

CARING FOR YOUR CARPETS.



Vacuum your Carpets regularly, preferably with a Wet & Dry vacuum as it will help with the maintenance of wet stains. Do not use a beater vacuum.



Always treat the affected area immediately. The longer the spill sits there, the harder it'll be to remove the stain.



For a food spill, gently remove as much solid material as you can with a spoon, or a dull knife. Then use fresh water and add a small amount of detergent (Sunlight liquid is a good detergent) if needed. Alternatively you can use a solution of white vinegar and water (50/50). Then, using the highest suction function, vacuum back and forth adding more fresh water to the stain as you go until completely clean and free of detergent.



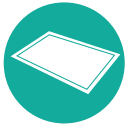
For oil based stains, use paper towels to absorb as much of the stain as possible. Then apply baby powder to absorb any residue and vacuum after about 10 minutes. If the stain is still visible consider trying the sunlight/vinegar/water option. If this is not successful then use rubbing alcohol or trichloroethylene as a spot remover. Apply several drops to a clean white cloth and blot the Carpet in an inconspicuous area. If you notice a change in the Carpet colour, consult a professional Carpet Cleaner. Thereafter rinse the area with fresh water and vacuum.



If stains remain after cleaning, moisten tufts in the stained area with 3% hydrogen peroxide and allow to stand for one hour. Blot and repeat until completely clean. If still no change contact a Professional Cleaner.



Never over wet your carpets. Should it remain damp, place a fan over so as to speed up the drying process.



Entry mats will help collect the dirt, sand, grit and other substances such as oil, asphalt or driveway sealer that might otherwise be tracked onto your floor. Placing mats in high-traffic areas - in front of vanities, kitchen sinks, and stoves - is an effective way to reduce wear. If possible install a walk-off mat at your entrance.



Keep your pets nails trimmed to prevent them from damaging the pile.



Never push, pull, or drag furniture across your Carpets. Always lift and carry.



Always put pads under heavy furniture to help protect your Carpet.



Ideally your Carpet should be professionally cleaned once a year, maximum 18 months, to maintain your warranty.

STAIN AID.

For advice regarding stains on your flooring, view our comprehensive guide on our website: topcarpetsandfloors.co.za/flooring-maintenance/

PRODUCT GUARANTEES

GUARANTEES

Each of the suppliers/manufacturers we promote and sell via our Members have different Guarantees, which are covered by them and not Top Carpets (PTY) LTD or its Members.

In the event of a claim, the Manufacturer/Supplier representative will conduct an inspection and decide on a course of action. Should a dispute arise from their report, further interaction will be solely between the Manufacturer/Supplier and the customer and not Top Carpets (PTY) LTD or its Members.

These Guarantees are mainly linked to the correct maintenance of the product installed. Please ensure you are familiar with these requirements.

Your Product Guarantee