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Belgotex® Care & Maintenance

A World of
Perfect Choices

Carpet Characteristics

Tracking

Tracking is the imprint left by footprints on your carpet. This is common on all cut pile surfaces and usually disappears after a thorough vacuum, however it will reappear after the carpet is walked on again. This is seen more often in high traffic areas such as doorways and hallways. These areas should be given more attention during vacuuming.

Pile Reversal Shading

All cut pile carpets develop light or dark patches over time. This is known as shading or watermarking. It is caused by the carpet fibres bending and reflecting the light differently. Shading can not be predicted or prevented but is more related to the carpet use rather than construction. When caused by foot marking and vacuuming, pile shading is temporary and can be reversed by vacuuming or brushing the carpet in the normal direction of pile lay. Shading does not affect the wear or lifespan of the carpet and is not considered a flaw or defect.

Shift Lines

Parallel lines that appear on the surface of loop pile carpets. More apparent with large designs or patterns. This can also be affected by colour and light sources.

Seam Peaking

Seam 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.

Appearance Retention

All carpets change appearance over time. Carpet pile will flatten to some extent due to normal use. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

Matting is a wear-induced characteristic that is seen as the merging together of carpet tufts to the stage where they may become less defined. Matting occurs in all carpets to some extent and is not considered a manufacturing defect unless it occurs rapidly or to an unacceptable degree.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length of the carpet or across its width, particularly from one production run to another.

Underlay

Like carpet, underlay is available in various grades and qualities. An underlay should be firm but comfortable. As a guide, standing on the underlay you should not be able to feel the floor with the heel of your shoe. If replacing carpet, do not be tempted to use the existing underlay. It will have the same wear patterns as your old carpet and these will quickly appear in a new carpet and will void your Belgotex carpet warranty.

Premium Solution Dyed Nylon

Refer to technical specifications to define if your carpet is Premium Solution Dyed Nylon or Solution Dyed Nylon.

Cleaning Guide

- The faster you act, the better the results.
- First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it is dry, or blot with a white paper towel if the stain is wet.
- Identify the stain and refer to the stain chart before you begin.
- Never scrub the stain.

STEP ONE – SOIL CONTAINMENT

- Place walk-off mats both inside and outside at all entrances to minimise the soiling in your carpet.
- Use carpet protectors under heavy furniture and furniture with castors.

STEP TWO – FREQUENT VACUUMING

- Thorough vacuuming removes dirt particles that dull the carpets appearance and cause fibre damage.
- Make sure your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have 'high suction' and no beater brush.

STEP THREE – SPOT AND STAIN REMOVAL

- Always blot from the outside in to minimise the stain area.
- Never use any of the solutions in concentrations stronger than recommended and always follow manufacturer's instructions.
- Use acetone and dry-cleaning fluid in ventilated conditions only.
- Pet "accidents" and certain other stains may reappear, as a result of "wicking". If, after repeating the stain removal procedure, the stain continues to reappear, contact a professional carpet cleaner for assistance. Note: Please remove urine stains as soon as possible. This warranty does not cover stains that have not been dealt with immediately, and have permeated the backing of the product.
- If a stain cannot be identified or is not listed in this guide, first use Procedure 1. If the stain shows no sign of being removed, try Procedure 2.
- Some harsh stains may require the procedure to be repeated several times.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

- When a carpet appears dirty even after vacuuming, it's time for a professional clean.
- Consult a professional cleaner for the best method of cleaning.
- An annual professional hot water extraction is required to retain your warranty.

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STAIN	METHOD	STAIN	METHOD
Beetroot Juice	1 or 2	Milk	1
Betadine	1	Mud	1
Blood	1	Mustard	1
Butter	1	Nail Polish	1 or 2
Chocolate	1	Machine Oil	1
Coffee/tea	1	Peanut Butter	1
Concentrated Juice	1	Pen Ink	1
Cooking Oil	1	Paint	1 or 2
Cola/Fizzy Drinks	1	Rust	1
Curry Paste	1	Salad Dressing	1
Egg	1	Shoe Polish	1 or 2
Food Colouring	1	Spaghetti Sauce	1
Grape Juice	1	Tomato Sauce	1
Gravy	1	Urine	1
Grease	1	Vomit	1
Jam	1 or 2	Vinegar	1
Lipstick	1 or 2	Wax Crayons	1 or 2
Marker Pen	1	Wine – Red	1
Mascara	1	Wine – White	1



METHODS

1. BLEACH AND WATER

Mix a fresh solution of 50% clear household bleach and 50% warm water in a spray bottle. Blot or scrape up the stain as much as possible. Spray the solution directly on the carpet.

