

# B.

CARPET CARE AND MAINTENANCE

**Belgotex**<sup>®</sup>

# CLEANING GUIDE



## STAIN REMOVAL TIP

Before attempting the stain removal methods listed below, ensure your carpet is a genuine Belgotex product as some of these methods may damage carpets not made from Stainproof SDX or Stainproof Miracle Fibre. Look out for these logo's. If your carpet does not have them - its not stainproof! Please check with the supplier of your carpet to ensure you have a Belgotex Stainproof product before attempting any of these removal methods.

## GENERAL

- 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.

## VACUUM FREQUENTLY

- 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 fi lters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have 'high suction' and no beater brush.

## PREVENT SOILING AND PILE DAMAGE

- Place walk-off mats at all entrances.
- Use carpet protectors under heavy furniture and furniture with castors.

## ANNUAL PROFESSIONAL CLEAN

- 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.

## STAIN REMOVAL TRICKS OF THE TRADE

- 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.

# STAIN CHART



## 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.

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

☹️ Bleach and Water      💧 Pure Acetone (where both appear you can use either method)

# 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. 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.

## 5 YR CARPET & CARPET TILE MANUFACTURING WARRANTY

All Belgotex carpet and carpet tiles are covered by the Belgotex Floorcoverings (Pty) Ltd 5-year guarantee against patent and latent defects in the manufacturing process. Carpets must be maintained and cleaned in accordance with the written instructions of Belgotex Floorcoverings.

## 15 YR LIMITED CARPET & CARPET TILE WEAR WARRANTY (Fifteen year limited wear warranty (applicable ranges only))

Belgotex Floorcoverings quality management system is certified to ISO 9001. All carpeting carries the ISO 9001 logo as your assurance of quality and our commitment to maintaining the highest international standard. All Belgotex Carpet and Carpet Tile ranges are covered by the Belgotex Floorcoverings (Pty) Ltd 15-year wear states that, when installed and maintained as recommended by Belgotex Floorcoverings, these carpets will retain at least 90% of their pile fibre for fifteen years. The Warranty does not cover tears, cuts or burns or damage relating to the improper use of, or the application of improper cleaning agents. Incorrect or poor carpet maintenance or lack of protection under roller castor chairs voids the warranty. If dissatisfied with the performance of the carpet, please notify your installer and permit Belgotex Floorcoverings to test the product. Subject to the above restrictions, if the carpet has lost 10% or more of its pile fibre it will be replaced in the affected room or area in accordance with the Manufacturers Standard Claims Policy.

### CONTACT US:

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The colours shown may vary slightly from the actual product and should be used as a guide only. Please refer to our website for all warranty information.



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