

Care and Cleaning Guide - Brabetz Custom Rugs

Thank you for choosing a carpet by Brabetz Custom Rugs. You have selected one of the finest carpets available today—one that will add prestige and beauty to your home for years to come. No effort has been spared in producing this carpet and, as with any quality product, proper maintenance will help it retain its “like new” appearance longer. **Brabetz Custom Rugs** offer exceptional quality and durability, but it is important to concern yourself in the upkeep of your carpet to maintain its lasting beauty.

No matter how careful you and your family may be, spills on your new carpet are likely to happen. Don't panic, but get right to the spill! If you treat these spots and stains immediately, they'll be easier to remove. Some stains can become permanent if allowed to stand even a few hours. Ordinary household materials will usually get the job done. For more difficult spots and stains, always consult with a professional cleaner.

The care you give your carpet will be returned in the enduring pleasure and warmth a well looked-after carpet can provide for many years.

General Care Guide

Quality walk-off mats are recommended at entrances to reduce dirt from being walked onto carpets.

Vacuum clean your carpet thoroughly to prevent soil from setting into the pile. Do not use a brush to scrub the surface of the carpet. This will not remove the dirt, but merely push it further into the pile base. Aggressive brushing can also damage your carpet.

Avoid over wetting when cleaning your carpet.

Remove stains & spills immediately. Prompt action will avoid the spillage penetrating the pile fibers.

DO NOT RUB. Blot up liquids with white paper toweling.

Scoop up solids with the blunt edge of a knife.

Never rub stains as this can spread or deepen the stain.

A general do-it-yourself stain removal process is to treat with dry powder cleaner.

Do not wait until your carpet becomes too dirty before arranging a general clean.

Get the advice of a reputable professional carpet cleaner. When you hire professionals, ask them the approximate time for drying and when you can safely use the carpet again.

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Stain Removal Guide For Wool Carpets And Synthetic Carpet

1. Carpet shampoo - follow product recommendations and check if suitable for wool where applicable.
2. Detergent solution: 1 teaspoon approved wool detergent plus 2 teaspoons white vinegar dissolved in 1/2L luke warm water. Remove all soap residue after cleaning (Enzyme active powders can be substituted for wool detergent on protein stains).
3. Clean luke warm water.
4. Clean cold water.
5. Clean hot water.
6. Dry cleaning liquid.
7. Mineral turpentine or white spirit.
8. Methylated spirits or alcohol.
9. Hydrogen peroxide 5% - leave 15min. Before blotting and rinse, do not use on dark colours.
10. Chewing gum remover (freeze or solvent type)

STAIN	STEP 1	STEP 2	STEP 3
Beer	1		
Benylin expectorant	3	1	9 (if necessary)
Berries	1	9 (if necessary)	
Tea, Coffee, Soft Drinks	3	2	
Bleach	1		
Blood	4	2	
Butter	6	1	
Candle Wax	Absorbent paper & Hot Iron	6	
Candy (Sugar)	1		
Castor oil	6		
Chalk	Vacuum		
Cheese	1		
Chewing Gum	10		
Chocolate	3	1	
Cooking oil	6	1	
Crayon	6	1	
Cream	1	6 (when dry)	
Dyes	Call Cleaner		

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Egg	1		
Excrement	1	When dry apply powder cleaner	
Floorwax	6		
Foundation Make-up	6	1	
Fruit Drinks	3	1	
Furniture polish	6	1	
Gentian violet	6	9 (if necessary)	
Glue(hobby)	6		
Glue(white)	1		
Gravy and sauces	3	1	
Hand lotion	6		
Ice cream	3	1	
Ink (fountain pen)	3	2	
Ink (ball-point)	8	1	
Iodine	Ammonia 10% - Rinse		
Lipstick	6	1	
Mascara	6		
Mayonnaise	1		
Mercurochrome	6	9 (if necessary)	
Metal polish	Brush off when dry	1	
Milk	3	1	
Mixed drinks (liqueurs)	1	9 (if necessary)	
Mud	Brush off when dry	1	
Mustard	1		
Nail polish	Nail polish remover	6	
Oil and grease	6	1	
Paint(emulsion)	1(hot)	5	
Paint(oil)	7	6	1
Rust	6	1	Rust remover
Salad dressing	1	6 (when dry)	
Shoe polish	6 or 7	1	
Soot	Vacuum	1	
Tar	6		
Tomato sauce	1		
Toothpaste	1		

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Urine(fresh stain)	3	1	
Urine(old stain)	Call Cleaner		
Vomit	3	2	
Wine	2	2	

11. NOTE: All advice is offered in good faith. No responsibility will be accepted for claims arising from the suggested treatment.
12. Should stains not respond to proposed treatment, contact a professional carpet cleaner immediately. Pre-test all treatment on sample surfaces. Dry powder cleaner and pre-sprays can often be used as a first alternative to the above. Consult the label on these cleaners.

