

***SPILLS
AND STAINS***



DEALING WITH SPILLS AND STAINS

Bremworth is not aware of a carpet that is completely “fully stain proof”. If you follow our simple maintenance recommendations and stain removal guidelines, you can help to ensure your carpet keeps its good looks for longer.

Keep in mind, Bremworth produces a stain remover treatment which can be purchased through our retailers and also at most good supermarkets. This is a top performing spot cleaner and has received fan mail from delighted users. Please read the instructions carefully before using.

Clean up immediately

When spills occur, it’s important that they’re cleaned up immediately. Remember, even though wool fibre naturally features stain resistant properties, no carpet is immune from staining if spills are left untreated.

Contain the stain

Before using any recommended stain treatment or remedy, please make sure you have ‘contained the stain’ by firmly blotting up any excess liquid spills with clean white paper towels and scraping up any solids. Please note: never rub or scrub wet carpet as this can cause permanent damage to the pile.

Six step procedure

Once you have taken action to contain the stain, please follow the six-step procedure outlined here. Make sure the stain is dry before proceeding to the next step in the order of recommended treatment.

- Step 1** ● Test the recommended cleaning solution on a hidden piece of carpet or carpet mat.
Refer to pages 27-29 for the recommended cleaning solution.
- Step 2** ● Apply a small amount of the selected cleaning solution to a clean white cloth and work it in gently. Work from the edges of the spill to the centre to prevent the spill from spreading.
- Step 3** ● Continue using the recommended stain treatment as long as there is a transfer of the spill to the cloth. You don’t need to use the second or third treatment suggestions if this first one works.
- Step 4** ● Dab (don’t drown) the affected area thoroughly with cold water and blot up using clean white paper towels until all solution has been removed.
- Step 5** ● Apply a thick layer of clean white paper towels and weigh it down with a flat heavy object. Continue to change the paper towels as needed until as much moisture is gone from the carpet as possible.
- Step 6** ● If the stain is still visible following treatment, contact a reputable professional cleaning company.



STAIN GUIDE FOR WOOL CARPETS

Here's our easy reference guide about what to use for specific spills and stains on wool carpet. Simply cross-reference the type of treatment options below with the specific stain in the table on pages 28-29.

| CODE | CLEANING AGENTS / METHODS |
|------|---|
| 1 | Cold water |
| 2 | 1 tsp of wool detergent + 1 tsp of white vinegar + 1L of warm water |
| 3 | Clear household disinfectant |
| 4 | Carpet Stain Remover for DRY stains. Use only on dry carpet.* |
| 5 | Chill with ice cubes in a plastic bag. Pick or scrape off gum. |
| 6 | Mix 1/3 cup of white vinegar with 2/3 cup of water |
| 7 | Nail polish remover (should not contain lanolin) |
| 8 | Surgical alcohol |
| 9 | Place absorbent paper over wax and apply hot iron. Wax will melt. |
| 10 | Vacuum clean |
| 11 | Mineral turpentine |
| 12 | Seek assistance from a professional carpet cleaner |

*Note: If you are using our Stain Remover product, please read the instructions carefully before using.

| STAIN | STEP 1 | STEP 2 | STEP 3 |
|------------------|--------|--------|--------|
| Beer and spirits | 1 | 2 | - |
| Bleach | 1 | 12 | - |
| Blood | 1 | 2 | - |
| Butter | 4 | 2 | - |
| Candle wax | 9 | 4 | - |
| Chewing gum | 5 | 4 | - |
| Chocolate | 4 | 1 | - |
| Coffee | 1 | 6 | - |
| Cooking oil | 4 | 2 | - |
| Cream | 1 | 4 | - |
| Egg | 1 | 12 | - |
| Faeces | 1 | 3 | 12 |
| Floor wax | 4 | 1 | - |
| Furniture polish | 4 | 1 | - |
| Gravy and sauces | 1 | 2 | - |
| Ink – ballpoint | 8 | 1 | - |
| Ink – felt-tip | 4 | 1 | - |
| Lipstick | 4 | 2 | - |
| Milk | 1 | 4 | - |

| STAIN | STEP 1 | STEP 2 | STEP 3 |
|----------------------------|--------|--------|--------|
| Mud | 10 | 4 | - |
| Mustard | 1 | 2 | - |
| Nail polish | 7 | 4 | - |
| Oil and grease | 4 | 2 | - |
| Paint (oil based) | 4 | - | - |
| Paint (acrylic) | 1 | 2 | - |
| Rust | 6 | 12 | - |
| Salad dressing | 1 | 4 | - |
| Shoe polish | 4 | 2 | - |
| Soft drink and fruit juice | 1 | 2 | - |
| Soot | 10 | 4 | - |
| Tar | 11 | 4 | - |
| Tea | 1 | 6 | - |
| Tomato sauce | 1 | 2 | 4 |
| Urine (fresh) | 1 | 2 | 3 |
| Urine (old stain) | 12 | - | - |
| Vomit | 1 | 3 | 6 |
| Wine | 1 | 6 | - |

Cigarette damage – to remedy cigarette damage on a wool carpet, just brush off the charred tips with your fingers or a coin.

***OTHER IMPORTANT
THINGS TO KNOW***



CARPET CHARACTERISTICS

Carpet is a textile that exhibits particular characteristics you need to be aware of before purchasing. These characteristics are an inherent feature of the carpet itself and are not manufacturing defects.

Tracking

As the name suggests, 'tracking' is the imprint left by footprints on your carpet. This is more common on the plusher cut pile surfaces and disappears with vacuuming but may reappear when the carpet is next walked on. Carpet is most prone to tracking in areas of heavy use such as doorways and halls. These areas should be given extra attention during routine vacuum cleaning.

