



# QUEST FOR THE BEST CARPET CARE & MAINTENANCE

To keep your carpet looking & feeling its best there are 3 important things you must do.

1. **Vacuum, vacuum, vacuum**

Thorough vacuuming at least once a week, or more in heavy traffic areas, helps to remove dirt particles before they become embedded in the carpet pile. You cannot over vacuum. Begin the day your carpet is installed.

2. **Treat spills straight away**

Keep this brochure handy so you can refer to our Spot Removal and Treatment Guide to correctly treat any spills.

3. **Professional cleaning**

A professional 'deep' or restorative cleaning treatment once every 18-24 months will do wonders to protect your carpet pile and enhance its beauty.

Give your carpet the best possible care, and it will love you back for years to come.

## *Selecting the right vacuum*

When selecting the right vacuum, adjustable height is the most important feature to consider. This enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set to high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuums beater bar or brushes can 'fuzz' the carpets surface, causing it to look worn and frayed.



# BASIC STEPS

Keep your carpet looking great with regular, thorough vacuuming. If an accident should happen it's important to remove any spills immediately. The following tables show you how to best treat any spots, stains or spills.



## STEP 1 **SCOOP**

Before commencing treatment first scoop up and dispose of any solids



## STEP 2 **BLOT**

Secondly, blot up as much of the spill as possible, using a clean white towel, rag or paper towel.



## STEP 3 **TREAT**

Refer to the SPOT REMOVAL GUIDE to determine the correct treatment. Follow the steps listed on the TREATMENT GUIDE. Ensure you apply the recommended treatments onto a clean towel or rag. Do not place treatments directly on your carpet.



## STEP 4 **RINSE**

Once you have completed treatment, rinse the spot using cold or lukewarm water.



## STEP 5 **DRY**

Blot (never rub) the rinsed area with a clean dry towel, rag or paper towel, or us.

# TREATMENT GUIDE

1. Cold Water
2. Detergent Solution or Carpet Shampoo Solution
3. Laundry detergent
4. Solvent - use only on dry carpet
5. Chill with aerosol freezing agent or ice cubes in a plastic bag.  
Pick or scrape off gum or chocolate.
6. Vinegar solution (1/3 cup white vinegar with 2/3 cup water)
7. Warm water
8. Clear nail polish remover (preferably acetone) no lanolin
9. Alcohol, methylated spirits or mineral turpentine
10. Rust remover
11. Vacuum
12. Mineral turpentine
13. Laundry detergent (non-biological) 1tsp in 250mls warm water
14. Clear household disinfectant

# SPOT REMOVAL GUIDE

SPOT	TREATMENT 1	TREATMENT 2	TREATMENT 3
Alcoholic Beverages	1	2	
Bleach	1	3	
Blood	1	2	
Butter	4	2	
Candle Wax	Absorbent Paper	Hot Iron	
Chewing Gum	5	4	
Chocolate	5	2	
Coffee	14	2	
Colas & Soft Drinks	1	2	
Cooking Oils	4	2	
Cream	2	4	
Egg	2		
Faeces	2	13	14
Floor Wax	4	2	
Fruit Juice	1	2	
Furniture Polish	4	2	
Gravy & Sauces	7	2	
Ink (Fountain Pen)	1	2	
Ink (Ball Point)	4	9	2
Ink (Felt Tip)	7	2	8

SPOT	TREATMENT 1	TREATMENT 2	TREATMENT 3
Lipstick <sup>4</sup>	2		
Milk	7	2	4
Mustard	2		
Nail Polish	8	4	
Oil & Grease	4	2	
Paint (Latex)	1	2	4
Paint (Oil)	12	4	2
Rust	4	10	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soot	11	4	2
Tar	4	9	4
Tea	1	2	4
Tomato Sauce	7	2	
Urine (Fresh)	1	2	
Urine (Old)	2	3	6
Vomit	2	13	
Wine	1	2	6
Unknown Material	4	2	3