

HOW TO TACKLE STAINS

Do it right ... Do it quickly!

Accidental spillages on carpets are an unfortunate fact of life and no carpet is totally stain-proof. Remember the golden rule that instant treatment can mean instant cure.

NEVER EVER RUB - but always blot to a damp dry state.

Liquid spills should be soaked up immediately with absorbent tissue, preferably white, or a clean, dry cloth. Avoid excessive rubbing and always work from the outside edges of the stain into the centre to avoid spreading. Use a blunt knife or spoon to gently scrape away any solids.

BLOOD, CHOCOLATE, EGG, ICE-CREAM, GLUE, GRASS, GRAVY, FRUIT

Scrape up excess with a blunt knife. Make up a solution of one teaspoon of neutral detergent to 500ml of warm water, starting at the outer edge of the stain and blot dry. Follow with an ammonia solution of one tablespoon of household ammonia to 100ml of warm water, work from the outer edge and blot dry. Do not rub. Always test a small 'out of the way' area of your carpet for colourfastness prior to tackling the stain.

MILK, SOFT DRINKS

Blot up the surplus spillage. Make up a solution of one teaspoon of neutral detergent to 500ml of warm water, start at the outer edge of the stain and blot dry. Follow with an ammonia solution of one tablespoon of household ammonia to 100ml of warm water, work from the outer edge and blot dry. Do not rub. Always test a small 'out of the way' area of your carpet for colourfastness prior to tackling the stain.

FATS, SHOE POLISH, LIPSTICK, OIL, NAIL POLISH, TAR, VOMIT, WAX, GREASE, CHEWING GUM

Scrape up excess with a blunt knife. Use a branded proprietary dry cleaning solvent. Followed by a solution of one teaspoon of neutral detergent to 500ml of warm water, add one teaspoon of white vinegar then work the solution from the outer edge and blot dry. Do not rub.

COFFEE, TEA, ALCOHOL/WINES, PERFUME, URINE, LIQUID FOODS

Blot up the surplus spillage. Make up a solution of one teaspoon of neutral detergent, 500ml of warm water and one teaspoon of white vinegar. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently. Do not rub.

For more persistent or unusual stains contact a professional carpet cleaner.



CARING
for your
NEW CARPET

PREPARING FOR THE ARRIVAL OF YOUR NEW CARPET

Our aim is for your new carpet to look great and for the fitting process to go as smoothly as possible. Here are a few things you can do in preparation for your new carpet arriving.

REMOVING YOUR OLD CARPET

It's out with the old and in with the new. If you already have wall-to-wall carpeting, it will have to be removed before the new carpet can be fitted. If you wish, we'd be happy to provide that service for a modest charge. If you'd rather do it yourself, please follow a few simple suggestions. First, vacuum the carpet one last time before you begin. Then be sure you open your windows and let fresh air in while the carpet and underlay are removed. Finally, vacuum the floor to remove any remaining dust and dirt.

AIRING THE ROOM

It's important to air a room where a new carpet is being fitted too. Many materials, including some associated with carpet removal and fitting can have an adverse effect on indoor air quality. So make sure there's plenty of ventilation when your old carpet comes up and your new one goes down. We recommend you open all windows and doors to increase air flow. You should ventilate the area for as long as possible and when convenient over the next few days.

MOVING YOUR FURNITURE

A room needs to be cleared of all furniture in order for carpet to be properly fitted, including detachment of wiring from electronic equipment. It can be arranged for our fitters to move furniture for you for a modest charge.

LEFTOVERS

After fitting, you may notice some leftover pieces of carpet and some may be rather large. This is due to the fact that most carpet is sold in broadloom widths, so if your rooms are narrower or wider than the broadloom widths available in the range selected or if you are having halls or stairs carpeted, there will be a slight waste factor. If you'd like to keep some of the leftovers and use them as doormats or replacement carpet, please ask.

CARPET SEAMS

In many rooms, carpet seams are inevitable. You may wish to discuss the location of the seams. Today's heat bonded seams are stronger than the rest of the carpet, but they are not invisible. Even though our fitters do the best they can, you will be able to see the seams. Also, because of the direction of the carpet, some seams may be more visible than others. This is quite normal and should be expected. Prior to fitting, you may want to discuss the location of the seams to see if they can be placed in low-traffic areas, where seams are less noticeable.

COLOUR MATCHING

We endeavour to colour match wherever possible; however, please expect a small amount of colour variance due to the nature of carpet manufacture.

COLOUR CHANGES

The shade of the carpet depends on the angle of the light that falls on the carpet pile. Brush the pile in the opposite direction and the shade changes.

MAKING A FITTING DATE

You can arrange your new carpet fitting at a time that's right for you. No matter how well prepared you are, the fitting will probably create some inconvenience, so please plan accordingly. Be sure to schedule the fitting when you can provide fresh air ventilation during and after the fitting has been completed.

WE ARE PROFESSIONALS

Our fitters are able to provide the most professional services possible. If you have any queries that the fitter cannot answer please phone us.

UNDERLAY - A CARPET'S BEST FRIEND

It is essential that your new carpet is laid on a new, good quality underlay. This will ensure that you get maximum wear and excellent appearance, as well as providing heat and acoustic benefits. Don't make the mistake of believing that you will save money by utilising your old underlay. It will probably have little, if any, life left in it and certainly next to no bounce or resilience.

UNDERFLOOR HEATING SYSTEMS

Underfloor heating systems are becoming increasingly popular for new build residential and commercial developments and are considered an extremely efficient and comfortable option for heating the home. This is why it is important to choose the right carpet which can be used over underfloor heating in order to maximise the effectiveness of any underfloor heating system installed.

In order for your underfloor heating system to operate efficiently it is recommended that the combined thermal resistance of carpet and underlay should not exceed a rating of 2.5 togs. Please be assured that carpet and underfloor heating systems can operate effectively and efficiently together, but we do recommend that you consult the heating manufacturer to ensure that your carpet/underlay combination allows heat to be transmitted.

CARING FOR YOUR CARPET

VACUUMING

Regular vacuuming is the best way to prevent trampled dirt from wearing away the fibres of your carpet. Most new carpets will shed a small amount of loose fibres and these should be removed by vacuuming. Your new carpet should be maintained regularly and we suggest you vacuum at least twice a week. Loop pile carpets, particularly Wool Berbers, should not be cleaned with a vacuum which has a beater attachment - this can cause excessive fluffing and matting - this type of carpet should be vacuumed with the suction head only. Entrance mats and barrier mats will reduce the amount of dirt carried on to your carpets from outside the home, but please remember that these mats must also be cleaned regularly.

SHADING

All cut pile carpets, particularly plain or tonals, are liable to shading – that is to show light and dark patches due to uneven crushing of the surface, commonly known as “pile pressure”. No care on the part of the manufacturer can avoid this tendency which is inherent in all pile fabrics. It is not detrimental to the wear of the carpet, nor is it a defect.

FLATTENING

All carpets are subject to flattening in varying degrees. Flattening is caused by the compression of the pile by footwear and furniture. Heavy furniture may crush carpet pile, so wherever possible use castor cups. Furniture should not be dragged across a carpet. Try to rearrange your furniture occasionally to avoid uneven wear. Regular vacuuming will help to alleviate flattening, bringing the pile back up to its normal position.

FADING

Today, almost all of the fibres and dyes used in making carpets exhibit excellent properties of colourfastness to sunlight. However, all carpets are subject to a degree of fading with age but this is generally unnoticeable over the years. Carpets fitted in extremely sunny rooms with large windows can be protected by drawing your curtains or blinds during periods of strong sunlight.