

SIGNATURE FLOORS

Care & Maintenance Guide

ENCHANTIA

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This information is effective as of

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Congratulations on your purchase of a Signature Floors *Enchantia Carpet*! This is a significant and valuable investment for your property and this guide has been created to assist you in the care of your *Enchantia Carpet*, and to help extend the life of your *Enchantia Carpet*.

This guide also presents valuable information on your rights under Australian Consumer Law / NZ Consumer Guarantee 1993, outlining important warranty information for the purchase of your *Enchantia Carpet*.

It is important to make sure you know what type of *Enchantia Carpet* and fibre type you have installed, as this will affect both the care and cleaning instructions together with your warranty. This guide is available on the Signature Floors residential website signaturefloors.com.au / signaturefloors.co.nz

ENCHANTIA CARPET INSTALLATION

All *Enchantia Carpets* should be laid in accordance with AS/NZS 2455.1 "Textile Floor coverings – Installation practice – General" and any other additional installation recommendations as prescribed by Signature Floors. For further information, refer to *Enchantia Carpets* Installation Guidelines which is also available on the Signature Floors website signaturefloors.com.au / signaturefloors.co.nz

ENCHANTIA CARPET CHARACTERISTICS

Enchantia Carpet has characteristics that are inherent features of the product which are unique to the manufacturing process. Regular maintenance and a good quality underlay will limit these changes which are normal characteristics of *Enchantia Carpet* but are not considered to be manufacturing faults or defects. We have listed below the main characteristics to assist your understanding of manufacturing processes and standards.

Acclimatisation

Unroll the *Enchantia Carpet* and let it acclimatise for min. 24 hours. The room temperature should be between 18°C and 28°C.

Appearance Retention

All *Enchantia Carpets* will change in appearance over time to some degree, primarily due to foot traffic. *Enchantia Carpet* in heavy-traffic areas will exhibit the most change.

Enchantia Carpet Seams

Seam peaking is normal when the joined *Enchantia Carpet* is stretched into place. Stretch forces applied to the seamed area cause the pile to open slightly in a V configuration. Lighting conditions can accentuate a *Enchantia Carpet* seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. *Enchantia Carpet* seams are never invisible, but should be straight, aligned and as flat as possible. Seaming boards and professional expertise should be utilised.

NOTE: The warranty on *Enchantia Carpet* excludes stair installations.

Crushing

Crushing is the compression of the *Enchantia Carpet* yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar (rotating brushes) or brush unit will help keep the pile's best appearance. See Vacuuming section for more information.

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Colour Variation

It is normal for installed *Enchantia Carpet* to show minor variation from the selling samples or minor variations between production runs and dye lots. We seek to minimise potential for variance and ensure any variation is within recognised textile industry standards. Colour appearance can vary, depending on the type of light under which a sample is viewed and the light sources where the *Enchantia Carpet* is installed. This variation can be slightly more obvious on wool *Enchantia Carpet* as the yarn is a natural product and therefore it is more difficult to ensure exact colour matching to original samples. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts

Tufts may be damaged or identified as missing following stretching of the *Enchantia Carpet* during installation, damaged caused by pets scratching or damaged by the moving of furniture. In the case of loop pile *Enchantia Carpets*, tufts can be pulled from the backing resulting in a long, lengthwise pull out of the *Enchantia Carpet*. Sprouts, or snagged tufts, can be easily trimmed without damaging the *Enchantia Carpet* and missing or damaged tufts can be easily replaced by hand or re-tufting by a skilled installer. It is recommended a small piece of spare *Enchantia Carpet* be retained to provide a source of additional tufting yarn.

Design Characteristics

An effect known as phasing can occur where *Enchantia Carpet* design includes the random use of contrasting colours when at times these colours can coincide in production. Similarly, in loop pile *Enchantia Carpets*, shading effects of colour patterning can appear as paneling and an accepted part of the design and in no way affect the *Enchantia Carpet*'s performance.

Fading

As with any dyed or natural textile, over time, the material will slowly lose colour when exposed to direct sunlight. Other factors can also affect fading such as emissions from heating, ozone, air conditioners, cleaning products etc.

