

## Carpet Cleaning Instructions

- Care Instructions provided by Carpet Call Floor Centre

There are three basic requirements for caring and cleaning of your carpet.

1. Frequent thorough vacuuming
2. Prompt clean up of spills
3. Periodic professional steam cleaning

### Vacuuming

We recommend the frequent use of an upright vacuum cleaner, incorporating a correctly adjusted beater bar and revolving brush. A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum would be classed as three passes over an area. A thorough Vacuum is five to seven passes over the area.

### Steam Cleaning

Carpet should be steam cleaned regularly, approximately every twelve months to two years depending upon the usage and the colour chosen. A minimum of one cleaning every two years is required.

Even though both light and dark colours attract the same dirt and grit, the lighter colours tend to show soiling earlier. A reputable professional steam cleaner should always perform steam cleaning. We do not recommend shampooing, do-it-yourself steam cleaning or dry cleaning.

Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet cleaning and maintenance standards AS/NZS 3733-1995

### Cleaning

NOTE: No carpet is absolutely stain proof. Some carpets have stain resistant treatments to improve to ability to clean up stains, not prevent stains. Carpets with soil resistant treatments reduce the rate of soiling, but all carpets require regular care and maintenance.

## Soil and grit

The abrasive action of soil and grit will accelerate wear on your carpet. Household entrances should have mats to act as barriers. Better to leave most of the soil and grit on the mat, rather than walk it into the carpet. Regular vacuuming and cleaning is essential to keep your carpets looking good and to extend its life.

## Stains VS Soiling

It should be noted that there is often confusion about the difference between soiling and staining, the majority of stain complaints are actually soil related. For example many sugar based spills such as soft drinks and coffee, leave a sugar residue after removal.

The sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area appears to be a stain.

The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with clean water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing any spill.

## Spot Cleaning

We recommend Scotchgard Carpet Cleaner for general spillages. This cleaner should be applied in accordance with the instructions on the container. Immediate action is the key-most spills won't stain permanently if you act quickly.

### 1. Do not scrub

Scoop up or blot as much of the spill as possible, then continue to blot any residue with a clean white cloth or paper towel, always working from the outer edge towards the centre to avoid the spill spreading. Remember, do not scrub.

### 2. Cold Water

Apply cold water to the stained area with a sponge to flush out as much of the stain as possible and then blot up. Once again do not scrub.

### 3. Carpet Cleaner

Apply Carpet Cleaner as directed on the container to the stained area. Work the foam evenly over the soiled area with a damp sponge with a blotting action. Do not scrub. Remove the excess foam and rinse the sponge often with clean water

### 4. Apply water

Apply water with a cloth until the carpet no longer feels sticky or soapy then blot up thoroughly with a sponge or paper towel.

Place a few layers of paper towel or white cloth over the cleaned area to absorb the remaining moisture and weigh them down with an object that won't transfer colour.

Note: Some spillages by their very nature can be difficult to remove. With some stubborn spillages, the use of Carpet Cleaner may not be sufficient to completely remove the stain. In this event, you may need to follow the steps in the Alternative Stain Removal Guide; or alternatively call in a professional cleaner.

### **ALTERNATE STAIN REMOVAL GUIDE**

ORIGIN OF STAIN	REMOVAL Step 1	REMOVAL Step 2	REMOVAL Step 3	REMOVAL Step 4	REMOVAL Step 5
Soft drink & beer	Detergent	Vinegar	Detergent	Water	
Tea & Coffee	Detergent	Vinegar	Detergent	Water	
Blood	Detergent	Ammonia	Detergent	Cold Water	
Butter	Dry/Cln solvent	Detergent	Water		
Candy / Sweets	Freeze with ice cube, shatter with blunt & vacuum clean	Dry/Cln solvent for 3-5 minutes	Repeat steps as necessary		
Chocolate	Detergent	Ammonia	Detergent	Water	
Cooking Oil	Dry/Cln solvent	Detergent	Water		
Cough Syrup	Detergent	Ammonia	Vinegar	Detergent	Water
Dirt/Mud	Detergent	Ammonia	Detergent	Water	
Egg	Detergent	Ammonia	Detergent	Water	
Excrement	Detergent	Ammonia	Detergent	Water	
Fruit Juice/Berry	Detergent	Ammonia	Detergent	Water	
Furniture Polish	Dry/Cln solvent	Detergent	Water		
Gravy	Dry/Cln solvent	Detergent	Water		
Ink-ball/felt pen	Dry/Cln solvent	Detergent	Water		
Ink-fountain pen	Detergent	Vinegar	Ammonia	Water	
Ink-permanent	Dry/Cln solvent	Detergent	Water		
Lipstick	Dry/Cln solvent	Detergent	Water		
Make-up	Dry/Cln solvent	Detergent	Water		
Mayonnaise	Detergent	Ammonia	Detergent	Water	
Mercurochrome	Detergent	Ammonia	Vinegar	Detergent	Water
Milk/Ice Cream	Detergent	Ammonia	Detergent	Water	
Oil & Grease	Dry/Cln solvent	Detergent	Water		
Sauce	Detergent	Ammonia	Detergent	Water	
Shoe Polish	Dry/Cln solvent	Detergent	Water		
Starch	Detergent	Ammonia	Detergent	Water	
Toothpaste	Detergent	Ammonia	Detergent	Water	
Urine (fresh)	Water	Ammonia	Detergent	Water	
Urine (dry)	Detergent	Vinegar	Ammonia	Detergent	Water
Vomit	Baking soda, scrape & vacuum clean	Detergent	Ammonia	Detergent	Water
Wine (red)	Detergent	Ammonia	Vinegar	Detergent	Water
Wine (white)	Detergent	Vinegar	Detergent	Water	

\*\*\*\*For Nail Polish use nail polish remover, but it should not include lanolin or be of a greasy nature

**Detergent** 1 teaspoon clear dishwashing detergent with 1 cup warm water

**Ammonia** Undiluted household ammonia, foaming type containing detergent

**Vinegar** Undiluted white vinegar