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Carpet Care

Warranty & Cleaning Guide

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Protect Your Investment

Carpet is an important design and decorative element. Its colour, pattern, and texture contribute to an overall atmosphere and visual effect that can dramatically influence the image of private and commercial premises. It offers many functional benefits, but above all, it is cost-effective.

A carefully planned and executed maintenance program will help protect the aesthetic and functional value of your carpet. Such a program should be considered at the time of carpet selection and finalized at the latest before installation. This maintenance guide has been compiled to help you plan and implement an effective carpet care program.

Planning a Maintenance Program

Maintenance programs may be carried out by in-house staff, by outside professional cleaners, or a combination of both. Whichever is chosen, the cleaner should pre-inspect the carpet, identify its construction and fibre, evaluate the soiling and cleaning needs, and proceed with the appropriate cleaning method and procedures. Should you choose to outsource your carpet maintenance or any part of it, EC is willing to assist with the names and details of reputable cleaning firms.

The effectiveness of any cleaning program depends on careful supervision, trained personnel, and the use of correct equipment and chemicals."

There are four key steps:

1. Preventative Measures
2. Regular Maintenance
3. Interim Maintenance
4. Long-Term Maintenance

Preventative Measures

Good quality walk-off matting and similar soiling barriers provide the first protection against tracked-in dirt, which typically accounts for 80% of the soil deposited on carpets.

Entrance Matting

Main entrances are especially vulnerable to heavy soiling, the majority of which is deposited directly by foot traffic. We estimate that within approximately 3 meters of carpet, the residual soil from a pair of shoes is effectively removed. Therefore, we consider that 3 meters of entrance matting will greatly reduce the amount of tracked-in dirt and, in turn, reduce the degree of maintenance. We recommend a minimum of 2 meters of entry matting outside all main entrances.

The cost of such a system is not small, but the long-term savings through careful planning in this area will far outweigh such costs. The greatest factor damaging carpet is abrasion by grit and soiling by dirt. Because 80% of soil is carried into a building on shoes, it follows that performance and appearance retention will be greatly improved with appropriate entrance matting.

Remember: prevention is better than cure.

Maintenance

Regular Maintenance

Carpets are very tolerant floor coverings and can be significantly soiled long before soiling is visibly evident. Controlling soil is a preventative concept which will keep soiling to a minimum and prevent the build-up of abrasive dirt which can damage the carpet. It follows that regular vacuuming is the most important component of our carpet maintenance program. Effective vacuuming removes up to 80% of the soil present in carpets.

Interim Maintenance

Interim maintenance is usually carried out in high traffic areas, tracked-in soil areas or other specific areas to restore that 'clean' carpet appearance. It can be carried out approximately once a month or before social functions, conferences etc. depending on the foot traffic volume. There are several techniques used for interim maintenance but the most common are absorbent powder cleaning, bonnet buffing or encapsulation cleaning.

Note: These methods are unlikely to remove dirt which may have accumulated at the bottom of the carpet pile. Interim maintenance should therefore not be looked on as a replacement for periodic deep cleaning.

Long Term Maintenance

Long term maintenance or periodic cleaning should be undertaken on a fixed cycle. Such maintenance involves a deep-cleaning process to remove the oil, dirt and soils etc. not removed by the regular or interim maintenance. Wet or spray extraction cleaning is recommended for this process.

Wet extraction (sometimes called steam-cleaning) removes a vast majority of the spots and stains present. It also removes abrasive soils trapped in the carpet fibres, restores colour, removes bacteria, dust-mites and other allergens thus dramatically improving Indoor Air Quality (IAQ) in the building.

Under normal circumstances carpets should be deep cleaned every 12 months depending on the volume of traffic. Where there are people who suffer from allergies such as asthma the carpets should be deep-cleaned every 6-8 months. Such periodic cleaning is crucial to longevity of your carpet.