Specific to wool *Enchantia Carpet*, upon initial exposure to light, some wool *Enchantia Carpets* will endure rapid lightening and/or brightening over the first few weeks – this is known as 'first fade' and is an inherent quality of wool's natural fibre.

It is recommended to limit the amount of direct sunlight, to cover windows by using window treatments such as curtains, blinds, shutters etc. and awnings which are most effective as they cover the entire window. It is also recommended to move furniture around periodically to expose all areas of the *Enchantia Carpet* evenly.

Atmospheric and ozone conditions can also affect colour change in *Enchantia Carpet*. This is not a manufacturing fault and is instead considered an unexplained and random environmental effect. Ozone damage in *Enchantia Carpet* is most prevalent in coastal areas where there is a high ultraviolet content. Some *Enchantia Carpet* colours are also more susceptible to change than other colours. If you believe there may be a risk of Ozone damage, please discuss your choice of *Enchantia Carpet* with your retailer.

Fuzzing or Blooming

Is caused due to the tips of the fibres in a cut pile *Enchantia Carpet* losing a degree of yarn twist over time. Most apparent in traffic areas or in front of chairs, this is normal and should be expected. Generally fuzzing can be corrected by shearing away the cobweb of fibres on the installed *Enchantia Carpet*, with use of a special machine by a professional installer.

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Matting

Matting is the physical entanglement of yarn fibres which cause loss of pile thickness and can occur in all tufted *Enchantia Carpets* to some degree but is more likely to occur in high traffic areas. Many factors can contribute to matting such as foreign residues accumulating on the fibres, residue from spills or improper cleaning, inadequate vacuuming or the use of incorrect vacuum for the specific *Enchantia Carpet* type, oil from bare feet or rubber soled shoes combined with pivoting or shuffling movements, or general moisture which allows foreign residue to accumulate on the piles resulting in a clumping and matted appearance.

Pattern Matching/Bowing & Skewing

Signature Floors ensures the world's best practices are utilised to minimise pattern distortion during the manufacturing process. However, some distortion due to shrinkage or stretching during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of *Enchantia Carpet* or from one production run to another.

Installation methods and site and storage conditions can also contribute to instability in the pattern, such that the perfect pattern match cannot be guaranteed. Installation of patterned *Enchantia Carpet* requires more time and effort which should be considered in the original labour quotation. A competent installer should be able to obtain a close pattern match in most circumstances. However, some irregularities may still be visible. If concerned, please discuss further with your retailer and/or installer. All *Enchantia Carpets* are subject to some degree of bowing and/or skewing. Bowing of up to 1% of the width of the *Enchantia Carpet* (e.g. 40mm across a 4m wide *Enchantia Carpet*) is generally acceptable as per information provided by the *Enchantia Carpet Institute of Australia*.

Permanent Pile Reversal/Shading

Permanent pile reversal/shading also referred to as watermarking, pooling or puddling, is when light will make different areas of the *Enchantia Carpet* appear lighter or darker based on the angle the light is hitting the *Enchantia Carpet*. The underlying cause is generally unknown, is unpredictable and may appear after some use. The phenomenon may be caused by pile yarns changing their original direction of lay and thereby changing the way light is reflected or absorbed from their surface.

It is not a manufacturing fault, and apart from affecting appearance, it has no detrimental effect on *Enchantia Carpet* performance. This shading may become apparent six to eight weeks after installation and brushing/shampooing often does not reduce the shading. As this characteristic can affect the appearance of a *Enchantia Carpet*, you are advised to discuss this with your retailer when considering your purchase. Further information on permanent pile reversal is also available from the *Enchantia Carpet Institute of Australia*.

Tracking and Footmarking

These are more common on plush and cut pile *Enchantia Carpets* and will generally be more noticeable on lush and longer pile *Enchantia Carpets*. Contrary to permanent pile reversal, these are not permanent, and are more to do with the imprints left by footprints or other items scuffing/dragging on the *Enchantia Carpet*. Neither are related to permanent pile reversal and are not manufacturing faults. Personal taste will also play a part in this characteristic and should be considered when selecting your *Enchantia Carpet*. Tracking is specific to the crushing or flattening of piles in areas that have higher foot traffic or items that are placed permanently in an area. This can occur on any type of *Enchantia Carpet* construction and depends on the specific wear characteristics and traffic of that *Enchantia Carpet*.