Other Things to Consider

PILE CRUSH

Pile crush is unavoidable and will occur to some degree. It will be most noticeable in high traffic lanes and under the legs of heavy pieces of furniture. More frequent vacuuming will help minimize this condition in heavy traffic areas. Moving your furniture occasionally and the use of cups under the legs of furniture will also help minimize pile crushing. When it does occur, gentle brushing of the area with the hand will hasten the recovery.

PERMANENT STAINS

Most spills and stains are removable. There is, however, a more serious kind of stain that is different from ordinary stains. It is caused by a variety of chemical ingredients contained in dozens of common household products. More insidious than the common stain, the chemical stain is permanent and there is generally nothing that can be done to restore the dye to its original colour. Some of the more common chemical products known to cause problems include medications, certain cosmetics, all household bleaches, disinfectants, furniture polish, certain plant foods, fertilizers, and insecticides. The only solution to prevention of chemical spots and stains is the careful use of the offending products. Read and carefully comply with directions. Special attention should be given to precaution or warnings supplied by the manufacturers of household chemical products.

FADING

All carpets are subject to colour changes over a period of time. This change in colour is very gradual and is due to oxidation through exposure to the open air within the home. Areas exposed to sunlight are subject to more dramatic colour change due to damage caused by ultra violet rays. It is recommended that you take steps to protect these areas during high sunlight exposure hours. This may be done by utilizing draperies or other window coverings. If tinted windows are desired, they should be tinted by a reputable company; but tinting alone is not a substitute for window coverings.

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CUSTOM RUGS

SHEDDING

Shedding is not a defect, but rather characteristic of all new carpets, especially cut-pile. It is caused by the short fibers within the pile that work loose during service. This condition is most evident in high traffic areas. Although your vacuum bag may fill with this surplus fiber, the total fiber loss during use is relatively small. Shedding will gradually decrease, and the length of time required to eliminate shedding will be dependent upon the type and amount of vacuuming.

SHADING OR HIGHLIGHT

After installation, carpets often appear to change colour in certain areas. This phenomena does not involve a true colour change, but rather a difference in light reflection between various surface areas. Shading, like velvet or suede, is considered to be the beauty of a cut-pile carpet and not a manufacturer's defect. The condition occurs due to the difference in light reflection between the sides and tips of the yarn strands. As the pile surface is disturbed, the yarn sides will reflect more light than the tips, resulting in the highlighting feature so common in today's styles. Normally, this condition is temporary (such as with footsteps). In other cases, the condition is permanent. The latter is referred to as pooling or watermarking. The reason for this occurrence is not understood except that it is traffic related and random in nature. The pile fibers take on a permanent set based on the traffic patterns, and this set cannot be changed.

Every six months, it will be necessary to remove by chemical cleaning the 5-15% of oily soil which vacuuming cannot.

Walk-off mats are critical to help minimize soil. Without them, even aggressive vacuuming will not prevent the equilibrium effect. It is recommended that walk-off mats be placed at every track-off area, but especially outside to inside.

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WARRANTY INFORMATION

Brabetz Custom Rugs provides a two-year limited repair or replacement warranty. Brabetz warrants (to the original purchaser) that its carpets and rugs will be free from defects for a period of two (2) years from the date of delivery to the original seller. Brabetz Repair or Replacement Warranty does not cover certain inherent characteristics in carpet including, but not limited to those described in this booklet, which may affect the product's appearance and/or performance over time. It is only applicable to products installed for use indoors in a space consistently maintained at normal temperature and humidity. It does not cover tears, burns, cuts, pulls, or other damage, deterioration, stains, loss of colour or appearance change caused by abuse, or improper or inadequate maintenance. It does not cover products placed in use on stairs, ramps, or any area regularly subjected to wheel or rolling apparatuses.

Thank you again for your confidence in the uncompromising quality that is Brabetz Custom Rugs.

For more information, please feel free to contact me on

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Warm Regards

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