Special Care Areas

A good maintenance program gives special attention to the areas where soil is tracked in (such as entrance doorways) and to areas where foot traffic is most concentrated (such as passage ways, lift entries, etc). This may only be a small percentage of the total carpet area but can account for most of the maintenance cost.

Cleaning Techniques

Vacuuming

Using a good quality vacuum cleaner with strong suction and a revolving brush usually yields the best results. Opt for a vacuum featuring an efficient filtration system, like HEPA-grade filtration, to effectively trap fine particles and avoid their redistribution.

For loop pile carpets, it is advisable to utilize a vacuum cleaner with a smooth, brushless head for regular cleaning. Given that certain vacuum floor-head models incorporate stiff bristles, we advise against employing turbo or power-driven heads, as these can potentially harm your carpet.

For cut pile carpets and a combination of cut and loop pile carpets, all types of cleaner heads are suitable. However, it is important to be mindful of excessive use of a revolving brush-style vacuum cleaner head, as it may impact the appearance of your carpet over time.

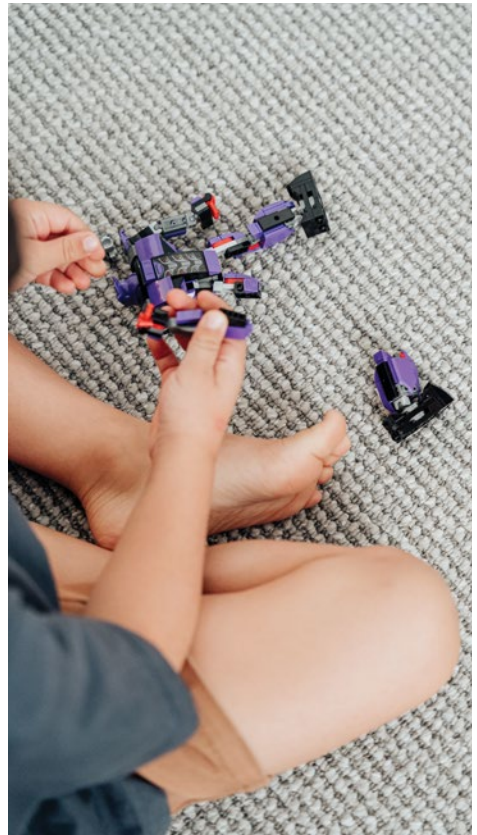
For effective vacuuming follow these guidelines:

1. Select professional equipment that is suited to your installation and volume of traffic.
2. Vacuum slowly and thoroughly making three to five passes over an area.
3. Empty vacuum bags frequently. For example, a bag 2/3 full reduces the vacuum efficiency by up to 50%.
4. Keep all equipment clean and ensure all parts are in good working order. Ensure that the floor tool is repaired or replaced should it become burred so as not to damage any loop pile carpeting.

Vacuuming Techniques

1. For high traffic and tracked-in-soil areas, vacuum daily using equipment with good brush action and high air flow.
2. For lighter traffic areas such as offices, conference rooms etc. vacuum every 2nd or 3rd day depending on usage.

Note: Despite the efficiency of regular vacuuming it will not remove oily or fine contamination bonded to the carpet pile. These must be removed with periodic deep cleaning, outlined in the Long Term Maintenance section.



Absorbent Powder Cleaning

This detergent impregnated powder is sprinkled onto the pile and brushed into the carpet. The detergent component of the mixture releases greasy soils from the surface of the fibres and the residual is vacuumed away. The advantage of absorbent powder cleaning is that the carpet remains dry and can be walked on immediately afterwards. This process can be performed by in-house staff or outside professional cleaners.

Encapsulation Cleaning

Crystal polymerising detergent is applied by pad or brushed with either a rotating or oscillating machine. Dislodged soiling is then held by dried polymers to be later vacuumed out of the carpet pile. Encapsulation cleaning is a quick form of cleaning with a very good cleaning appearance, fast drying and has a very low re-soiling rate. Encapsulation cleaning should be performed by professional cleaners or by trained in-house staff. Thorough vacuuming is recommended before and after all Interim Maintenance techniques.