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Shift Lines

Are parallel lines appearing on the surface of patterned loop pile Enchantia Carpets at regular intervals due to the nature of the Enchantia Carpet construction. Lines may be more apparent with 'large' designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain lights sources shining across the Enchantia Carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the Enchantia Carpet wear or durability.

Sprouting

Is a condition that can occasionally occur with twist pile Enchantia Carpets. This results in the protrusion of individual tufts above the rest of the *Enchantia Carpet*. This is not considered to be a manufacturing defect. It is safe to carefully trim these sprouts with scissors. Damage resulting from loops due to improper use of knee kickers during installation can resemble sprouting, however this condition is generally isolated along the walls of the *Enchantia Carpet* installation. Although sprouting loops are usually detected and removed during the manufacturing process, they can also be carefully removed by clipping these loops after the *Enchantia Carpet* has been laid. Sharp objects – such as pets' claws – can also cause sprouting. Do NOT pull sprouting yarn out, this may cause a run or hole in the *Enchantia Carpet*.

Stairs

Enchantia Carpets laid on stairs will lose their appearance and flatten due to the normal pressure applied by foot traffic. This will happen to all residential Enchantia Carpets. It is recommended when laying *Enchantia Carpet* on stairs to have additional *Enchantia Carpet* supplied at the time of the original purchase. This can be used after a period to re-invigorate your stairs. It will be even more apparent where the rows of Enchantia Carpet tufts open when wrapped around the stair nosing. It is also worth noting that *Enchantia Carpet* on stairs can be more slippery due to the texture and nature of the *Enchantia Carpet* material and more caution must be used when on stairs with *Enchantia Carpet*.

Wrinkling & Rucking

This may occur after installation due to a number of reasons, including but not limited to, fluctuation in relative humidity, excessive humidity, sub-floor variations, inadequate Enchantia Carpet cushion, or not using the recommended installation procedures, especially relative to Enchantia Carpet tensioning.

PROTECTING YOUR ENCHANTIA CARPET

Door Mats

It is highly recommended to place mats at all exterior doorways and entrances to *Enchantia Carpeted* areas to trap dirt and moisture from shoes. It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. If you place a 'clean-off' entrance mat at the front and backdoor, both inside and outside, this will help to keep some of the dirt off your *Enchantia Carpet*. The longer the 'clean-off' zone, the less dirt will transfer to your *Enchantia Carpet*.

Clean mats regularly. Good quality indoor clean off mats are preferably made of synthetic fibre. For outdoor clean off mats, polyamide is recommended. This material is very moisture absorbent and takes up a lot of dirt as well.

TIP: Flush this 'clean-off' entrance mat at least every half year with pure water using a high pressure hose. Leave the mat to dry for at least one day before replacing. The mat will keep its function if maintained.

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Furniture

Use furniture cups and occasionally rearrange furniture to alleviate pressure marks. Chair pads should be used under desk chairs with castors. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the *Enchantia Carpet*.

Household Cleaners

Caution should be exercised when using certain household cleaners such as bleach, tile and oven cleaners, mildew removers and general plant food as they can permanently discolour and possibly dissolve the *Enchantia Carpet* fibres.

Rugs

Use rugs or *Enchantia Carpet* protectors in high traffic areas and in front of chairs to protect from localised and uneven wearing. Rugs should be cleaned regularly, at which time you should clean and restore the pile of the *Enchantia Carpet* underneath. Check rugs for colourfastness before placing them on *Enchantia Carpet* as the colour in some rugs may bleed through. After cleaning, allow the *Enchantia Carpet* to dry completely before replacement of rugs.

Sunlight

Protect your *Enchantia Carpet* from prolonged periods of direct sunlight with curtains, blinds or awnings. Awnings are the most effective as they cover the entire window.

