

## CARPET CARE AND MAINTENANCE GUIDE

### Faux Silk / 100% PA 6.6. nylon carpet

Thank you for purchasing one of our premium nylon carpets.

To help maintain the appearance of your new carpet, please note the following:

#### Vacuuming

To maintain your carpets appearance, it is recommended to vacuum regularly. As every household is different, the frequency of vacuuming should be based on how many people live in your home. For example, four people living in the house = vacuuming a minimum four times per week, especially in high traffic areas, using a good quality upright vacuum cleaner with a rotating brush is recommended. Fibre shedding is a normal characteristic of new carpets, which reduces after time. Vacuuming regularly and thoroughly will prevent soil and dirt becoming embedded in the fibres. It will also help prevent premature wear.

- 1) Old vacuum cleaners might not be suitable for your new premium carpets.
- 2) Investment in a new cleaner will ensure your new carpet stays looking good for longer.

#### Features of the correct type of cleaner to use are:

- 1) Adjustable height
- 2) Rotating brush heads
- 3) Strong air flow to lift dirt from deep down in the carpet fibres

The height of the rotating brush head should just skim the surface of the carpet. Vacuum slowly to leave “clean tracks” ITC recommend the use of a Sebo vacuum (model X7 PET e-power). A dealer in your area can be found on their website <https://sebo.co.uk>.

#### Great reasons for choosing a premium nylon carpet

- 1) The fibre is strong and retains its shape more readily than other fibres, allowing it to maintain its original appearance for longer - providing it is correctly vacuumed - see above.
- 2) Nylon carpets are staining resistant, as the fibre is better at resisting the absorption of fluids and dirt, thus making cleaning easier.

#### Please be aware of

Whilst our nylon carpets are thoroughly tested, site conditions must prevail on any installation. Different on-site conditions such as areas where there is a risk of food and beverages being spilt, must be taken into consideration. Hot beverages such as tea, coffee, soup and chocolate will cause staining which will be more prominent on light plain colours. It is still important, as with other fibres, to ensure stains, however caused, are dealt with as quickly as possible and the carpet is vacuumed regularly.

### Spot cleaning spillages

Tackle spills and stains immediately, as quick action will minimise any stains becoming fixed.

As a rule, the steps to take are:

- 1) Scoop up any solids.
- 2) Blot up as much of the spilt liquid as possible, using a clean white absorbent towel.
- 3) Clean with water or a diluted non-biological cleaning agent. Do not put a cleaning agent directly on to the carpet but apply to a clean white towel. Change towel regularly to prevent spreading the stain.
- 4) Before using any cleaning agent, it is recommended that a non-visible test area is done to ensure the cleaning agent does not harm the colour of the carpet.
- 5) Always work from the outer edges of the stain towards the centre to prevent spreading. (Do not rub the pile, since this can cause permanent damage to the pile fibre)
- 6) Rinse with cool water and blot using an absorbent towel.
- 7) Avoid using the treated area until thoroughly dry.

*Do not rub or scrub a nylon carpet as this will lead to permanent pile distortion.*

There are many propriety nylon carpet cleaners on the market such as powder or foam aerosol sprays. It is important to rigorously follow the Manufacturer's instructions for cleaning.

### Periodic Cleaning

Over a period, even with rigorous and regular vacuuming, your carpet may well have an accumulation of debris, deep in the pile that requires a thorough clean. We would always recommend the services of a professional cleaning company to undertake the shampooing or steam cleaning work for you. For example:

Highgrade Cleaning: <http://www.highgradecleaning.co.uk/>

Ace Carpet Cleaning: <http://www.acecarpetcleaners.co.uk/>

### Stain removal guide for Nylon Carpets

Many stains are easily and quickly tackled, by the simple use of a few household products.

- A) Vinegar-undiluted white vinegar
- B) Ammonia-1 tablespoon ammonia in 1 cup of warm water.
- C) Sponge and let dry.  
Hydrogen peroxide- 4 parts hydrogen peroxide 3% strength (10 Vol.), 1-part household ammonia foaming type) Use within 2 hours after mixing
- D) Detergent-1 teaspoon clear dishwashing detergent with 1 cup warm water (3-5mins)
- E) Nail polish Remover- should not include lanolin or be of a greasy nature
- F) Dry- Cleaning solvent
- G) Water
- H) Cold Water
- I) Freeze with ice cube, shatter with blunt object and vacuum clean
- J) Dry-cleaning solvent (3-5 mins)
- K) Repeat prior steps as necessary
- L) Cover with brown paper and apply warm iron or freeze with ice cube
- M) Hydrogen peroxide (20min to 30min)-repeat until removed
- N) Consult specialist
- O) Nail polish remover
- P) Baking soda scrape and vacuum clean

Stain	Treatments (See key opposite) In order of cleaning sequence				
Asphalt/tar	F	D	G		
Beverages	D	A	D	G	
Blood	D	B	D	H	
Butter	F	D	G		
Sweets	D	A	D	G	
Chewing Gum	I	J	K		
Chocolate	D	B	D	G	
Cooking oil	F	D	G		
Cough Syrup	D	B	A	D	G
Dirt/Mud	D	B	D	G	
Dye (blue,green,red,black)	D	M	A	N	
Egg	D	B	D	G	
Excrement	D	B	D	G	
Fruit Juice/Berries	D	A	D	G	
Furniture polish	F	D	G		
Glue (hobby)	F	D	G		
Glue (white)	D	B	D	G	
Gravy	F	D	G		
Ink (ballpoint, felt)	F	D	G		
Ink (fountain pen)	D	A	B	G	
Ink (permanent)	F	D	G		
Lipstick	F	D	G		
Make up ( mascara, foundation)	F	D	G		
Mayonnaise	D	B	D	G	
Milk or Ice Cream	D	B	D	G	
Nail polish	O				
Oil & Grease	F	D	G		
Paint (latex)	D	B	A	G	
Paint (oil based)	F	D	G		
Rust	D	A	D	G	
Sauce	D	B	D	G	
Shoe polish	F	D	G		
Starch	D	B	D	G	
Toothpaste	D	B	D	G	
Urine (fresh)	G	B	D	G	
Urine (dry)	D	A	B	D	G
Varnisch/Lacquer	F	D	G		
Vomit	P	D	B	D	G
Wax (candle)	L	J			
Wine (red)	D	M	A	D	G
Wine (white)	D	A	D	G	

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### 100% Polyester Carpets

Polyester offers a lustrous look, smooth texture and exceptional softness and is naturally stain and fade resistant.

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#### Avoid direct sunlight.

1. Although Polyester is a naturally fade resistant fibre, exposure to strong sunlight will eventually cause fading.

#### Move Furniture around.

1. Use gliders or cups underneath furniture to move a few directions to prevent permanent indentations from forming.

#### Cleaning.

1. Clean any spillages and stains immediately
2. Test any proprietary cleaning product in an inconspicuous spot before using on a large area. All carpet cleaning solutions have instructions. Please follow their instructions carefully.
3. Alternatively, a simple method using 1 x cup of white vinegar mixed thoroughly with 1 x cup of cool water can be used.
  - i) Spray the vinegar/water mix onto the stain.
  - ii) Sprinkle baking soda on the spot and allow to settle.
  - iii) With a clean cloth, blot the spot.
  - iv) Vacuum and allow to dry.