

General maintenance

Please vacuum your newly fitted carpet or rug frequently, some initial fibre loss or 'shedding' is normal but will not affect the appearance or performance, and soon stops with frequent vacuuming.

Please continue to vacuum regularly throughout the life of your floorcovering. Vacuum carpets or rugs with the beater bar turned off.

To lengthen life:

- Place barrier mats by doors but clean them often
- Use castor mats under all castor chairs
- Add furniture cups under the legs of furniture
- Lay non-slip underlay under all rugs and rotate rugs regularly to spread wear
- Buy a Jacaranda Emergency Spot Cleaning Kit with your carpet or rug, to have ready for accidents. To purchase our spot cleaning kit please email sales@jacarandacarpets.com

Spills and stains

Like most fabrics, carpets & rugs will stain from spills of everyday liquids like coffee or wine. The key is to act quickly.

Do

- Pick up any solids using a spoon or blunt knife
- Blot up liquid gently with plain, white, absorbent paper such as kitchen towel. Continue, changing paper regularly, until it comes back dry
- Use Jacaranda's emergency spot cleaning kit
- Call a professional carpet cleaner if the stain remains

Do NOT

- Rub or scrub which can 'burst' the pile surface causing permanent damage
- Add water
- Use home steam cleaners
- Use home cleaning chemicals which may set the stain, damage the pile, or leave a sticky residue prone to re-soiling

Professional cleaning

When your carpet or rug needs stain removal or a deep clean, you should contact a carpet cleaning specialist. For your guidance, professional cleaners should recommend a dry compound cleaning method, the floorcovering will be sprinkled with cleaning granules and allowed to dry before being vacuumed up. Professional cold water extraction cleaning is possible on stubborn stains however specialist knowledge is essential, and they should clean the entire carpet or rug. Wet extraction uses a specialist machine to spray the carpet with water and cleaning products whilst simultaneously vacuuming to remove stains and dislodge any stubborn debris.

Cleaning often takes place on site however they may recommend taking rugs off site to be cleaned. Please note we would not recommend rug baths where the rug is fully submerged in water.

Always ask your professional to re-apply moth protection after your floorcovering has been wet cleaned.

Anti-stain treatments

These won't make carpets or rugs invincible, prompt removal of spills is still key, but anti-stain treatments should buy time and make stains easier for professionals to remove. Stain treatments should always be applied by professionals with specialist knowledge of TENCEL™. Stain protection should be reapplied after every deep clean.