



FLOORING  **TRA**
COMMERCIAL

Carpet Care & Maintenance



Disclaimer

This information has been prepared as a general guide and as such should not be solely relied upon. The manufacturer's specific care and warranty guide should be referred to for specific details. It is the responsibility of the consumer to seek professional cleaning advice for stain removal and or cleaning of your specific floor type.

Care & Maintenance

Proper care and cleaning can make a big difference in retaining the appearance and performance of your carpet over time. And remember, no carpet is absolutely stain proof. Carpet must be regularly maintained by following the manufacturer's recommendations, which typically include:

- Treating spots and stains as soon as they occur
- Regular vacuuming – weekly in general use areas and more often in high-traffic areas such as hallways
- Professional cleaning every 12 – 18 months to remove trapped soil.



Simple Tips

Use Door Mats

Have door mats placed inside and outside entrances to your home to trap soil before it can be tracked in and clean them regularly.

Vacuum Regularly

Regular thorough vacuuming will remove any dust and gritty dirt particles and reduce abrasion that can dull and wear carpet fibres. It is recommended that a rotating brush power-head vacuum is used to raise the carpet pile while it removes the soil. To reduce matting, change the direction of vacuuming occasionally.

Clean Up Spills Immediately

Prompt attention to spots and spills will make removal easier. Always blot the portion being cleaned, never rub, scrub or brush. If the stain persists, refer to the manufacturer's maintenance and warranty guide or consult professional cleaning advice.

Schedule Professional Cleaning

Choose a qualified cleaning service, experienced in the latest techniques for your carpet type and have your carpet professionally cleaned every 12-18 months. Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet cleaning and maintenance standards **AS/NZS 3733-1995**

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.



Synthetic 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.
3. 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.
4. 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.
5. 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.
6. 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).
7. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately. 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.

Wool 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 warm, not hot, water immediately applied to the stained area. Repeat until no stain is evident on the cloth or towels used to press dry the area.
3. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
4. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of approved wool laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with warm water, repeating treatment until no stain is evident on cloth or towels.
5. After the spill or stain has been treated, place several layers of white paper towel 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.
6. 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).
7. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately. 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.

Installation Warranty

Flooring Xtra Commercial provides a full 12 month installation warranty that covers any installation defects during that time to provide you with peace of mind.

What Is Excluded

- Flooring not installed as per AS/NZ guidelines
- Installing residential product for commercial use
- Post installation treatment of flooring with any products not approved by the manufacturer
- Damage caused by pets or household objects
- Damage as a result of excessive moisture or flooding
- Damage caused by improper care and maintenance

