



Care & Maintenance



Like any other flooring type, carpet needs cleaning from time to time. Cleaning a carpet is easier than you may think. Discover our simple carpet cleaning tips. Common sense will take you a long way when it comes to keeping your carpet gorgeous and clean. Follow these simple tips:

Care Guidelines

- Vacuum on a frequent basis: the best way to reduce soil accumulation and prolong the life of your carpet is to vacuum frequently.
- Use doormats at entrances A simple walk-off mat or entrance mat prevents dirt from getting transferred all over the building and into the fibre of your tufted carpet. Make sure to clean these mats often, so that they do not become a source of dust and dirt themselves.
- Clean most-used areas: the most-used areas of a carpet (entrances, doorways, traffic lanes, etc.) will collect dirt much faster than the remaining areas from a carpet. Cleaning these areas when they just begin to look soiled, stops the dirt from spreading towards the rest of the house and can extend the time between two professional cleanings.
- Periodical professional cleaning: dust and oils in the air will eventually leave a dulling film on even unused parts of the carpet. Periodic professional cleaning of the overall carpet is therefore required at least once every two years from the date of purchase.

Definition of a stain

“Staining” means a permanent transformation of more than 1 unit on the ISO-105 A03 Grey Scale, which is used to assess carpet staining. The ability to “resist staining” means the ability of the carpet pile to withstand or minimise permanent staining caused solely by foods or beverages (warranted stains are defined under ‘food and drink warranted stains’ in this leaflet).

Cleaning Guidelines

Spills and stains don't have to be a problem. Always act quickly and follow these guidelines for an effective and correct stain removal.

a. Greasy stains

These stains can only be treated with an especially developed product for this kind of stains. Do not apply this product directly to the stained area. Using a piece of cotton wool, apply to the edges of the stain working inwards. Blot with absorbent tissue or kitchen roll. The carpet fibre may darken during this process, but this will disappear afterwards. Repeat this process if required. Using a light soap solution (see: dried in water based stains), dampen the area and blot with kitchen roll. Dry with a hair-dryer continually moving over the treated area, in order to prevent watermarking.

b. Water based stains

Soak up immediately using absorbent tissues or kitchen roll. Re-wet the stained area with lukewarm water on a small piece of sponge or cotton wool. Blot with kitchen roll and repeat this process if necessary. Dry with a hair-dryer continually moving over the treated area, in order to prevent watermarking.

c. Dried in water based stains

Soap solution (2 litres of lukewarm water with half teaspoon of professional carpet shampoo). Re-wet the stained area using this soap solution applied on a piece of cotton wool. Blot using kitchen roll as in ‘water based stains’ mentioned above and dry with a hair-dryer continually moving over the treated area, in order to prevent watermarking.

The final procedure on carpets after allowing the wetting and blotting should be as follows. Place 6 layers of kitchen roll on the treated area and place a heavy object on top. Allow to dry for 24 hours. This will absorb any stains in the base of the fibres.

d. Scrape or blot excess spill

Freeze the area with ice cubes and scrape them up with the blunt edge of a spoon (from the edges of the stain to the middle of it). Vacuum chips/spill away before they melt.

Food and drink warranted stains

beer	b
berries	b
butter	a
chewing gum	c a
chocolate	a
coffee	b
cooking oil	a b
fruit drinks (artificially coloured)	b
fruit juice	b
grease (from food)	a b
icecream	b
ketchup	a b
lemonade	b
mayonnaise	a
milk	a b
mixed drinks (liqueurs)	a b
mustard (allow to dry, scrape up then clean to reduce spreading)	a
pet food	a
soft drinks	b
sugar - candy	b
tea	b
wine (white)	a b

General Points of attention

- Use a carpet shampoo according to its instructions.
- Never rub the tufted carpet, this could damage the carpet fibres or yarns and change the carpet structure.
- Never soak a carpet with water through to the backing
- Never walk on a moist carpet. Its pile fibres could get damaged.
- When the carpet is completely dry after any cleaning treatment, always vacuum the carpet thoroughly.
- Be careful with tufted carpets that have a backing of natural fibres (e.g. jute, cotton). They could shrink when they get too wet.
- If a pile yarn gets loose, cut it off with scissors. Never pull it out.
- Never fold your tufted carpet, always roll it up. Folding a carpet, damages the backing.

