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Care & Maintenance

tretford

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CARE AND MAINTENANCE

Prepare & prevent:

The lasting and beautiful character of tretford carpet is often determined by the right choice of colour. For example, in rooms with intensive foot traffic, it is best to opt for darker colours with a 'heathered' blend in the face fibre, which have greater dirt-concealing capacity.

Clean-off zone:

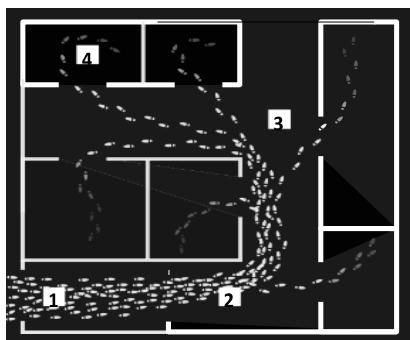
The protection of an interior starts with an optimal protection of the entrance. 85% of the dirt is brought in by shoes, and that is why we recommend installing an efficient and sufficiently long clean-off zone (minimum 9 metres) using a quality entrance matting.

We recommend you choose a darker 3-star colour and/or heathered mix which is ideally suited for clean-off zones.

Types of traffic areas:

An (office) space can be divided in 4 traffic areas:

1. *Clean-off zone*
2. *Heavily intensive area*
3. *Intensive traffic area*
4. *Normal traffic area*



Proactive carpet care:

tretford's whole process of production is where natural goat hair fibre and other raw materials are brought together to make its unique construction and hold true to tretford's philosophy of producing a healthy carpet with minimal use of chemicals.

Taking a proactive approach to maintenance will ensure that you prolong the beauty and durability of your tretford carpet.

Regular vacuuming maintenance:

To properly maintain tretford, thorough vacuuming is required **at least once a week in all areas**, and more frequently in high traffic areas. This should be the top priority in your maintenance regime. **This should be all areas, including along skirting boards, under furniture and in non-usage areas to get a thorough vacuum.**

Gibbon Group (as the Australian Distributor of tretford carpets) recommends the use of **barrel head vacuum cleaners** (rotating brush head) that work to "lift" the fibre during cleaning and remove more debris from the base of the carpet, along with micro filters which effectively collect all residues in a disposal bag. Vacuum brands such as Sebo & Dyson have examples of barrel head vacuums.

Additional maintenance guidelines:

- Annual, at least 12 – 18 months, low moisture, interim deep clean of carpet in all areas including along skirting boards, under furniture and in non-usage areas.
- **Please refer to professional cleaning recommendations under Interim Deep Cleaning.**

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Insect resistance:

tretford carpet treats all their carpets to deter infestation and damage from moth and insects. The presence of such insects in an indoor area is due to environmental factors out of their control. The treatment does not stop insects from entering your home and moth/insects in some areas have developed a level of tolerance to treatments. This treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect – meaning that some fibre loss can occur – so prevention through regular housekeeping is essential.

If infestation does occur, it is the responsibility of the consumer to arrange for the professional eradication of the insect problem to prevent damage being done to the carpet. The cost of doing this is the responsibility of the consumer.

For this reason, it is imperative for ongoing preventative maintenance to be carried out to reduce the risk of infestation. This includes regular vacuuming especially around walls, including the use of a nozzle to get into the very corners and edges of the rooms, and periodical vacuuming under furnishings such as lounge chairs. Surface sprays can also be used around the edges of carpeted rooms every 6 months or so to deter insect attacks.

SPOT CLEANING

Goat hair is naturally more stain resistant than other fibres and does not need added stain protection chemicals. However, no carpet is 100% stain proof and being proactive in the treatment of spot and spills will avoid disappointment in your carpet appearance.

Almost every carpet is a victim of spills from time to time. Many of these accidents can be looked after with minimum care, if a few simple rules are followed, the most important of which is that the **carpet should never be rubbed.**

Spillages and cleaning solutions should be blotted up by gently pressing a slightly damp colourfast towel or similarly absorbent material against the affected area. Please do not bleach or use heavy duty cleaning fluids / chemicals or carpet cleaning products with a high pH level on tretford as this can damage or discolour the carpet.

The longer a spill is left unattended, the harder it is to remove the stain.

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SPOTTING CLEANING

Goat hair is naturally more stain resistant than other fibres, so there's not much need for added stain protection chemicals, however no carpet is 100% stain proof.