Wet Extraction

Wet-extraction cleaning should be performed by professional cleaners or trained in-house staff. Ensure the equipment used is of good quality and condition, the chemicals are of a reputable brand name, the cleaner follows the AS/NZS 3733:1995 standard and they are certified by a known cleaning association. Please contact EC Carpets for details.

The following points should be followed when using wet extraction cleaning:

1. Pre-inspect the carpet noting badly soiled areas, spots & stains, carpet damage such as tears etc. Pre-test the chemicals to be used in an inconspicuous location, checking for dye and fabric stability.
2. Thoroughly vacuum the area to be cleaned.
3. Follow standard carpet cleaning techniques applicable to the equipment being used. Normally this involves pre-spraying the entire carpet or just the traffic-lanes and rinsing out using an acid rinse or extraction detergent where heavy soil is encountered.
4. Use hot water for more effective cleaning. Especially where fats and greases are encountered.
5. Treat any remaining spots or stains using appropriated spotting techniques and chemicals
6. Provide maximum ventilation to dry the carpets as soon as possible
7. Keep traffic off the carpet until completely dry. Replace furniture using plastic squares under the feet.

Spot and Stain Removal

Every carpet is bound to acquire occasional spots and stains during its life. Most stains can be avoided by immediate or at least daily treatment of spots and spills. If not treated they often become permanent stains. It is good housekeeping practice to keep a commercial spotting kit on hand, however, the following guide will assist you in removing the most common spots and spills.



Spot Removal

Important Tips

1. **Act quickly!** When something has been spilled, take steps immediately to rectify it.
2. **For liquid spills, remove as much as possible by blotting/absorbing with a sponge or towel**, or with a wet vacuum cleaner. Always work from the outside towards the centre then proceed with a specified treatment for the remaining stain.
3. **For semi-solid spots, remove as much surface material using a spoon, dull knife scraper.** Always work from the outside toward the centre. Wipe up any remaining excess with a dry towel. Proceed with the specified treatment for the remaining stain.

Remember: it is important to remove as much residue as possible before any chemicals are introduced.

4. **For dry soil stains (sand, soot, etc.) remove as much of the spot as possible using a vacuum cleaner.**
5. **Do not over apply spotting solutions** as this can result in pre-mature resoiling. It is good practice to apply the spotting solution to a cloth first rather than directly onto the carpet.
6. **Always pre-test a spotting solution** on an inconspicuous location before using it. Check for dye and fabric stability.
7. **Never scrub or rub aggressively.** Wipe the area affected in each direction to remove as much contamination as possible. On completion, reset the pile in the same direction as the immediate surrounding pile.

Basic Steps

STEP 1

Remove excess spill/stain from the surface of the carpet. Refer to Important Tips 2.) - 4.) for recommendation on attending to different types of spills.

STEP 2

Using a blotting action, soak up the area as much as possible with a clean white towel or absorbent paper towel.

STEP 3

Using the Spotting Chart on the following page, identify the nature of the stain and treat with a method outlined under Treatment Methods.

STEP 4

After following through Treatment Methods guideline, rinse area with cold water.

STEP 5

Blot excess water from rinsed area and allow to dry over the next 48-72 hours.

Identify the Stain

Spotting Chart

The following spotting chart is given as a guideline for the removal of known spots and spills. If the nature of the spill is unknown, start with clean water or a mild, crystallising shampoo or solution.

If this is unsuccessful, when the carpet is dry, treat the spot with a solvent-type cleaner. If the stain persists, seek professional advice as other cleaning procedures may permanently set the stain.

Never use any household cleaning solutions including dishwashing liquid and tile cleansers except where specified in this guideline.