GENERAL ADVICE FOR PROTECTING YOUR ENCHANTIA CARPET

The living room is often used intensely. A dirt trail from the door to the seating area may appear quickly, also the place where you sit regularly will become dirty more quickly, and may require more maintenance.

Always peel and eat fruit away from *Enchantia Carpet* areas. Fruit spatters are transparent when they end up on your *Enchantia Carpet*, but once dried up they become sticky and attract dust, which results in black dots.

Whilst cleaning your furniture or windows, cleaning products often end up on your *Enchantia Carpet* or upholstery. These are also transparent and can cause black dots once dried. Always spray cleaning products directly into the cloth and then use it to clean the piece of furniture or window.

The area alongside your bed, where you get up every morning on your bare feet, will become dirtier quicker than the rest of your *Enchantia Carpet* and may require more maintenance. The use of mats in this area is also recommended. Pay attention when buying slippers. Some slippers with soft rubber soles or coloured soles, are not colourfast and will cause stains which cannot be removed. The oil from feet or cleaning and other products is also detrimental to *Enchantia Carpets* and allows dirt to accumulate and stick to this oil more readily causing the fibres to stick together and result in matting and becomes very hard to maintain.

If you have small children in your home regularly, it is likely that your *Enchantia Carpet* will become dirtier quicker. You may have stains of fruit juice or saliva, and after a while these appear as black dots in your *Enchantia Carpet*. Usually, these stains can be removed using clean cold water if attended to as quickly as possible.

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If you have indoor pets, please be aware pets leave skin fat on your *Enchantia Carpet* or upholstery. This results in dark colour areas on a light-coloured *Enchantia Carpet* or piece of furniture. Conversely, on a dark-coloured *Enchantia Carpet* or piece of furniture it results in light-coloured areas. Your pet's favourite spot will therefore become dirtier than the rest of the *Enchantia Carpet* or piece of furniture, and thus requires more maintenance.

HINT: Certain paints and felt tip pens may cause stains that can never be removed.

Vacuuming

Proper maintenance of your *Enchantia Carpet* not only prolongs the life of the *Enchantia Carpet* but will help to maintain the original appearance of the *Enchantia Carpet* as long as possible also enhancing its appearance.

The wear and visual appearance are considerably slowed down by an appropriate cleaning program. The vacuuming frequency is determined by the amount of foot traffic and soiling of the *Enchantia Carpet*.

We recommend:

- Heavy intensive traffic: 1x per day
- Moderate to intensive traffic: 2 – 3x per week
- Normal traffic: 1x per week

Frequency is important in removing soil and grit before it makes its way lower on the pile, where it is far more difficult to remove and can rub, scrape and wear down the *Enchantia Carpet*, dulling its appearance.

Despite consistent and effective vacuuming, oily dirt particles or fine contamination bonded to the *Enchantia Carpet* pile will not be removed. These must be removed with periodic deep cleaning, and we suggest this to be done solely by a professional cleaning company using minimal moisture via an extraction method at least once every 12 months. The best results will be achieved using a truck mount machine. This is necessary in maintaining your *Enchantia Carpet*, and is applicable to all *Enchantia Carpets*, including wool and non-wool fibres.

Robot vacuums are not recommended as they are generally not powerful enough and can therefore damage your *Enchantia Carpet* irreparably.

NOTE: shampooing, do-it-yourself steam cleaning or dry cleaning of *Enchantia Carpets* is not recommended.

There are vital differences when vacuuming *Enchantia Carpet* depending on what type of *Enchantia Carpet* and fibre type you have installed.

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Wool Enchantia Carpet Vacuuming

There are two types of vacuum cleaners:

1. Plain suction
2. Beater bar (rotating brush)

For wool Enchantia Carpets, we recommend using a suction only vacuum with good airflow. It is important that the suction level allows the vacuum to move easily, but still lifts and removes dirt. A vacuum with adjustable height and suction are key features when selecting a vacuum. Vacuums with beater bars (rotating brushes) may cause excessive fuzzing or damage to the fibres which cannot be repaired. The only time we recommend a vacuum with a beater brush is if the vacuum has an adjustable height setting and an option for a soft rotating brush such as a Sebo K3 premium barrel or Sebo Felix premium upright with the soft brush attachment used. Other rotating brush vacuums without these options will be too harsh on the *Enchantia Carpet* and cause damage and premature wear and fuzzing that will not be covered by warranty and cannot be repaired.