Permanent pile reversal shading can happen on cut pile carpets

Cut pile carpets, particularly plush pile carpets, may develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is caused by the permanent bending of the carpet pile fibres which then reflect the light differently. Brushing or shampooing does not reduce shading. The extent to which shading occurs cannot be accurately predicted or prevented. It does not affect the wear or durability of the carpet and is not recognised by Bremworth as a manufacturing flaw or defect.



This is what a cut pile carpet can look like if shading occurs

Every product is unique

The colour and/or texture from each production run can vary slightly between both individual batches and samples.

Patterned carpets

Our patterned carpets are manufactured to exacting standards, but even with specialist installation, pattern irregularities especially across joins may be visible.

Fluffing on new wool carpet

With new carpet, balls of fluff may appear on the surface. These are loose bits of fibre left in the pile by the manufacturing process and are a tiny proportion of the fibre in the pile. This fluff will likely fill the bag of your vacuum for the first few times you vacuum, and the quantity will diminish over time.

It is perfectly safe to vacuum thoroughly as soon as installation is complete. On loop pile carpets, this fluff can be more difficult to free from the pile and may appear as frizzing. Use of a smooth brushless head vacuum with strong suction will usually free these balls of fluff. Walking in socks or pantyhose on your new carpet can accentuate fluffing because the fibres in the socks or pantyhose can draw these loose fibres to the surface.

Deterring insects from your wool carpet

Your wool carpet has been treated with an insect resist agent to deter carpet beetle and infestation from moths and other insects. It is important to note the insect resist chemical is embedded in the carpet fibre and needs to be eaten by the insect to have an effect and stop further spreading – this will mean fibre loss can occur.

Stairs

It is common for carpet to wear faster on stairs due to repetitive localised pressure. This is particularly true for lower stairs where foot traffic slides off the nose of the stair as opposed to standing on the tread. Bremworth carpets have a Stair Rating which indicates that the carpet can be folded over the stair nosing without causing the pile to show the backing. A stair rating is not for determining wear or appearance retention.

Sprouting

A single tuft rising up from the pile surface is called 'sprouting' and any such tufts in a cut pile carpet may be safely trimmed with scissors without affecting the appearance – but do not pull the tuft or it could leave a hole in the carpet. In this instance, we advise a professional repair which can be arranged through your carpet retailer.

Missing tufts

Occasionally, carpet pile (tufts) can be missed from manufacturing. In this instance, we advise a professional repair which can be arranged through your carpet retailer. This does not affect your carpet's quality or warranty.

Fading

Like all textiles, your carpet may fade or change colour over time particularly in areas consistently exposed to sunlight. This often goes unnoticed as the change is gradual over the years. North or west-facing glass doors or floor-to-ceiling windows are the worst offenders and we recommend these areas be fitted with effective UV protection on the glass to prevent photo-degradation. Curtains, blinds and louvres offer the best protection.

Fading in areas such as bedrooms or hallways is less likely to occur if they are not exposed to prolonged periods of direct sunlight.

Peaking seams

In some instances, a visible carpet join cannot be avoided. However joins should be straight, aligned and as flat as possible. To reduce visibility, joins should be located away from natural light sources, as light may cast shadows across the join making it prominent. Peaking seams are not a manufacturing fault and will usually dissipate over time.

Roll pressure marks

On occasions, new carpet will exhibit noticeable light and dark areas, often in strips. This is more likely to occur with plusher pile carpets and is known as roll pressure marks. These marks are caused by the weight of the carpet in a large roll pressing down on the layers underneath and bending the fibres.

It can also happen when two rolls are rolled at different tensions and then laid next to each other. Over time and with regular vacuuming and general foot traffic, this effect will diminish, though it can take three to six months or so for the marks to disappear entirely. Roll pressure marks are not considered a manufacturing defect.

Protect your carpet from heavy furniture

Place furniture cups under the legs of heavy furniture and regularly shift the furniture a few inches one way or another to give the pile a chance to recover. To revive flattened wool pile, you can use a warm steam iron over a towel laid on top of the carpet. Hold the steam iron gently over the towel and use the steam button to inject steam – do not press the iron down on the towel as this could leave gloss marks on the carpet underneath.

Protect your carpet from soiling

More often than not, soiling occurs as the result of particles of dirt being walked into the carpet from some external source. Prevention is always better than cure and we recommend door mats at all entranceways to create a barrier to soiling. Your cleaning programme needs to be proportional to the carpet's exposure to soiling. Frequent and moderate cleaning is preferable to harsh treatment likely to be required if cleaning is done infrequently.

Attending to spills and stains immediately

Staining occurs from the chemical bonding of a pigment. Once this bonding has taken place, removal can be extremely difficult without causing some damage to the carpet pile. This is why promptly attending to spills is so critical.

For more information on care and cleaning instructions please refer to pages 24-29.

IN THE EVENT OF A PROBLEM

If you have a concern about your Bremworth carpet and would like to make a claim under your Bremworth warranty (rather than under the Consumer Guarantees Act or Australian Consumer Law), you should **contact the retailer who sold and installed your carpet**. They will arrange an inspection and if they are unable to remedy the issue, they will lodge a formal request to our Consumer Services team who will investigate the details.

A member of the Bremworth Consumer Services team will be in touch to discuss the issue and arrange an inspection if required.

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PO Box 845, Willoughby, NSW 2068

Bremworth strives to comply with all of our obligations and you are free to contact us or the retailer who sold and installed your carpet, should you wish to make a claim under the New Zealand Consumer Guarantees Act 1993 or Australian Consumer Law 2010 in relation to your carpet.





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