

## CARE INFO FOR TENCEL™

*Caring correctly for any carpet or rug is the key to it looking beautiful for many years.*

### GENERAL MAINTENANCE

When your Jacaranda rug or carpet arrives, please vacuum it frequently. Some fiber loss or 'shedding' is normal for new carpets and does not affect appearance or performance. It will soon stop with frequent vacuuming.

Please continue to vacuum regularly throughout the life of your carpet to keep it looking clean and beautiful. For best results on carpets with:

- CUT PILE: use an upright model with beater bars turned off for regular cleaning. Beater bars can be turned on briefly to lift pile that may have flattened in high traffic areas.
- LOOPS IN THE PILE: use a cylinder vacuum with a smooth nozzle and no beater bar.

To lengthen life:

- Place barrier or walk-off mats by all entrances. Clean the mats often.
- Use castor mats under all castor chairs.
- Add furniture cups under the legs of furniture.
- Lay non-slip underlay under all rugs.
- Rotate rugs regularly to spread wear.
- Buy a carpet dry cleaning kit, like Capture or Host, to have on hand in case of accidents.

### SPILLS AND STAINS

Most carpets, like fabrics, will stain from spills of everyday liquids, like coffee or red wine. To minimize damage, act fast to:

- Pick up any solids using a spoon or blunt knife.
- Blot up liquid gently with plain, white, absorbent paper such as kitchen towel.
- Keep blotting gently, changing the towel regularly until it comes back dry.
- Never rub or scrub the spill or stain. This can 'burst' the pile surface, causing permanent damage.
- Do not add water.

- Avoid home cleaning chemicals which may set the stain, damage the pile, or leave a sticky residue which will be prone to re-soiling.
- If the stain remains, the safest choice is to call in a professional carpet cleaner. Fresh stains may be treated with a carpet dry cleaning kit, like Capture or Host.
- **Important:** Pre-test cleaning products on a sample of your carpet or an inconspicuous area to ensure there is no damage to the fibers or the color before proceeding.

## PROFESSIONAL CLEANING AND STAIN PROOFING

When your carpet needs a proper clean, you should contact a reputable professional and take their advice as to the best method. For your guidance, they should recommend dry extraction. Cold wet extraction cleaning is possible for stubborn stains on TENCEL™, silk and viscose, but specialist knowledge is essential.

Stain-proofing treatments won't make carpets invincible, but could buy time and make stains easier to remove. Prompt removal of spills is still key. Application of stain-proofing treatments on TENCEL™, silk and viscose requires expertise and should be done by a professional. For your guidance, water based protectors need to be applied in several light layers for optimum protection. Solvent based protectors can be easier to apply; however, please ensure good ventilation to the area. Stain protection should be reapplied after every deep clean.