



# ***STAINFREE*** ™

Care & Maintenance

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# INTRODUCTION

Your carpet will give you years of hard-wearing service if you care for it and maintain it on a regular basis. This document details how to best care for your carpet.

This carpet is manufactured to resist stains utilising the inherent properties built into the fibre. All household food and drink stains will be removable using the simple instructions detailed in this booklet.

Please read these instructions carefully.

## What you need to do

To enjoy the added protection of this stain guarantee, it will help if you take these few simple steps:

1. Please retain your receipt of purchase together with this booklet in a safe place.
2. Please retain a portion approx. 18 x 18 cm of excess, unused carpet after installation.
3. Have your carpet cleaned in accordance with the care and maintenance instructions contained in this booklet and have it professionally cleaned once every 12-18 months starting from the date of purchase.
4. Keep all receipts of professional cleaning and, also keep a list of all products used to clean and maintain your carpet.



# ***REGULAR MAINTENANCE***

**We highly recommend, before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to ensure your current vacuum cleaner will not agitate the fibres and cause unnecessary fuzziness.**

Frequent vacuuming removes soil particles from the surface before they work their way below the pile surface. It is recommended to vacuum at least once a week, and more often for heavy traffic areas. We recommend the use of either upright vacuums or quality barrel vacuums with adjustable brush heads. Extra care must be taken in heavy traffic areas, including entrance areas.

**Loop pile carpets:** If you have a loop pile carpet, we recommend the use of a height adjustable type vacuum cleaner with 'suction only' capabilities. Turbo or power brush head attachments may reduce surface fuzziness or crimping – however, excessive use can lead to fuzzing and/or pilling. Power bar and rotating brushes should only be used on the lightest settings. Some vacuum cleaners available in the market can damage the yarn bundle and cause fuzziness across the carpet surface due to their coarse bristles.

**Cut Pile and Cut & Loop carpets:** You can use a height adjustable regular-suction, rotary turbo or power brush head for your cut pile or cut and loop carpet; however, excessive use of a rotating brush head may disturb the overall appearance of your carpet.

We recommend using a height adjustable regular-suction vacuum with a rotary turbo brush roller driven by airflow and, if the function is available on the vacuum, moving the brush roller to an **OFF** position for 'suction only' cleaning as also recommended for loop pile vacuuming. Only occasionally vacuum with your turbo or power brush head to avoid tuft-tip distortion and loss of pile appearance. Some vacuum cleaners that have coarse bristles have been known to be too aggressive and cause excessive removal of the fibres.

**Please note that Victoria Carpets do not recommend the use of robot or stick vacuums for regular carpet maintenance. They are very abrasive on the fibre and leave permanent marks on them.**

**If you are not sure about what type of vacuum cleaner should be used for the carpet you have chosen, please contact us at [info@victoriacarpets.com.au](mailto:info@victoriacarpets.com.au). We will assist you on this promptly.**



## ***PERIODIC MAINTENANCE***

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep or restorative clean. Carpet should be professionally steam-cleaned (hot water extraction) every 12-18 months. Steam cleaning should be carried out by a reputable professional steam cleaner and in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733.

Do-it- yourself steam cleaning, shampooing or dry cleaning is not recommended.

Additional steps to protect your carpet and keep it looking better for longer:

- Use furniture cups or felt pads under furniture.
- Place mats at exterior entrances to capture dirt, grit and moisture from footwear.
- Place rugs/mats or carpet protectors in areas that receive a lot of traffic or regular pressure (i.e. in front of couches, beside beds) to protect against uneven wear. Ensure you keep rugs/mats or carpet protectors clean and vacuum the carpet pile underneath.
- In areas subject to prolonged exposure to direct sunlight, protect your carpet with curtains, blinds, shades, or awnings.

# ***SPOT CLEANING PROCEDURES***

**Correct and regular maintenance will increase the life span of a carpet and help to maintain its good appearance. Cleaning should be proportional to the amount of soiling the carpet is subject to – the more dirt is deposited on the carpet, the more intensive the maintenance program required.**

Immediately remove as much of the spill as possible. To remove stains, it is generally best to use general carpet cleaning liquids designed specifically for spot cleaning. The recurrence of stains after spot cleaning is not uncommon for a concentrated spill, so repeat treatment if necessary.

Never rub or scrub the carpet as it may cause fuzzing or change the appearance of the carpet.

Always work from the outside of the stain towards the middle to avoid further spreading.

It is recommended to pre-test any cleaning agents on a small, obscured area of your carpet to ensure they do not affect the appearance or colour of the carpet.

**It is most important to rinse the cleaned area thoroughly with water and blot dry after removing any spills. If the cleaned area is not sufficiently rinsed, a sticky detergent residue remains which attracts soiling.**

Spills should be attended to as they occur - the older the stain, the more difficult it is to remove.

## **Dry Stains**

Gently remove as much of the substance as possible using a small soft hand brush or spatula to break up any crusted material and then vacuum thoroughly.

## **Wet Stains**

Blot with absorbent white cloth or paper towel, or use a spatula to remove any excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum, or professional cleaning is best.

