

CARE INFO FOR tretford® ROLL CARPET

INTRODUCTION

tretford® creates high quality, hard-wearing carpet and tile. Proper handling and regular maintenance will preserve its value and ensure optimal performance. We have compiled our best advice for its proper care.

We do not assume liability if your tretford® product is damaged as a result of non-compliance with these maintenance and cleaning instructions or the manufacturer's instructions.

GENERAL INFORMATION

- The first step in maintaining your purchase is proper installation. Please see the Installation Guidelines posted under the Installation tab.
- Second, the color of your carpet determines the level of routine care and maintenance required. A light colored carpet requires more routine attention, whereas a dark colored carpet can hide dirt or stains more easily.
- Lastly, a doormat system or walk-off mat at the entrance to your home or office goes a long way in preventing dirt, soil and moisture from being tracked inside.

REGULAR CARE & MAINTENANCE

Your carpet's durability and appearance depends on proper care and maintenance. Goat hair is naturally a durable and stain-resistant fiber. tretford®'s ribbed construction adds another layer of durability. Follow these guidelines below to care for your tretford® product.

Vacuum

tretford® cord carpet and tile does not easily attract or hold dirt and is cleaned under normal conditions with a vacuum cleaner.

- Frequent vacuuming (daily to weekly) will extend the carpet's life by removing soil that would otherwise become embedded in the carpet fibers, accelerating wear.
- Regular vacuuming also enhances indoor air quality.
- Upright vacuum cleaners with motor driven brushes are the most effective at lifting pile and removing soil particles. We recommend a vacuum cleaner with a soft brush action or a high performance vacuum cleaner with a smooth floor nozzle.
- Vacuuming should be carried out in the direction of the tretford® cords.



Humidity

Goat hair is hygroscopic, meaning it stores and release moisture as needed. This helps ensure a balanced indoor climate. Ideally, indoor climate should have a relative humidity of approx. 40-60% and a room temperature of 68°F. In rooms with inadequate humidity, the goat hair can become brittle and break off during vacuuming.

Pests

To prevent infestation, tretford® carpets are treated with mothproofing agent (Permethrin), a biocide that meets all requirements outlined in Regulation (EU) No. 528/2012 on mothproofed products.

Spills & Stains

Almost every carpet is a victim of spills from time to time. Thankfully, tretford® is an easy care product and most stains or spots are successfully removed if a few simple rules are followed.

1. Act immediately. The longer a spill sits on the carpet, the more likely it will stay.
2. Blot the spill or stain with a clean, colorfast cloth and/or lift any solids with a spoon, paying attention to between the carpet ribs.
3. Lightly dampen the spot with a small amount of lukewarm water or carbonated water.
 - Do not use dish liquid or laundry detergent. Residue from these cleaning agents remain in the carpet pile and tend to attract dirt.
 - Do not soak since this can cause the soiling to go further into the fibers.
4. Dab dry, working from the outside in, with a clean cloth. Repeat if necessary until the spot comes out.
5. If spot remains, obtain a spot removal kit or dry cleaning kit that is suitable for natural fibers. Follow the manufacturer's instructions.
6. If a spot or spill still does not come out with a second or third application from a spot removal kit, contact your local professional carpet cleaner immediately. Quick action may prevent a permanent stain setting.
7. The use of inappropriate chemicals or off-the-shelf cleaning detergents may harm your carpet.
 - Chemicals could remain active in your carpet and react with the carpet's binding material (which secures the backing to the face or fiber of the carpet).
 - Avoid shampoos or cleaners with a spirit (alcohol) base.
 - Some chemicals can leave a sticky residue in the carpet that will result in premature re-soiling or damage the carpet fibers.



- Be careful that residues from other cleaning agents (wax, oils, soaps, etc.) used on abutting floor surfaces are not tracked onto your carpet.
8. If spills and stains occur and you do not have a cleaning kit on hand, please observe the Spot Removal Guidelines below.

SPOT REMOVAL GUIDELINES

Here are some guidelines for common stubborn stains.

Coffee, Tea, Colas & Red Wine

Blot with a clean cloth to absorb as much liquid as possible. Do not rub as this could spread the stain. Dilute the spot with carbonated mineral water and blot with clean cloth. Repeat as necessary, being careful to not expand the spot or oversaturate the area.

Chewing Gum

Freeze with ice cubes or ice spray. Gently break apart the gum and vacuum. Repeat as necessary.

Candle Wax

Place an absorbent cloth on the wax spill and heat with a hair dryer to melt the wax, gently pressing the cloth so that it absorbs the wax. Repeat as necessary. Use a table knife to dislodge wax from between the carpet ribs.

Chocolate

Allow chocolate to dry. Use a spoon or table knife to gently scrape the chocolate off the rug. If a stain remains, follow the spill and stain guidelines above.

PLANNED MAINTENANCE

A planned maintenance program should be put in place and will ensure maximum appearance retention and performance from your carpet or tile. The objective of a planned maintenance program is clean carpet all year round at a reasonable cost.

Your professional carpet cleaner can help you create an effective cleaning schedule based on your home or office's traffic patterns. We recommend dry or low moisture extraction cleaning systems. Low moisture systems are suitable for both periodic and deep cleansing, plus a low moisture system will not promote the growth of mold or mildew.

For intensive cleaning, spray-extraction can be used on tretford®'s glued-down carpeting. This type of cleaning uses clear water sprayed with high pressure onto the carpet surface. The contaminated water is subsequently suctioned off by a vacuum system. Please consult a carpet cleaning specialist.



Please note that it is not possible to use the spray extraction cleaning method in some cases.

Do not use spray extraction cleaning if:

- tretford® carpeting was installed with carpet tacstrips in conjunction with water-sensitive padding (felt)
- the subfloor is moisture-sensitive
- tretford® was installed using a water-sensitive adhesive
- you have tretford® tiles or floorboards

The carpet must not be walked on for 24 hours or until it has dried completely. Adequate ventilation is necessary for the carpet to dry properly.

Do not clean your carpet with industrial floor cleaning machines that use scrubbing brushes.

If your tretford carpet was loose-laid, installed with adhesive web or carpet tack strips, we recommend these products:

- TAPIGOLD, a special carpet shampoo by Jeikner (www.jeikner.de)
- products by RZ (www.rz-systeme.de)
- products from CC Dr.-Schutz (www.dr-schutz.com)

These products are also a good cleaning alternative for carpets whose fibers are stuck together. The cleansing foam has very little moisture and goes easy on the fibers when massaged into the carpet. As it dries, the foam turns into fine crystalline dust that can easily be removed by vacuum cleaner.