contrasting colours, can show the phenomenon known as phasing. This is where the random effects of the contrasting colours, coincide in production. The occurrence of panelling may be seen in loop pile carpets, whereby the shading effects of colour patterning can appear as panelling down the carpet. These effects are an accepted part of the design and will in no way be detrimental to the carpet's performance.

- Always refer to the manufacturers website to confirm the most up to date maintenance instructions for the type of carpet you have purchased.