Type of Stain

Alcohol / Beer / Wine	3
Asphalt / Tar	1
Blood	2
Butter	1
Chewing Gum	5
Chocolate	2
Coffee	3
Oils	1
Egg	2
Faeces	2
Fruit Juice	3
Furniture Polish	1
Gravy / Sauces	1
Hair Spray	1
Hand Cream	1
Ice Cream	2
Ink (Ball point / Felt tip)	1
Ink (Fountain)	4
Lipstick	1
Milk	2
Mustard	3/8
Nail Varnish	1
Paint (Oil Bases)	1
Paint (Water Based - Fresh)	2
Paint (Water Based - Old)	1
Rust	8
Salad Dressing	1
Shoe Polish	1
Soot	1
Tea	3
Tomato Sauce	2
Toothpaste	2
Urine (Fresh/Wet)	6
Urine (Dry)	7
Vomit	4
Wax Crayons	1

Treatment Methods

Types of Spot Removal Agents

Spotting Cloth

Clean, undyed, white, absorbent cloth (such as a terry towel).

Detergent

A crystallising carpet shampoo. Use as per manufacturer's direction.

Ammonia

Clear household ammonia. Two table-spoons (30ml) per litre of water.

Acid Cleaner

Pure white vinegar. Two tablespoons (30ml) per litre of water. Mix 15ml detergent and 30ml acid for some procedures.

Solvent

White spirits.

Cleaning Methods

Method 1

Step 1: Solvent + blot
Step 2: Detergent + blot
Step 3: Rinse with Water + blot dry

Method 2

Step 1: Detergent + blot
Step 2: Ammonia + blot
Step 3: Detergent + blot
Step 4: Rinse with Water + blot dry

Method 3

Step 1: Detergent + blot
Step 2: Mix acid & detergent + blot
Step 3: Rinse with Water + blot dry

Method 4

Step 1: Detergent + blot
Step 2: Ammonia + blot
Step 3: Acid + blot
Step 4: Rinse with Water + blot dry

Method 5

Step 1: Freeze solid with ice-cubes (in a plastic packet)
Step 2: Shatter and break off the gum
Step 3: Solvent + blot
Step 4: Blot dry

Method 6

Step 1: Mix ammonia & detergent + blot
Step 2: Rinse with Water + blot dry

Method 7

Step 1: Detergent + blot
Step 2: Acid + blot
Step 3: Rinse with Water + blot dry

Method 8

Seek professional advice

These procedures may be repeated for stubborn stains but not more than 2 or 3 times as excess residue will be left resulting in premature re-soiling and possible fibre damage

Pure Wool Carpet Care



IMPORTANT INFORMATION

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.

For recommended vacuum cleaners, please contact our Customer Care Team on 1800 324 768.

Shedding

Pile shedding of new woollen carpet is the term used to describe the release from the carpet yarn of very small fibres that collect on the surface of the carpet usually during the first six to nine months following installation. Shedding is activated by foot traffic and vacuuming and is usually only seen in new carpet installations. As a carpet 'settles' or 'beds down', shedding becomes less and less noticeable however the thicker and heavier the pile, the greater the shedding can be.

Shedding is not a manufacturing defect but rather a characteristic feature of a new quality carpet. The best and more effective way to removing the shed fibres is to use a quality vacuum cleaner with good suction and a rotating turbo brush regularly. The brush must ONLY skim the top of the carpet, if it is actually 'brushing' the carpet, it may cause the carpet to fuzz and permanently damage the carpet.

Colour Variation

Shade or pattern may vary from the sample, between dye lots and within production runs due to normal dye lot variations but will be within recognised textile industry standards. Colour appearance can also vary depending upon the type of light under which a sample is viewed and the light sources where the carpet is installed.

Geometric Printed or Patterned Carpets

While manufacturers use the best available techniques to minimise pattern distortion during manufacture, the extensible nature of textile products means that some distortion due to shrinkage or stretch during and after manufacture is unavoidable, such that

perfect pattern match cannot be guaranteed. Installation of patterned carpet will require more time, effort and skill and a competent carpet layer should be able to obtain a close pattern match in most circumstances though some irregularities may still be visible, particularly over multiple width installations.

