

## COMMON SPILLS AND SOLUTIONS CONT...

### BUTTER

- Step 1: Warm iron (below 100°C) on a cloth
- Step 2: Dab with solvent, white spirits or dry cleaning fluid
- Step 3: 20% dishwashing detergent, 5% white vinegar and 75% water
- Step 4: Plain water

### CHOCOLATE

- Step 1: Scrape off solids
- Step 2: Solvent or white spirits
- Step 3: 5% dishwashing detergent and 95% water
- Step 4: 20% ammonia and 80% water
- Step 5: 50% vinegar and 50% water
- Step 6: 2% dishwashing detergent and 98% water
- Step 7: Plain water

### OILS/COOKING SAUCES

- Step 1: Solvent or white spirits
- Step 2: 5% dishwashing detergent and 95% water
- Step 3: 50% vinegar and 50% water
- Step 4: Plain water

### MUD

- Step 1: Allow to dry
- Step 2: Scrape off and vacuum
- Step 3: If necessary - 20% ammonia and 80% tepid water
- Step 4: Plain water

### URINE/BLOOD

- Step 1: 2% dishwashing detergent and 98% water
- Step 2: 20% ammonia and 80% water
- Step 3: 50% vinegar and 50% water
- Step 4: Plain water

### FAECES

- Step 1: Remove all solids
- Step 2: 2% dishwashing detergent and 98% water
- Step 3: 20% ammonia and 80% water
- Step 4: 2% dishwashing detergent and 98% water
- Step 5: Water

### NAIL POLISH

- Step 1: Dab with acetone
- Step 2: Plain water

### SHOE POLISH

- Step 1: Solvent or white spirits
- Step 2: 5% dishwashing detergent and 95% water
- Step 3: Plain water

### PAINT (ACRYLIC)

- Step 1: 5% dishwashing detergent and 95% water
- Step 2: 20% ammonia and 80% water
- Step 3: Plain water

### PAINT (OIL)

- Step 1: Solvent, white spirits or turps
- Step 2: 5% dishwashing detergent and 95% water
- Step 3: Plain water



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# CARE GUIDE



When well looked after, your woven natural floor coverings can look better for longer than conventional tufted carpet.

Natural fibre floorcoverings have a unique beauty and texture. They are also hardy, resilient and long lasting. This guide will help you with a simple maintenance program for your natural fibre carpet and also assist you with spills and marks that may occur.

## GUIDELINES FOR NATURAL FIBRE FLOORCOVERINGS

- Natural floorcovering products are made from spun vegetable and/or spun woollen fibres. Vegetable fibres 'breathe' - they absorb moisture from the atmosphere and expand and contract as ambient moisture levels change.
- None of our natural floorcovering products are recommended for damp areas.
- Like most everything else, all natural fibre floorcoverings will be affected by sunlight. Dyed products will fade in the sun, undyed products may darken over time.
- Furniture legs can cause indentations over time, with thicker weaves more susceptible than flat woven products.

## THE GOLDEN RULES OF CARPET CARE:

1. Use entrance matting to prevent dirt getting on to the carpets.
2. Vacuum entrance matting and carpets regularly to keep dirt out of the fibres.
3. Use protective mats if needed to prevent damage from castor wheels eg. office chairs.
4. Deal with spills and accidents quickly to avoid staining.
5. Never use water extraction/steam cleaning for vegetable fibre products.
6. Gently blot liquid spills - do not rub.

## THE KEY TO LONG CARPET LIFE – ENTRANCE MATS AND REGULAR VACUUMING

Natural fibre floorcoverings tend to hold less dirt and dust than conventional tufted carpets due to their tight weave and anti-static characteristics. However, like all carpets, they can still trap fine dirt particles in the fibres and, over time, this can lead to wear and potential staining.

Large doormats will help by trapping most of the dirt before it is trampled into your floor coverings. The more footsteps you catch on the mat the less dirt is brought into the house

so go for larger mats where possible.

Vacuuming with a power head vacuum is the most important maintenance item you can perform to keep your carpets looking good as this will remove the soil and particles that cause damage.

For high traffic areas such as entrances and hallways, we recommend vacuuming twice a week. For light use areas such as bedrooms, weekly vacuuming will be sufficient.

Routine cleaning with a dry powder carpet cleaner can also be effective, but it is important to first test any chemicals in an inconspicuous place in case they adversely affect the floor covering. Never mix different cleaning solutions, as the cleaning chemicals may not mix.

## DEALING WITH SPILLS AND ACCIDENTS

When clean, your natural floorcoverings will not be stained by plain water, however if dirt builds up in your floor covering and it then becomes wet, staining may occur. When accidents happen, act with haste. The faster you attend to a spill, the greater your chance of avoiding a permanent stain.

## CLEANING GUIDELINES

- Act fast. If you leave a spill or stain to settle, it may be impossible to remove later.
- Do not saturate the product with water.
- Do not rub or scour, only blot.
- Do not use heat/hairdryers to dry, just an ordinary fan.
- Never use steam (other than for pure wool and then only sparingly).
- Do not pour salt on to spills.
- Some stains will be extremely difficult to remove – we can recommend professional cleaners as required.
- Acidic substances can cause permanent bleaching if not attended to immediately.

For **liquid spills**, place a clean, colour fast towel, cloth or paper towel over the spill and press down to blot up the liquid. Repeat this process as required to dry the area. If the stain is still apparent you will need to repeat the process, apply one of the remedies outlined below or contact a professional carpet cleaner that is familiar with natural fibre products.

For **solids**, first remove the solids with a knife, spoon or toothbrush as required. Take care not to brush or rub heavily as you may remove the dye from the carpet,

leaving a lighter patch in place of the stain. Moisten the affected area with a diluted wool wash or mild detergent and soak up this liquid with a cloth as outlined above. If the stain is still apparent, apply one of the remedies outlined below or contact a professional carpet cleaner that is familiar with natural fibre products.

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## COMMON SPILLS AND SOLUTIONS

The actions described below are suggestions only. No guarantee of success can be given. Some stains, particularly if they have been left to sit, may be permanent. Some dyes could react unpredictably. If in doubt, please refer to a professional carpet cleaner that is familiar with natural fibre products.

### COFFEE/TEA/BEER

- Step 1: 2% dishwashing detergent and 98% water
- Step 2: 50% vinegar and 50% water
- Step 3: 2% dishwashing detergent and 98% water
- Step 4: Plain water

### WINE

- If you are able to respond immediately, simply sponge the stain with 50% white vinegar and 50% water. Otherwise as follows:
- Step 1: 5% dishwashing detergent and 95% water
  - Step 2: 20% ammonia and 80% water
  - Step 3: 50% vinegar and 50% water
  - Step 4: 2% dishwashing detergent and 98% water
  - Step 5: Plain water