

PREVENTATIVE MEASURES

Prepare & prevent

The lasting and beautiful character of tretford carpet is often determined by the right choice of colour. In rooms with intensive foot traffic, it is best to opt for darker colours with a mix of heathering. The carpet has a greater dirt-concealing capacity in such a case.

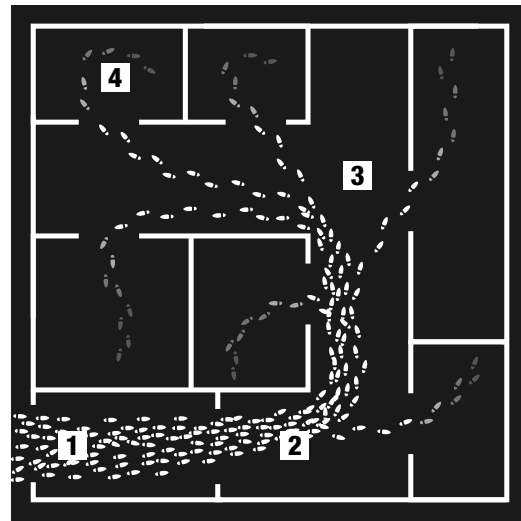
Clean-off zone

The protection of an interior starts with an optimal protection of the entrance. 85% of the dirt is brought in by shoes, and that is why we recommend installing an efficient and sufficiently long clean-off zone (minimum 9 metres) using a quality entrance matting.

We recommend you to choose a darker 3 star colour and/or heathering mix which is ideally suited for clean-off zones.

Types of traffic areas

An (office) space can be divided in 4 traffic areas:



- 1 Clean-off zone
- 2 Heavily intensive traffic area
- 3 Intensive traffic area
- 4 Normal traffic area

ROUTINE MAINTENANCE

Proactive carpet care

By selecting Tretford Carpet (Roll, Tile, Rugs, Plank), you have chosen one of the healthiest carpets manufactured today. It is reflected in Tretford's whole process of production where natural goat hair fibre and other non-toxic raw materials are brought together to make its unique construction. And part of Tretford's philosophy on producing a healthy carpet is minimizing the use of chemicals - which is why Tretford will only use insect resist treatment to the level of the European (EU) standards.

Taking a proactive approach to maintenance will ensure that you prolong the beauty and durability of your Tretford carpet.

Regular vacuuming

Tretford cord carpet does not easily attract nor hold dirt and is cleaned under normal conditions with a vacuum cleaner. Thorough daily vacuuming will extend the carpet's life especially in the high traffic areas because accelerated wear occurs when traffic grinds embedded soil into the carpet fibre.

To properly maintain Tretford, thorough vacuuming is required at least once a week in all areas. For preventing carpet moth damage, ensure that this includes low or little usage areas - in particular, under raised furniture and along skirting boards.

Regular vacuuming will also enhance in-door air quality. Upright vacuum cleaners with beater bars are the most effective at lifting pile and removing soil particles. Should soiling or staining occur, one of our two cleaning methods should be used (see below).

Maintenance guidelines

- Regular full vacuum, at least weekly, including along skirting boards, under furniture and in non-usage areas.
- Annual, at least one a year, low moisture, deep clean of carpet in all areas including along skirting boards, under furniture and in non-usage areas.

SPOT CLEANING

Almost every carpet is a victim of spills from time to time. Many of these accidents can be looked after with minimum care, if a few simple rules are followed, the most important of which is that the carpet should never be rubbed.

Spillages and cleaning solutions should be blotted up by gently pressing a colourfast towel or similarly absorbent material against the affected area.

Please do not bleach, heavy duty cleaning fluids/chemicals or carpet cleaning products with a high PH level on tretford as this can damage or discolour the carpet. Remove the spill or 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 (contact Gibbon Group for more information). Please follow the guide in the stain table below for further information if the above does not remove the stain/food/spillage.

The longer a spill is left unattended, the harder it is to remove the stain.

Spotting kits are very effective at removing stains and are highly recommended (contact Gibbon Group for more information). If a spotting kit is not available, please follow the spot cleaning guidelines below.