# ***RECOMMENDED CLEANING METHODS***

Rinse the cleaned area thoroughly with clear cold water after each cleaning step and blot dry.

## **Detergent**

Use commercially available general carpet cleaning or spot removal detergent. Apply detergent sparingly to the stained area then blot to remove residue and rinse thoroughly with clear water. Blot dry.

## **Ammonia solution**

Mix one tablespoon of non-bleaching household ammonia with one cup of warm water. (Note: Do not mix with chlorine bleach.) Gently apply ammonia solution sparingly. Blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry.

## **Vinegar solution**

Mix one-part white vinegar and one-part water. Apply the white vinegar solution to the entire area that has been cleaned. Rinse thoroughly with clear water. Blot dry.

## **Alcohol**

Clear alcohol; use as is. Apply only enough alcohol to dampen the stain. Blot dry. Repeat as long as the stain continues to transfer.

## **Clear water**

Rinse the cleaned area thoroughly with clear water and blot dry.

**If stains fail to respond to treatments, contact a professional carpet cleaner immediately.**

# STAINFREE<sup>XP</sup> CLEANING TABLE

| Stain              | Step 1    | Step 2           | Step 3           | Step 4      |
|--------------------|-----------|------------------|------------------|-------------|
| Asphalt*           | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Beer               | Detergent | Ammonia solution | Clear water      |             |
| Berries            | Detergent | Ammonia solution | Clear water      |             |
| Blood              | Detergent | Ammonia solution | Clear water      |             |
| Bleach**           | Detergent | Ammonia solution | Clear water      |             |
| Butter             | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Chalk              | Detergent | Ammonia solution | Clear water      |             |
| Chewing Gum        | Chill     | Scrape off       | Clear water      |             |
| Chocolate          | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Clay (red)         | Detergent | Ammonia solution | Clear water      |             |
| Coffee             | Detergent | Vinegar solution | Clear water      |             |
| Crayon             | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Faeces*            | Detergent | Ammonia solution | Clear water      |             |
| Felt Tip Marker    | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Fruit Juice/Drinks | Detergent | Ammonia solution | Clear water      |             |
| Furniture Polish   | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Glue               | Detergent | Ammonia solution | Clear water      |             |
| Gravy              | Detergent | Ammonia solution | Clear water      |             |
| Grease             | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Hair Dye*          | Detergent | Ammonia solution | Clear water      |             |
| Ice Cream          | Detergent | Ammonia solution | Clear water      |             |
| Ink (washable)     | Detergent | Ammonia solution | Clear water      |             |
| Ink (permanent)*   | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Insecticides       | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Iron Rust          | Detergent | Ammonia solution | Clear water      |             |
| Lipstick           | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Liquor             | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Mascara            | Alcohol   | Detergent        | Vinegar solution | Clear water |

| Stain              | Step 1    | Step 2           | Step 3           | Step 4      |
|--------------------|-----------|------------------|------------------|-------------|
| Medicines          | Detergent | Ammonia solution | Clear water      |             |
| Milk               | Detergent | Ammonia solution | Clear water      |             |
| Motor Oil          | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Mouthwash          | Detergent | Ammonia solution | Clear water      |             |
| Mustard*           | Detergent | Vinegar solution | Clear water      |             |
| Nail Polish        | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Oil                | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Ointment           | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Paint (oil base)   | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Paint (water base) | Detergent | Ammonia solution | Clear water      |             |
| Petroleum jelly    | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Plant Food         | Detergent | Ammonia solution | Clear water      |             |
| Salad Dressing     | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Shoe Polish*       | Alcohol   | Detergent        | Vinegar solution | Clear Water |
| Soft Drinks        | Detergent | Ammonia solution | Clear water      |             |
| Soy Sauce          | Alcohol   | Detergent        | Vinegar solution | Clear Water |
| Tea                | Detergent | Vinegar solution | Clear water      |             |
| Tomato Sauce       | Detergent | Ammonia solution | Clear water      |             |
| Toothpaste         | Detergent | Ammonia solution | Clear water      |             |
| Urine*             | Detergent | Vinegar solution | Clear water      |             |
| Vomit*             | Detergent | Vinegar solution | Clear water      |             |
| Water Colours      | Detergent | Vinegar solution | Clear water      |             |
| Wax (candle)       | Alcohol   | Detergent        | Vinegar solution | Clear water |
| Wine               | Detergent | Ammonia solution | Clear water      |             |

\* Not all the stains listed herein are covered by the StainfreeXP guarantee

\*\* Excessive use of chemicals like bleach, can breakdown the backing of the carpet and is not covered under the StainfreeXP guarantee



# ***STAINFREE*** **XP**™



# ***CHARACTERISTICS OF CARPET***

The below are common characteristics of broadloom carpet and are not considered manufacturing faults.

## **Appearance Retention**

Carpets are a textile, and the appearance will change over time due to - but not limited to - foot traffic. The pile of the carpet will flatten particularly in high foot traffic areas as well as under heavy furniture. This occurs in all tufted carpets and is not considered a manufacturing fault. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

## **Tracking**

Tracking is the visible footprints and indents in the carpet. Tracking is more pronounced in carpets that have a higher pile and or softer yarn. This can be reduced by regular vacuuming.

