

Care and Maintenance

ACCLIMATISATION

It is best to unroll your Tretford Rug pile face down and allow it to acclimatise for 24 – 48 hours after arrival. As the rug may have been rolled up anywhere from 1-2 weeks, it may have some memory and curling of the edges may occur if this step is not taken.

Tretford Rugs are not designed to be stored rolled up as this can negatively affect the joins and increase the potential for curling.

ROTATION

Rotating your rug often will allow the normal wear to be more evenly distributed. Regularly rotating will also help to minimize colour changes that may occur from exposure to direct sunlight.

MAINTENANCE

Tretford Rugs do not easily attract or hold dirt and are cleaned under normal conditions with a vacuum cleaner. Thorough regular vacuuming will extend the life of your Tretford Rug because accelerated wear occurs when traffic grinds embedded soil into the carpet fibre. Regular vacuuming will also enhance in-door air quality.

SPOT CLEANING

Please do not use bleach, heavy duty cleaning fluids/chemicals or carpet cleaning products with a high PH level on Tretford Rugs as this can damage or discolour the carpet. Remove the spill or spot by scraping with the back of a knife and then blotting with a damp, clean white towel. Never rub the carpet.

Use an appropriate spot remover if necessary (HOST Spotting Kits are provided by Gibbon Group with each rug and are available for purchase when replacement is required). If a HOST Spotting Kit is not available, please follow the guide in the stain table on the following page.

INTERIM DEEP CLEANING

Professional deep cleaning is recommend yearly for residential applications and half yearly for commercial installations. Dry cleaning methods (such as HOST Dry Cleaning) are recommended, as wet (steam) cleaning methods can allow for rapid re-soiling when residual cleaning agents are not removed. Wet or steam cleaning can also affect the joins of your rug as well as the carpet itself.

For information on recommended professional cleaners in your local area, please see the list on the following page or contact your local representative: www.gibbongroup.com.au/contact-us/.

2 YEAR WORKMANSHIP WARRANTY

All Tretford Custom Rugs are hand crafted with care and to the highest standards. Gibbon Group warrants that your Tretford Custom Rug shall be free from defects in workmanship, construction and materials for a period of 2 years from the date of purchase. For exclusions and further information, please refer to your Warranty Certificate or contact Gibbon Group on the below numbers or email.



Hand crafted by Gibbon Group

www.gibbongroup.com.au
tretfrugs@gibbongroup.com.au

Find GibbonGroup on:



T: 07 3881 1777
F: 07 3881 1716

Postal Address:
PO Box 5612
Brendale QLD 4500

SPOT CLEANING TABLE (IF NO SPOTTING KIT IS AVAILABLE)

J	Blood	D	Fruit	A	Mascara	D	Tea
A	Butter	A	Furniture Polish	B	Mayonnaise	B	Toothpaste
G	Chewing Gum	B	Garden Soil	B	Milk	A	Type Ribbon
B	Cheese	B	Glue (White)	A	Nail Polish	H	Urine (Fresh)
B	Chocolate	A	Grease	A	Paint, Latex	C	Urine (Dry)
D	Cocktails	A	Hair Spray	D	Rust	E	Vomit
D	Coffee	B	Ice Cream	A	Shoe Polish	G	Wax, Candle
A	Crayon	A	Ink, Biro/Felt	D	Soft Drinks	A	Wax, Paste
B	Egg	E	Ink, Permanent	B	Soya Sauce	D	Wine
B	Excrement	B	Ketchup	A	Tar		

A	Appropriate solvent or white spirit, blot, detergent, blot, water, blot.
B	Detergent, blot, ammonia (diluted), blot, detergent, blot, water, blot
C	Detergent, blot, white vinegar, blot, ammonia (diluted), blot, detergent, blot, water, blot
D	Detergent, blot, white vinegar, blot, detergent, blot, water, blot
E	Detergent, blot, ammonia (diluted), blot, white vinegar, blot, water, blot
F	Detergent, blot, white vinegar, blot, ammonia (diluted), blot, water, blot
G	Freeze with ice cubes, shatter with blunt objects, vacuum, appropriate solvent or white spirit, wait, blot, repeat if necessary
H	Blot, water, blot, ammonia (diluted), blot, detergent, blot, water, blot
J	Use cold ingredients: water, blot, detergent, blot, ammonia (diluted), blot, detergent, blot, water, blot.

HOST PROFESSIONAL CLEANING SERVICES (AUSTRALIA)

QUEENSLAND

Organic Dry

Phone: 0412 781 485 (Contact: Al)

NEW SOUTH WALES

Jag Floors

Phone: 1300 729 524 | 02 4902 5900

ACT

Scott Morris

Phone: 0412 127 400

TASMANIA

Dry Carpet Care

Bob: 0411 478 776

VICTORIA

Programmed Carpet Maintenance

Phone: 03 9826 3511

Karl Holzer (Commercial & Residential)

Phone: 0415 138 763

WESTERN AUSTRALIA

Complete Carpet Management

Phone: 08 9401 1000

David Taylor: 0411 872 873



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