Carpet Care & Maintenance

Maintenance

To ensure long-lasting beauty, comfort and durability of your carpet, an effective maintenance program should include three categories: daily, periodic and preventative.

1. **Daily maintenance**
    - ► Vacuum your carpet regularly to prevent soil from becoming embedded in the carpet's pile.
    - ► Vacuuming is the most important and cost-effective part of a maintenance program because it removes more than 80 percent of dry soil on a daily basis.
    - ► General recommendations for vacuuming frequency are: heavy areas – daily, medium traffic areas – twice weekly, light traffic areas – once or twice weekly.
    - ► Depending on the type of carpet you have, you'll want to use a vacuum with a rotating brush, a beater bar or suction only. If you have shag carpet, use a suction-only vacuum cleaner with no beater bar.

2. **Periodic maintenance**
    - ► To maintain your warranty you should have your carpet professionally cleaned every 12-18 months. This may vary depending on supplier, traffic, and other factors such as frequency of vacuuming and whether the carpet is a light or dark color.

3. **Preventative maintenance**
    - ► If you find snags in your carpet, do not pull them. Instead use scissors to clip the snag to prevent damage to your carpet.
    - ► To remove a dent caused by heavy furniture, rub with the edges of a dull object. Applying heat from a hair dryer or a steam iron to gently raise the dented area while you gently pull on the tufts may also helpful. CAUTION: Be careful to not let the iron touch the carpet.
    - ► If a flooding occurs, your carpet needs to be dried, front and back, by a professional cleaner with the proper equipment.
    - ► If you accidentally burn your carpet, remove the tops of the dark, burnt fibers with curved fingernail scissors. The carpet may require patching or replacement if the burn is extensive.

Spot/Stain Removal Tips

► Damage from spills can be minimized by immediate action. As soon as a spill occurs, blot with a clean, white, absorbent towel and repeat until the spill is fully absorbed.

► One of the most effective ways to remove stains is to use a wet/dry vacuum cleaner.

❖ Use the attachment with the best suction and vacuum as much of the stain as possible, continuing to add water to the stain as you go.

❖ If required, use detergent sparingly and rinse the area with water while vacuuming. Use a towel to absorb all moisture.

❖ Always test the carpet for color fastness before using a spot removal solvent. Apply several drops to a clean white cloth and blot the carpet in an inconspicuous area. If a color change occurs or color transfers to the cloth, consult a professional carpet cleaner.

► If the stain cannot be removed, call a professional carpet cleaner.

Removing Common Stains

1. **Beverages such as coffee, tea, beer, or wine**

► Blot and neutralize with a white vinegar solution, then work a small amount of a detergent solution into the spot (1/4 teaspoon detergent per 1 qt. of water).

► Continue applying detergent and blotting until spot is completely removed.

► Using a spray bottle, rinse with tap water and blot to remove excess moisture.

► Apply paper towels and weigh them down, allowing the spot to dry.

2. **Soya sauce, cheese, blood, catsup, soft drinks, chocolate, cough syrup, mixed drinks, starch, toothpaste, white glue**

► Solutions for removing blood must be cool in temperature. Neutralize the spot with an ammonia solution, using a spray bottle to saturate the spot.

► Using a solution of 1/4 tsp detergent to 1 qt. of water work a small amount into the spot.

► Continue to apply detergent solution while blotting until the spot is removed.

► Rinse with tap water using a spray bottle and blot to remove excess moisture.

► Apply paper towels and weigh them down until spot is dry.

3. **Mud and dirt**

► Allow mud to dry completely and then vacuum.

► Apply a small amount of a detergent solution (1/4 tsp detergent to 1 qt. of water) to the spot and blot with paper towel.

► Rinse with tap water using a spray bottle and blot to remove excess moisture.