## **Colour Variation**

Installed carpet will show a colour variation from the in-store sample. We recommend, where possible, that all the carpet in your home is from the same dye-lot / production to avoid batch to batch colour variations.

## **Fading, Delamination & Bubbling / Rippling**

Carpets are a textile product and will experience colour loss over time when exposed to direct sunlight. Extensive and intensive exposure to direct sunlight could also lead to the breakdown of the latex, causing carpet delamination or bubbling/rippling in an extreme case.

The use of curtains, blinds, shades, and other window coverings is recommended to protect your carpet from prolonged exposure to direct sunlight, particularly on north or west-facing glass doors or floor-to-ceiling windows. Moving furniture around regularly, when possible, will also help to expose all areas evenly.

Some household cleaning agents, heating fuels, air conditioners, pesticides, etc. could emit ozone and discolour carpets. Care should be taken when using these chemicals.

### **Pile Reversal / Shading**

Irregularly shaped lighter and darker patches appearing on cut pile carpets are known as shading, puddling or watermarking. Areas of disturbed pile that reflect light in a contrasting way to the body of carpet surrounding it is caused by permanent pile reversal shading. This phenomenon is permanent and cannot be removed by brushing or vacuuming. While it remains unclear why permanent pile reversal shading occurs, it is not perceived as a manufacturing fault or is detrimental to the durability of the carpet. So far, it is an unexplained industry phenomenon.

### **Pattern Match / Bowing & Skewing**

Slight variations between the length and width directions of loop piles are the result of stress and pressure differences during the manufacturing process. Consequently, the pattern running along the length of the carpet may not exactly match that running across its width. This is more likely to occur in large areas or situations where the carpet has been sourced from more than one production run. Special care needs to be taken during installation, but even then, some irregularities may be visible, especially when viewing across multiple width installations. An experienced installer who is familiar with pattern matching can usually minimise the effect of any pattern variations and achieve a visually acceptable result.



### **Shift Lines**

Parallel lines appearing at regular intervals on the surface of loop pile carpets are known as shift lines. These are more evident on carpets with large designs or more elaborate patterns; however, they are not visually intrusive or considered a manufacturing defect.

### **Wrinkling / Rucking**

This effect might occur after installation due to excessive humidity, inadequate underlay, not using the recommended installation procedures (especially power stretching), or even dragging heavy objects across the carpet. A professional installer can usually correct this issue by re-stretching the carpet.

### **Seam Peaking**

Seams peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible, but they should be straight, aligned and as flat as possible. It is recommended that they are installed away from any light source. Seam peaking is not considered a manufacturing defect.

### **Missing / Damaged / Sprouted Tufts**

Missing or damaged tufts in new carpets can occur and should be replaced by hand sewing. It is recommended that the missing tufts or small areas of tuft damage are repaired by a professional and experienced technician. This can be arranged through your retailer. This issue should not detract from the quality or the durability of the carpet.

Missing/damaged tufts may be produced as a result of normal wear (e.g., due to pets' claws, movement of furniture, etc.), pulling the tuft from the backing. These can also be easily replaced by hand or re-tufting, carried out by a professional.

Sprouting is the release onto the carpet surface of extra-long tuft legs that are trapped within the carpet pile during manufacturing, installation, or use. Sprouts can be carefully trimmed with napping shears/scissors without damaging the carpet.

### **Odour Emissions from New Carpets**

This is very common in new carpets. The so called 'new carpet smell' will lessen provided that good ventilation is provided to the room of installation (e.g., open windows and doors to allow airflow).

## Shedding

Shedding is the term used to describe the release of very short fibres that are collected at the surface of the carpet. It is very common in cut pile carpets (particularly spun yarn products).

Yarns spun from staple fibres (e.g., many woollen yarns) consist of short fibres that are twisted together to form the yarn. This is in comparison to BCF (Bulk Continuous Filament) yarns which are produced with one long filament (thread), resulting in continuous bundles of yarn that are less prone to shedding loose fibres. Many of the short fibres in staple yarns are not bound at the back of the carpet; they then work their way to the surface, often leaving areas of fuzz on the face of the carpet. Shedding is activated by foot-traffic and vacuuming. It is only observed on new carpets. Shedding settles with time and regular cleaning with a soft brush vacuum cleaner.

## Stairs

Carpets will naturally be worn faster on stairs, particularly at the lower end, due to repetitive localised pressure. Most Victoria Carpets carpets are suitable for stairs, but this does not deter any wear or appearance retention.

## Roll Pressure Marks

Roll pressure marks refers to temporary flattening of the carpet pile, often in strips and is most likely to occur with plush pile carpets. It causes distortion in the perceived carpet's colour, texture, and pile height. These marks are caused by the weight of the carpet pressing down the layers underneath or when two rolls are rolled at different tension and lay next to each other. This is not a manufacturing defect. It will disappear gradually with regular vacuuming and general traffic.

# **STAINFREE** ™

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Established 1895

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