Do not over wet.

Blot the carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Spray with clean water and blot until all bleach is removed. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

2. PURE ACETONE (*available at pharmacies*)

Blot or scrape up the stain as much as possible. Apply a small amount of pure acetone to a white cloth and work in gently.

Do not over wet.

Blot carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

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Cleaning Guide

STEP ONE – SOIL CONTAINMENT

Soiling occurs when dirt is tracked into the house from outside, and is embedded into your carpet. The use of walk-off mats, both inside and outside, will minimise the soiling in your carpet.

- Outside mats – use soil-removal mats that have a coarse texture, are designed to brush soil from shoes.
- Inside mats – use mats to prevent moisture dirt and soil from reaching the carpet.

Mats must be vacuumed and cleaned frequently so that they do not then become a source of soiling.

STEP TWO – FREQUENT VACUUMING

Regular vacuuming with a good quality vacuum cleaner is essential to preserving the life of your carpet to prevent premature replacement. Dirt and soil can grind at the carpet fibres and cause permanent damage, causing your carpet to flatten and wear before it's time.

After your carpet is installed, vacuum carefully and frequently in the first week to remove surface dust and yarn remaining. For ongoing vacuuming, we recommend vacuuming at least twice a week, especially in high traffic areas. Pay specific attention to narrow traffic ways which will always show the first signs of wear.

Make sure that your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly. Vacuum cleaners should have high suction and NO beater brush, as this could affect the look and performance of your carpet.

Consideration should also be given to the use of vacuum cleaners with High Efficiency Particulate Air (HEPA) Filters. These filters are capable of filtering particles down to 0.2 micron, which includes bacteria and spores but not viruses. They prevent the recirculation of dangerous and unwanted particles and thus have a positive impact on Indoor Air Quality (IAQ) unlike vacuum cleaners with standard filters.

STEP THREE – SPOT AND STAIN REMOVAL

Spots and stains are inevitable, but they don't have to be permanent. The key to dealing with spots and stains is to deal with them immediately. Most everyday spills simply require a light clean with water, and preferably the use of a wet/dry vacuum. E.g. Bissell Spot Clean. For stronger stains, please refer to our stain chart for advice.

Staining vs Soiling

The majority of 'stains' that appear on your carpet are actually related to soiling. Many sugar based products that are cleaned off your carpet can leave a sugar residue after removal if not rinsed thoroughly. Or, when spills are cleaned with a detergent solution and the area is not rinsed thoroughly, a similar residue can remain. This sticky residue can readily attract soil from ordinary foot traffic and the results of this appear to be a stain. It is important to rinse your carpet thoroughly after cleaning, and make sure to blot dry as much as possible.

Do contain the stain as much as possible. Scoop up solids immediately, and then blot/dab as much of the spill as possible from the carpet with a clean white cloth. Work from the outside of the stain or spill towards the centre to avoid it spreading. **DON'T** ever scrub or rub the carpet! This will damage the pile and may worsen the stain. Also don't over wet the carpet with water or any other liquid.

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STAIN	METHOD	STAIN	METHOD
Blood	1, 2, 7	Nail Polish	4, 7
Chewing Gum	3, 2, 7	Paint (latex)	1, 2, 7
Coffee / Tea	2, 6, 2, 7	Urine (fresh)	1, 2, 7
Marker Pen / Ink	5, 2, 6, 7	Wine	2, 6, 2, 7

METHODS

1. Rinse with cold water.
2. Mix 1 teaspoon of mild laundry powder with 1 litre of warm water. Apply carefully to the area and then blot to remove residue.
3. Chill with either ice cubes in a bag or with an aerosol freezing agent. Once frozen, remove gum by picking or scraping it off.
4. Clear pure acetone (available from a pharmacy). Apply sparingly to the area and blot to remove residue.
5. Mix 1 tablespoon of clear household bleach (ammonia free) with 1 cup of water. Apply the solution to the area and blot to remove residue.
6. Mix 1 part white vinegar with 1 part water. Apply the solution to the area and blot to remove residue.
7. Rinse thoroughly with warm (not hot) water. Ensure there is no sticky residue remaining.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

Steps 1-3 are great for day to day care, but giving your floor a deep clean periodically will extend the life of your carpet so that you can enjoy it for longer. When your carpet appears dirty even after vacuuming, it's time for a professional clean. We recommend hot water extraction every year. This is the most effective and frequently used method of deep cleaning in the industry, and will give the best restorative deep cleaning results.

It is important to use a reputable steam cleaning company who operate in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733:1995. Shampooing, do it yourself steam cleaning, or dry cleaning are not recommended.