

Carpet Cleaning Guide

To maintain the condition and longevity of your carpet, the following three key practices are essential:

Vacuuming

Frequent vacuuming is essential to keep carpets clean and in good condition.

- Use an upright vacuum cleaner with a properly adjusted beater bar and rotating brush
- Light vacuuming is recommended at least twice per week
- A thorough vacuum should be completed weekly

As a guide:

- Light vacuuming = approximately 3 passes over an area
- Thorough vacuuming = 5 to 7 passes over an area

Steam Cleaning

Carpets should be professionally steam cleaned every 12 to 24 months, depending on usage and colour. At a minimum, steam cleaning is required every two years.

- Light-coloured carpets may show soiling sooner than darker carpets
- Steam cleaning must be carried out by a professional cleaner
- DIY machines, shampooing, or dry cleaning are not recommended

All professional cleaning should comply with Australian and New Zealand Standard AS/NZS 3733-1995.

General Cleaning Information

No carpet is completely stain-proof. Some carpets are treated to improve stain resistance, but all carpets require regular care and maintenance. Immediate action when spills happen are key. Most spills can be removed successfully if treated promptly.

Soil and Grit

Dirt and grit can damage carpet fibres over time. To reduce wear:

- Place mats at entrances to trap dirt
- Vacuum regularly
- Keep high-traffic areas clean

Stains vs Soiling

There is often confusion between stains and soiling. Many "stains" are actually caused by residue left behind after cleaning.

For example, sugary spills such as soft drinks or coffee can leave a sticky residue that attracts dirt, creating a discoloured patch. The same can occur if detergent is not properly rinsed. To avoid this, always rinse the area thoroughly with clean water and blot dry after cleaning.

Consistent care and prompt attention to spills will help maintain your carpet's appearance and extend its lifespan.

