



Polyester Carpet Care & Cleaning Guide:

Soft touch velvet – faux silk / 100% Micro Engineered Polyester

Thank you for purchasing one of our premium polyester carpets. To help maintain the appearance of your new carpet, please note the following:

Vacuuming

To maintain your carpets appearance, it is recommended that you vacuum them regularly. As every household is different, the frequency of vacuuming should be based on how many people live in your home.

For example; four people living in a house would require vacuuming a minimum of four times a week, especially in high traffic areas. Always use a good quality upright vacuum cleaner with a rotating brush.

Vacuuming regularly and thoroughly will prevent soil and dirt becoming embedded in the fibres. It will also help prevent premature wear. Please note that fibre shedding is a normal characteristic of new carpets, which reduces after time.

1. Old vacuum cleaners might not be suitable for your new premium carpets.
2. Investment in a new cleaner will ensure your new carpet stays looking good for longer.

Features of the correct type of cleaner to use are:

1. Adjustable height.
2. Rotating brush heads.
3. Strong air flow to lift dirt from deep down in the carpet fibres.

The height of the rotating brush head should just skim the surface of the carpet. Vacuum slowly to leave "clean tracks". Artisan Luxury Flooring™ Ltd recommends the use of a Sebo vacuum (model X7 PET e-power). A dealer in your area can be found on their website <https://sebo.co.uk>.

Over a period, even with rigorous and regular vacuuming, your carpet may well have an accumulation of debris, deep in the pile that requires a thorough clean. The Carpet & Rug Institute recommends that you have your carpets professionally cleaned every 12 to 18 months.



Spot cleaning spillages

Hot drinks such as tea, coffee etc. can cause staining. It is important, as with other fibres, to ensure stains, however caused, are dealt with as quickly as possible.

Tackle spills and stains immediately, as quick action will minimise any stains becoming fixed.

1. Scoop up any solids with a spoon.
2. Blot up as much of the spilt liquid as soon as possible, using a clean white absorbent cloth.
3. Start off by cleaning with water using a clean white cloth. Mop up any excess water with a clean white towel. Always work from the outer edges of the stain towards the centre to prevent spreading. (Do not rub the pile, as this can cause permanent damage to the pile).
4. For more stubborn stains use one cup of cold water mixed thoroughly with one cup of white wine vinegar. Spray the solution on the stain then sprinkle baking soda on the area. Allow the solution to settle then pat up the residue using a clean white cloth. Rinse with cool water and blot using an absorbent towel. Vacuum and then allow the area to dry.
5. Alternatively, you can use a specialist polyester carpet cleaning agent, it is important that you follow the manufacturer's instructions.
6. Before using any cleaning agent, it is recommended that a non-visible test area is done to ensure the cleaning agent does not harm the colour of the carpet.
7. Avoid using the treated area until thoroughly dry.

Periodic Cleaning

Over a period, even with rigorous and regular vacuuming, your carpet may well have an accumulation of debris, deep in the pile that requires a thorough clean. The Carpet & Rug Institute recommends that you have your carpets professionally cleaned every 12 to 18 months.

We would always recommend the services of a professional cleaning company to undertake the shampooing or steam cleaning work for you.

Recommended companies include the following:

- Highgrade Cleaning: <http://www.highgradecleaning.co.uk/>
- Ace Carpet Cleaning: <http://www.acecarpetcleaners.co.uk/>