Vacuuming new wool *Enchantia Carpets* sometimes results in slight pilling. This is temporary and in no way detracts from your *Enchantia Carpet's* quality and durability. A good vacuum removes any trace of pilling. With a new *Enchantia Carpet*, especially during the first few months, vacuum cleaning causes lint formation. This does not damage your *Enchantia Carpet* – only a fraction of the total pile weight is concerned.

Also, to ensure your vacuum does not lose suction you should empty the vacuum cleaner dust bag once it is half to 2/3 full. Check at least monthly whether the dust filter should be cleaned, or the vacuum cleaner bag should be replaced. During the first few months you should preferably check this weekly, and always refer to the manufacturer's instructions.

There is also no such thing as moth-proof or beetle-proof wool *Enchantia Carpet*. Vacuuming well along edges of the wall and under furniture with wool *Enchantia Carpet* is recommended to remove any potential beetle larvae from the *Enchantia Carpet*.

Non-Wool Enchantia Carpet Vacuuming

The following vacuum cleaner features are recommended for plush, thick, heavyweight, twist, cut pile Enchantia Carpets to help maintain your investment.

We advise to use a vacuum cleaner with a rotating brush for regular cleaning. The height of the brush should be adjustable to ensure that the beater brush (rotating brushes) is just lightly touching the top of the *Enchantia Carpet* surface. This should be enough to gently agitate the piles and allow dirt to be removed and to help minimise matting. A suction only vacuum on these types of *Enchantia Carpets* is generally not sufficient and may allow the fibres to clump and stick to each other as they are not being gently agitated resulting in premature matting. The vacuum should also have adjustable height to ensure there is sufficient airflow. Otherwise, if the suction is too strong, it makes the vacuum difficult to move, will put more pressure on the fibres and may cause damage and affect the look of the *Enchantia Carpet*. It also limits the vacuum's ability to lift the dirt and foreign matter from the *Enchantia Carpet*, defeating the purpose of vacuuming in the first place. The vacuum should glide easily while lifting foreign matter from the *Enchantia Carpet* and lifting the *Enchantia Carpet* pile back to shape.

A vacuum such as the Sebo X7 automatic upright vacuum which has the above features will best maintain your *Enchantia Carpet* if cleaned regularly.

When *Enchantia Carpets* are cleaned using moisture by a professional cleaner, the legs of immovable furniture are to be placed on plastic. In case it is not possible to lift the furniture, do not clean within a range of 20cm of the furniture. The edges of these places are to be cleaned by hand using a dry white cotton cloth. To avoid brown stains in the *Enchantia Carpet*, furniture should only ever be placed back on a dry *Enchantia Carpet*. Placing back furniture too early will in addition cause and irreparable imprint in the *Enchantia Carpet*.

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GENERAL CLEANING ADVICE

No *Enchantia Carpet* is 100% stain-proof.

Susceptibility to dirt is also determined by the colour of your *Enchantia Carpet*. If your *Enchantia Carpet* colour is susceptible to stains and dirt, these will be more visible than on darkest *Enchantia Carpet* colours.

In case the floor in your house is partly *Enchantia Carpet*, partly hard floor, please pay attention to the following:

- When you have cleaned the hard floor using soap, rinse it carefully using clean water.
- Dried up soap residue off a hard floor can be transported to the *Enchantia Carpet* by foot traffic.

These sticky soap residues cause the *Enchantia Carpet* to become soiled more quickly. It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. Please refer to "protecting your *Enchantia Carpet*" for information on door mats.

BASIC CLEANING GUIDE

It is important to act immediately to any spillages or stains to avoid the spill or stain to penetrate into the *Enchantia Carpet* fibre. This is particularly important for liquids – especially hot liquids, failure to do this could result in permanent damage by stain setting, pile distortion and possible loss of colour. While the following advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional fabric cleaner immediately.