Being proactive and treatment your spots and spills quickly will give you a much higher chance to achieving a good outcome.

Please refer to the table below should soiling/staining occur to your Tretford carpet or rug.

SPOT CLEANING TABLE							
Important : follow Step Nos. in sequence (shown in below table)							
1-2-8	Blood	2-13	Egg	2-10	Milk	1-2-6	Urine (Fresh)
10-2	Butter	2-6-8	Faeces	4-10	Nail Polish	2-8	Urine (Dry)
9-10	Candle Wax	1-2-8	Fruit juice	1-2	Paint, Latex	2-6-8	Vomit
3-10-8	Chewing Gum	10-2	Furn. Polish	11-13	Rust	9-10	Wax, Candle
10-2	Chocolate	8-2-8	Gravy	10-2	Shoe Polish	12-2-8	Wine (Red)
1-2-8	Coffee	12-2	Ink (Ballpoint)	1-2-8	Tea	1-2-8	Wine (white)
10-2-8	Cooking oil	10-2	Ink (Felt Tip)	8-2	Tomato Sauce		
2-10	Cream	2-10	Ice Cream	2-10	Toothpaste		

STEP NO.

INSTRUCTIONS

1	Cold water
2	1 x teaspoon mild detergent, (wool approved) & 1 teaspoon vinegar in 1 litre warm water
3	Chill with ice cubes in a plastic bag or aerosol freezing agent – pick or scrape off.
4	Clear nail polish remover (without lanolin)
5	Rust remover (requires professional carpet cleaner application)
6	Clear household disinfectant
7	Vacuum immediately
8	Rinse with warm water
9	Place absorbent paper over wax and apply hot iron to paper
10	Dry cleaning solvent such as white spirits
11	Mix 1/3 cup white vinegar with 2/3 cup of water
12	Clear soda water – blot/pat dry
13	Seek professional carpet cleaning

INTERIM DEEP CLEANING

Prolong your carpet's lifecycle through specialist cleaning.

The goal of specialised maintenance is to keep the carpet clean and maintain a consistent appearance level. The primary focus is on frequent low moisture pile lifting and the removal of sticky residues or stubborn marks that would otherwise trap soil in the carpet fibres. Shampoos and cleaners with a spirit base or high pH level should be avoided.

tretford carpet should be professionally deep cleaned every 12 – 18 months to remove any sticky soil that has lodged itself into the carpet fibre. Shampooing and Do-It-Yourself steam cleaning are not recommended. **Only low moisture extraction methods can be used on your tretford carpet.**

All Wear Warranties are void if the following low moisture, deep cleaning options are not used.

Low moisture extraction method:

tretford only recommends the use of two systems:

1. Chem-Dry Hot Carbonating Extraction
2. HOST Dry Carpet Cleaning.

These next generation approaches to effective periodic deep cleaning are described as Low Moisture as they use 80% less water in the cleaning process over traditional hot water extraction methods.

Committed to reducing our environmental impact, tretford recommends these two water-saving solutions for carpet cleaning.

1. Chem-Dry Hot Carbonating Extraction:

Chem-Dry offer Hot Carbonating Extraction Technology where carbonated water along with safe, (Green Certified) non-toxic agents give a deep clean, along with powerful extraction that means 92% of the water they use is extracted from your carpets.

When contacting Chem-Dry please use the code **'tretford'**, as they will allocate their most experienced operator in your local area to the job.

In Australia please phone: 1800 243 637

In New Zealand email: julie.snow@chemdry.co.nz

2. HOST Dry Carpet Cleaning:

This system uses natural Green Seal Certified sponges to encapsulate foreign soiling in the carpet fibre, which is then vacuumed out using their specialist equipment with high power extraction units. HOST spotting kits are very effective at removing stains and are highly recommended (contact Gibbon Architectural for purchase information).

Benefits of recommended low moisture systems:

- Clean dry carpet – either immediately or within a short period
- No wick-back of spots
- No sticky residue will remain in the carpet
- Will not promote mould or mildew growth
- Can be scheduled during business or outside business hours

Please check the website for Host Carpet Cleaners in your area on www.floorlife.theandrewsgroup.com.au

CAUTION: Systems that use horizontal or bonnet head cleaners using circular scrubbing action MUST NOT be used as this machine will damage the carpet fibre. Using this method will void the warranty.

