

Velvet Cleaning and Maintenance Guide

Thank you for your purchase! To maintain the appearance of your chosen carpet and ensure satisfaction for years to come, please find some information on cleaning and maintenance below.

MAINTENANCE

Keep the Dirt Outside.

The biggest enemy of all types of flooring is sand / dust. An entry mat will ensure that most dirt and moisture will not make it into the house, we recommend at least 2 – 3 paces long.

Regular Maintenance.

Regular and thorough vacuuming at least 2 – 3 times per week and more often in heavy traffic area. It is an economical and effective way to remove soil and dirt particles before they become embedded into the pile of the carpet. We recommend an appliance fitted with a beater bar / brush wheel.

Please note suction only appliances may be difficult to manoeuvre due to the tight pile construction.

To assist ease of vacuuming it is suggested that your appliance has the following features:

- Wattage – this needs to be less than 700
- Large wheels – especially the front
- Adjustable height settings – minimum 6
- Variable suction levels

If an issue occurs, we suggest you approach the appliance manufacturers for further information.

Periodic Maintenance:

To ensure lasting beauty and life of your carpet, you may employ the services of a professional cleaning service every one or two years, depending upon traffic density and the proximity to soiling carried in from outside. For Velvet, the cleaning methods mentioned below are suitable. Any other method not mentioned below cannot be used.

Available cleaning methods for periodic maintenance:

- Spray Extraction. Please ensure you employ the services of a professional cleaner who has the right qualifications and experience with this type of cleaning.

CLEANING

If a stain or spot should occur, time is of the essence. 90% of all stains and spots are easily removed with luke warm water and a white non-linting cloth, provided you act quickly.

To remove a stain:

- Always work from the outer edge toward the centre to prevent spreading.
- Take up any loosened dirt / excess liquid with a dry section of the cloth.
- Spray lukewarm water to the stain and dab dry.
- In the case of stubborn stains, repeat the process as necessary.
- Finally treat the area once again with clear water and then dab dry. Do not rub.

If a universal stain remover is required such as Pro-Chem StainPro or James.eu cleaning products, please ensure the following directions are followed:

- i. Always conduct a patch test, use either a spare piece of carpet or an inconspicuous area (such as under furniture). A patch test should be left for 24 hours to monitor for any reaction.
- ii. Ensure the directions detailed on the manufacture's bottles are followed.
- iii. Spray the cleaning solution on to a dry white cloth (do not spray onto the area directly).
- iv. Dab the area of concern, starting at the outer edge and working inwards. After using the cleaning product use luke warm water again and thoroughly dry the area by dabbing with kitchen paper.
- v. Repeat the process if required.

Note: do not rub or use a hairdryer as it can cause permanent damage to the pile fibre. Do not use household cleaners, detergents or salt. When the stain or spot has set, special cleaning agents can be used, a universal stain remover specifically for man-made fibres must be used.

Please note: before using any cleaning agent, always test the carpet in a non-visible area for colourfastness and material suitability.

N.B We take no responsibility for any issues that may arise as a result of protective products being adhered to the surface of the Velvet carpet. We do not recommend this type of protection be used on the Velvet and to do so is undertaken at your own risk.