Shedding

Carpets, like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight and should be protected from prolonged periods of direct sunlight. Colour change can also occur as the results of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzoyl peroxide and other household items. The occurrence, known as ozone damage, is largely unexplained, but appears to be more prevalent in coastal areas with a high ultra-violet content.



Shedding is not a manufacturing defect but rather a characteristic of a new quality carpet. This will diminish over time with routine vacuuming.

Warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For more information about the warranty applicable to your carpet, please contact your retailer or EC Carpets.

Residential Wear Warranty

This warranty is not transferable, and it is for a period of either 7, 10, 15 or 20 years, as specified on your product at purchase. This applies from the date of installation.

This warranty only covers use of the carpet inside a home. It does not cover carpet used in commercial premises.

If the surface pile of the carpet suffers abrasive wear of more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Commercial Wear Warranty

This warranty is not transferable, and it is for a period of either 7, 10 or 15 years, as specified on your product at purchase.

This applies from the date of installation. This warranty only covers use of the carpet inside commercial premises.

If the surface pile of the carpet suffers abrasive wear of more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Colourfast Warranty

If the colour of the carpet fades by more than 25% in the warranty period, we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of carpet. We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Anti-Static Warranty

We warrant that for its useful life, the carpet will have minimal static effect to human beings. Specifically that means that the mean bulk resistance of the carpet will not rise above 45 Giga-Ohms at 40% humidity and 20 degrees Celsius when tested in accordance with AATCC 134-1996.

If the carpet fails this test we will choose whether we will repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of carpet.

We will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty is not transferable and it is for the useful life of the carpet. The useful life of the carpet comes to an end when after a period of normal commercial use either:

- the appearance of the carpet has deteriorated to the point where a reasonable person would elect to replace it; or
- the carpet backing breaks down (for example it de-laminates).

Insect Deterrent Warranty

All wool carpets manufactured by EC Carpets have been treated to deter insect and moth infestation. EC Carpets guarantees its carpet, to the original purchaser, against insect infestation of your wool carpet for a period of 10 years from the date of installation.

Regular and thorough maintenance of the carpet under the Carpet Care guidelines as set out by EC Carpets is mandatory. This includes regular vacuuming in and around all inactive areas where foot traffic is minimal, such as under furniture and corner spaces.

Should an issue arise during this period, EC Carpets will replace or repair the affected area providing that EC Carpets is satisfied that the carpet was correctly installed and maintained upon inspection.

Warranty Conditions

All warranties do not cover misuse of the carpet or damage caused by failure to:

- install it in accordance with AS 2455.1 – 2007;
- properly look after; or
- properly maintain it.

All warranties do not cover:

- damage caused by misuse of the carpet;
- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

Fit for Purpose

EC Carpets will only guarantee goods that have been supplied for installations that are deemed to be of fit for purpose whereby intended by us. Please contact our Customer Care team for more information.

How to Make a Claim

If you wish to make a warranty please contact the retailer of where your carpet was originally purchased.

A representative of EC Carpets will then contact you to arrange an inspection of the carpet fault or defect. Once we have inspected the carpet, we will tell you whether or not we accept your claim.

The rights given to you under this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.



Summary

REMEMBER

Prevention is better than cure - use a good quality entry matting system.

Regularly vacuum using a good quality vacuum cleaner.

When spots or stains occur, act immediately using recommended methods.

Perform interim maintenance every month or so if desired.

Deep clean your carpet using wet extraction methods every year.

Regular and frequent maintenance is the most effective means of maintaining your carpet.

Consider the amount of money you have invested in your new floor covering - make sure you get the maximum return.

If you have any questions regarding your EC Carpets range or warranty information, please contact the Customer Care Team on 1800 324 768.



VISIT OUR WEBSITE
SCAN QR CODE

Purchase Records

Product Information

Range Name _____

Colour _____

Metres Purchased _____

Price _____

Retailer _____

Date of Purchase _____

Date of Installation _____

Product Warranty _____







elevate comfort

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