BASIC CLEANING STEPS

Remove as much of the spill as quickly as possible.

1. Gently blot affected area – do not scrub. Continue blotting residue with clean white cloth or paper towels, working from the outer edge towards the centre – this will avoid the spill spreading.
2. Determine the most appropriate method of stain removal as set up on the Stain Removal Guide. Most spillages can be removed with water.

Important: for treatments other than water, it is important to pre-test the treatment method on a small area of the *Enchantia Carpet* to ensure that there is no damage or that the colour is not affected.

3. Firstly, remove as much as possible any loose substances using a spoon.
4. Immediately hold a white cotton cloth under the cold tap, wring it out and place it flat on the stain until the *Enchantia Carpet* no longer feels sticky.
5. Press dry the treated area between each step to remove excess moisture.
6. Dry the area with a few layers of paper towel to absorb any remaining moisture. Use a flat weight if required until the area is touch dry. Do not walk on the *Enchantia Carpet* until dry.
7. If stains fail to respond adequately to treatment, call a professional *Enchantia Carpet* cleaner.

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STAIN	WOOL			
	Step 1	Step 2	Step 3	Step 4
Beverages - tea / coffee	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Beverages - artificially coloured soft drink / cordial	Soak up with clean dry white cloth/towel	Consult specialist		
Bleach	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Blood	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Butter	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off			
Chocolate	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Cooking Oil	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Cream	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Dirt / mud	Allow to dry	Vacuum	Add clean cold water to stain and blot dry with clean white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth/towel
Egg	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Fruit Juice	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Furniture Polish	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Gravy	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Ink (fountain pen)	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Lipstick	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Milk / Icecream	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Nail polish	Nail polish remover (should not include lanolin or be of a greasy nature)			Add clean cold water to stain and blot dry with clean white cloth/towel
Oil & grease	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Paint - water based	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Rust	Consult specialist			
Urine (new stain)	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Urine (old stain)	Consult specialist			
Vomit	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Wax (candle)	Absorbent paper and hot iron			
Wine	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel

NOTE - please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the abovementioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.

Wool Detergent Solution - 1 teaspoon (5ml) of approved wool washing detergent with 1 teaspoon of white vinegar and 1 litre of warm water

Non Wool Detergent Solution - 1 teaspoon (5ml) bicarbonate soda with 1 litre warm water

Ammonia - undiluted household ammonia, foaming type containing detergent

STAIN	NON WOOL ENCHANTIA CARPET				
	Step 1	Step 2	Step 3	Step 4	Step 5
Origin of Spill or Stain					
Beverages - tea / coffee	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Beverages - artificially coloured soft drink / cordial	Soak up with clean dry white cloth/towel	Consult specialist			
Bleach	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Blood	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Butter	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off				
Chocolate	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Cooking Oil	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Cream	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Dirt / mud		Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Egg	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Fruit Juice	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Furniture Polish	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Gravy	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Ink (fountain pen)	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Ammonia *	Add clean cold water to stain and blot dry with clean white cloth/towel
Lipstick	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Milk / Icecream	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Nail polish	Soak up with clean dry white cloth/towel	Nail polish remover (should not include lanolin or be of a greasy nature)			
Oil & grease	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Paint - water based	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Undiluted white vinegar	Add clean cold water to stain and blot dry with clean white cloth/towel
Rust	Consult specialist				
Urine (new stain)	Soak up with clean dry white cloth/towel	Clean cold water	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Urine (old stain)	Consult specialist				
Vomit	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel		
Wax (candle)	Absorbent paper and hot iron				
Wine	Soak up with clean dry white cloth/towel	Apply absorbant powder, salt or talc	Add clean cold water to stain and blot dry with clean white cloth/towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel

NOTE - Please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the abovementioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.

Wool Detergent Solution - 1 teaspoon (5ml) of approved wool washing detergent with 1 teaspoon of white vinegar and 1 litre of warm water

Non Wool Detergent Solution - 1 teaspoon (5ml) bicarbonate soda with 1 litre warm water

Ammonia - undiluted household ammonia, foaming type containing detergent

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