

Australian Manufacturer
of Quality Carpets

IMPORTANT

Please ensure that this Carpet Maintenance Guide is provided to the purchaser upon installation.



New Carpet Maintenance Guide

How to look after your beautiful new carpet

After your carpet is installed:

- Thoroughly vacuum your floor in all areas using an appropriate vacuum cleaner (see below).
- Inspect the carpet all over to ensure you are satisfied with the high quality of manufacturing and installation.
- The carpet should have an even colour and pattern, be laid straight across your rooms, tight to all edges, and trimmed neatly. Joins should be barely visible. There should be no loose or missing “tufts”, pulled threads or dirty marks.

If you are in any doubt, please ask your carpet retailer.

It's also normal for the carpet to have a slight odour for a few days. Rest assured this is not a harmful hydrocarbon. If you find it unpleasant, you can speed up the dispersal process by increasing ventilation.

Vacuuming

It's very important that you select an appropriate vacuum cleaner. **Above all, DO NOT select a vacuum with a power-driven head and hard bristles.** This will damage loop-pile carpet.

We recommend a good quality vacuum cleaner with a soft brush on a turbo head, such as a Miele TurboBrush Floorhead, with high-power suction and a HEPA (high-efficiency particulate air) filter.

Take care when using a turbo or power head to not leave the head on the carpet in one spot for too long. This can cause premature wear.

Implement a regular cleaning plan

Immediate & Day-to-Day Cleaning

Any visible soiling must be cleaned immediately to prevent it moving into the carpet's pile. High-traffic areas should be vacuumed regularly—up to several times a week.

Weekly Cleaning

Vacuum all areas weekly, taking care to vacuum right up to the edges.

Monthly Cleaning

Move furniture and heavy items monthly. Carefully vacuum all areas and inspect for dampness or insects.

Spot Stains and Soiling

It's worth mentioning that the faster you remove a possible stain, the better off your carpet will be.

- For dry soiling, vacuum immediately.
- For wet stains, act VERY quickly to blot the stain before it soaks in, then follow our Carpet Care Guide's instructions for the specific stain you're dealing with.

Professional Cleaning

We recommend professional steam cleaning every 12-24 months. Use a reputable cleaner with good references and insurance.



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Thanks again for choosing an EC Carpets product. For detailed care and warranty information, please see our Carpet Care Guide and warranty at www.eccarpets.com.au/resources/downloads.html