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.

INTERIM DEEP CLEANING

Prolong your carpet's lifecycle through specialist cleaning.

The goal of specialised maintenance is to keep the carpet clean and maintain a consistent appearance level. The primary focus is on frequent low-moisture pile lifting and the removal of sticky residues or stubborn marks that would otherwise trap soil in the carpet fibres. Shampoos and cleaners with a spirit base or high PH level should be avoided. We recommend specialised maintenance through interim deep cleaning 2 to 3 times per year, depending on levels of foot traffic and soiling of the carpet.

Low moisture extraction method.

Tretford only recommends the use of two systems:

Chemdry Hot Carbonating Extraction & HOST Dry Carpet Cleaning.

These next-generation approaches to effective periodic deep cleaning are described as Low Moisture as they use 80%+ less water in the cleaning process over traditional hot water extraction methods.

Committed to reducing our environmental impact, TRETTFORD recommends these two water-saving solutions for carpet cleaning – see below...

1) Chemdry Hot Carbonating Extraction

Chemdry offer Hot Carbonating Extraction Technology where carbonated water along with safe, (Green Certified) non-toxic agents gives a deep clean, along with powerful extraction that means 92% of the

water they use is extracted from your carpets. When contacting Chemdry please use the code word 'TRETTFORD', as they will allocate their most experienced operator in your local area to the job. **In Australia please phone: 1800 243 637. In New Zealand email: julie.snow@chemdry.co.nz**

2) HOST Dry Carpet Cleaning

This system uses natural Green Seal Certified sponges to encapsulate foreign soiling in the carpet fibre, which is then vacuumed out using their specialist equipment with high power extraction units. HOST spotting kits are very effective at removing stains and are highly recommended (contact Gibbon Group for purchase information). If a spotting kit is not to hand, please follow the guidelines in the Spot Cleaning section (previous page). Benefits of recommended low moisture systems:

- clean dry carpet – either immediately or within a short period;
- no wick-back of spots;
- no sticky residue will remain in the carpet;
- will not promote mould or mildew growth;
- can be scheduled during business or outside business hours

Please check the website for Host Carpet Cleaners in your area on www.floorlife.theandrewsgroup.com.au

CAUTION: Systems that use horizontal or bonnet head cleaners using circular scrubbing action MUST NOT be used as this machine will damage the carpet fibre. Using this method will void the warranty.



INTERIM DEEP CLEANING (CONT')

Hot water extraction method.

tretford will only approve of Hot Water Extraction systems where NO spirit or solvent based detergents are used. Natural fibre carpets can be permanently damaged should the wrong chemicals be used.

Should either of the above Low Moisture systems not be available and Hot Water Extraction must be used, Tretford recommends only certified WoolSafe cleaning companies who have been trained to clean 'natural' fibres, using certified WoolSafe products. For information on recommended professional cleaners in your local area, please see the list on the WoolSafe website:

www.wool-safe.org/find-a-carpet-cleaner

or contact your local representative:

www.gibbongroup.com.au/contact-us

Keep in mind when Hot Water Extraction is used:

- a higher volume of water is used;
- cleaning will have to be scheduled in the evening due to longer drying times.

Ensure the carpet is completely dry before allowing traffic or furniture on carpet to avoid matting, wick-back or rapid re-soiling of the damp carpet.

IMPORTANT:

NOT using RECOMMENDED cleaning operators, can lead to:

- Use of incorrect chemicals with high alkalinity or PH can permanently damage natural fibre;
- Leaving a residue which causes rapid re-soiling and possible colour change;
- Over-wetting the carpet - which can lead to:
 - Potential shrinkage
 - Prolonged damp and chance of odour development
 - Rapid re-soiling and permanent fibre damage if walked on before properly dry
- Long unnecessary drying times
- The risk of damage to under-floor wiring (access flooring).

Complaints cannot be entertained where carpets are not maintained using an approved system as described above or in accordance with these recommendations.

CAUTION: Systems that use horizontal or bonnet head cleaners using circular scrubbing action MUST NOT be used as this machine will damage the carpet fibre. Using this method will void the warranty.

