



Caring For Your Carpet

Buying a carpet or flooring is a major investment and should be a pleasurable experience. We recognise this and strive for a level of service second to none.

We value your custom and want you to enjoy visiting us. Your satisfaction ultimately depends on honest, accurate advice, ensuring that you get the very best value for money. We take pride in providing this, ensuring that you can buy with complete confidence.

Underlay – A Carpets Best Friend

It is essential that your new carpet is laid on a new good quality underlay. This will ensure that you get maximum wear and excellent appearance, as well as providing heat and acoustic benefits.

Don't make the mistake of believing that you will save money by utilising your old underlay. It will probably have little, if any, life left in it, and certainly next to no bounce or resilience.

Taking Good Care of your Carpet

With just a little care, will last longer and look good throughout its life. You can keep your carpet in top condition by following the simple guidelines in this leaflet. Remember, if you vacuum regularly and treat stains immediately, your carpet will keep its beautiful appearance for much longer.

Vacuuming

Surface dirt is unavoidable and sometimes unsightly, but dirt that is trampled down between the tufts has an abrasive cutting action that can eventually wear away the fibres. The best way to delay or prevent this destructive wearing action is to give your carpets a regular vacuuming.

There is a common myth that you should let a new carpet "settle in" for a week or so. In fact, entirely the reverse is true!

Virtually all new carpets will shed a small amount of loose fibres and these should be removed by vacuuming as soon as possible. Otherwise the fibres will be walked back into the carpet and can cause a matted appearance.

Loop pile carpets, particularly Wool Berbers, should not be cleaned with a vacuum which has a beater attachment – this can cause excessive fluffing and matting – this type of carpet should be vacuumed with the suction head only.

Entrance mats and barrier mats will reduce the amount of dirt carried on to your carpets from outside the home, but please remember that these mats must also be cleaned regularly.

How to Tackle Stains

Do It Right....Do It Quickly....

Accidental spillages on carpets are an unfortunate fact of life and no carpet is totally stain proof. Remember the golden rule: Instant treatment can mean instant cure.

NEVER – NEVER – EVER RUB – but always blot...blot...blot to a damp dry state.

Liquid spills should be soaked up immediately with absorbent tissue, preferably white, or a clean dry cloth.

Avoid excessive rubbing and always work from the outside edges of the stain into the centre to avoid spreading. Use a blunt knife or spoon to gently scrape away any solids.

Cleaning Solutions

Detergent Solution

A teaspoon of neutral detergent, such as 'Stergene', to half pint (quarter litre) of warm water.

Detergent / Vinegar Solution

Add one teaspoon of white vinegar to the above detergent solution.

Ammonia Solution

One tablespoon of household ammonia to one cup of warm water. **WARNING:** Always test a small 'out of the way' area of your carpet for colourfastness prior to tackling the stain.

Dry Cleaning Solvent

A proprietary brand of dry cleaning solvent should be used. You will also need a blunt knife and some white tissues or absorbent cloth to blot up the stain as it is released. The modern alternative is KR, a dry spray, which is best left overnight to work on any stain before vacuuming off.

Stain Removal Methods

Blood / Chocolate / Egg / Ice-cream / Glue / Grass / Gravy / Fruit

Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution, Blot dry, do not rub.

Milk Soft Drinks

Blot up the surplus spillage. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry, do not rub.

Fats / Shoe Polish / Lipstick / Oil / Solids / Nail Polish / Tar / Vomit / Wax / Grease / Chewing Gum

Scrape up with a blunt knife. Use dry cleaning solvent, followed by detergent / vinegar solution. Blot dry, do not rub.

Coffee / Tea / Alcohol / Wine / Perfume / Urine / Liquid Foods

Blot up the surplus spillage. Use detergent / vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry clothes frequently, do not rub.

Remember

The best care you can give your carpet...is a light vacuuming everyday.

Shading

'Shading' is a general description given to a number of optical effects in the appearance of carpets under a variety of names such as 'tracking', 'footmarking', 'watermarking', 'pooling' or 'pile reversal'. These names can be used with slightly different meanings by different people and so when discussing them it is always important to make sure exactly what is meant

All cut pile carpets, particularly plain or tonal, are liable to shading – showing light and dark patches due to uneven crushing of the surface, commonly known as 'pile pressure' e.g. in front of seating or in high-traffic areas. No care on the part of the manufacturer can avoid this tendency which is inherent in all pile fabrics. It is not detrimental to the wear of the carpet, nor is it a defect.

Sprouting

Occasionally a tuft may protrude above the carpet surface. This is not a manufacturing fault, simply trim this down to the general level of the surrounding carpet with a pair of scissors. NEVER try to pull the tuft out of the carpet.

Flattening

All carpets are subject to flattening in varying degrees. Flattening is caused by the compression of the pile by footwear and furniture. Heavy furniture may crush carpet pile so wherever possible use castor cups. Furniture should not be dragged across a carpet. Try to rearrange your furniture occasionally to avoid uneven wear. Regular vacuuming will help to alleviate flattening, bringing the pile back up to its normal position.

Fading

Today, almost all of the fibres and dyes used in making carpets exhibit excellent properties of colourfastness to sunlight. However, all carpets are subject to a degree of fading with age but this is generally unnotice-able over the years.

Carpets fitted in extremely sunny rooms with large windows can be protected by drawing curtains or blinds during periods of strong sunlight.