

# **LONDON CARPETS**

## **GUIDE TO CARING FOR YOUR NEW FLOORING**



**WOOL CARPET CARE**



**MANMADE CARPET CARE**



**VINYL FLOORING CARE**



**LAMINATE WOOD CARE**



**LUXURY VINYL TILE CARE**



**ARTIFICIAL GRASS CARE**

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**DISCLAIMER: ALTHOUGH EVERY EFFORT TO BUILD A COMPREHENSIVE GUIDE FOR THE CARE OF YOUR NEW FLOORING HAS BEEN RESEARCHED THOROUGHLY, WE WOULD LIKE TO STRESS THAT MOST OF THE SUGGESTIONS CONTAINED HEREWITH ARE FROM THIRD PARTIES AND THAT LONDON CARPETS WILL NOT BE HELD RESPONSIBLE FOR ANY DEFECTS THAT THESE REMEDIES MAY CAUSE TO YOUR FLOORING.**

# WOOL CARPET CARE

A wool carpet will shed fibres for a few weeks after installation. This is a sign of good quality carpet. The shedding of fibres will cease with regular vacuuming and normal usage.

A properly maintained carpet will extend its life, enhance its appearance and the atmosphere of the room, which will in return, protect your investment made purchasing a wool carpet.

Wool carpets are surprisingly easy to maintain due to its unique and complex fibre structure, it can release dirt up to 25% more readily than manmade carpets and its natural resistance allows liquid spillages to stay on top of the pile longer, giving you more time to act to cleaning it up.

A good quality door mat will reduce the amount of dirt brought in to the home, removing footwear at the door will too.

## VACUUMING

Wool carpets can be vacuumed as soon as they are laid and it is recommended that it is vacuumed regularly 2-3 times a week. Different carpet piles required different methods of vacuuming to enhance or protect the pile.

It is recommended that twist pile carpets including velvet piles are vacuumed with an upright clear with a beater bar or brush to lift the pile. They can also be vacuumed with a cylinder vacuum with a similar attachment. Vacuum against the pile, to release the dirt, then with the pile to give it a more uniform finish.

Loop pile carpets should be vacuumed with a suction only head, as a beater bar or brush should not be used as it can catch and lift the fibres, which will eventually give the carpet a 'bobbling' affect.



Not all dirt is surface dirt, homes that have floorboards can produce dirt and particles from beneath the floorboards, installing paper pad felt under the underlay will help to reduce these particles surfacing through the carpet.

## **CLEANING YOUR CARPET**



London Carpets recommends that your carpet is cleaned by a professional carpet cleaning company, once or twice a year, as they will be insured. Also Manufacturer's guarantees may be void, if the cleaning is not carried out by one of their recommended cleaning companies.

However, if you wish to take on the cleaning yourself, bearing in mind that it will render manufacturer's guarantee void, we would advise using a good quality carpet cleaner. Most upright wet cleaners have a beater bar/brush, which are not suitable for loop pile carpets. Many hire shops have cylinder cleaners that have a wide head which do not have a beater bar/brush and purely sprays water and detergent on to the carpet, which is then extracted with plain suction to extract the dirt from the carpet. Make sure to follow the instructions carefully and keeping the follow in mind:

- Vacuum the carpet to lift the fibres and to remove dust and debris, prior to cleaning.
- Do not over wet the carpet, as it will distort the pile.
- Do follow shampoo/cleaner instructions, as using too much can leave carpets sticky and soapy, which will actually attract more dirt.
- Remember not all shampoos are suitable for wool carpets.
- Cleaning carpets will remove any manufacturer's treatments, i.e. moth proofing and anti- stain, which will render any of their warranties void.

# SPOT CLEANING & STAIN REMOVAL

It is recommended that any spillages are cleaned up straightaway before the carpet is been able to absorb it and definitely before it has had time to dry.

However, there are times when spillages have been allowed to dry so we have put together a comprehensive list of common spillages.



## STAIN REMOVAL GUIDE

Stain	Solution
Blood	Immediately dab with cold water. Use diluted carpet cleaning solution.
Butter, Oil & Grease	Scrape up as much as possible. Dab with spot remover for greasy/oily stains. Use diluted carpet cleaning solution.
Candle Wax	When cold, remove as much as possible by gently scraping. On Wool Carpets Only, place some absorbent paper over wax and use a hot iron to remove.
Chewing Gum	Chill with approved chewing gum aerosol or ice cubes in a bag. Crack chewing gum, then pick or scrape off.
Chocolate	Use diluted carpet cleaning solution. Dab with white spirit or spot remover for greasy/oily stains.
Coffee, Tea & Cola	Dab with cold water. Use diluted carpet cleaning solution.
Cream, Eggs & Milk	Use approved spot cleaner for greasy/oily stains.

Stain	Solution
Floor Wax	Use approved spot cleaner for greasy/oily stains.
	Use diluted carpet cleaning solution.
Gravy, Mustard & Sauces	Use diluted carpet cleaning solution.
Ink (Fountain Pen)	Remove as much ink as possible with blotting paper.
	Use diluted carpet cleaning solution.
Ink (Ballpoint & Felt Tip)	Dab with surgical spirits (alcohol).
	Then with diluted carpet cleaning solution.
Lipstick & Make-Up	Dab with approved spot cleaner for greasy/oily stains.
	Use diluted carpet cleaning solution.
Mud	Allow to dry and vacuum gently.
	If necessary, use diluted carpet cleaning solution.
Nail Polish	New R 25 - Dab stain with non-oily nail varnish remover (acetone).
Paint (Emulsion)	Dab with cold water.
	Use diluted carpet cleaning solution.
Paint (Oil Based)	Dab with white spirit.
Salad Dressing	Dab with approved spot cleaner for greasy/oily stains.
Shoe Polish	Use approved spot cleaner for greasy/oily stains.
Soot	Vacuum as much up as possible.
	Use approved spot cleaner.
Wine, Alcohol & Fruit Juice	Dab with cold water.
Wood Glue	Remove most of the glue, then dab remainder with warm water.

# MANMADE CARPET CARE

Manmade carpets are made from 100% polypropylene, which is non-absorbent. It is dyed during the manufacturing process, which makes the colours permanent.

It is durable, relatively easy to clean and is resilient against staining.

A polypropylene carpet should last a good 5-7 years, regular maintenance and care can extend the carpets life expectancy by up to an additional 5 years.

A good quality door mat will reduce the amount of dirt brought in to the home, removing footwear at the door will too.

## VACUUMING



Manmade carpets usually shed fibres within the first couple of weeks from being installed. The fibres work their way to the top of the carpet and settle as fuzz, although it is unsightly, it is completely normal.

Using a vacuum with a powerful suction will remove these fibres, as well as other dust and dirt that can get caught between the fibres. It is recommended that during the first couple of weeks after the installation, that it is vacuumed on a daily basis, then vacuuming can be reduced to as little as once a week.

High traffic areas, such as hall, stairs and landings, may suffer 'pile crush'. This is where the fibres flatten from constantly being walked on and is more likely to happen to twist piles.

Vacuum these areas two to three times a week to release the dirt and lift the fibres.

## CLEANING YOUR CARPET

As with all flooring, London Carpets recommends that cleaning should be carried out by a professional cleaning company.

Polypropylene is non-absorbent which means that most water-based stains just sit on the fibres and are potentially easy to clean, however oil-based stains are harder to remove due to the fibre's natural attraction to oil.



Manmade carpets can be steamed cleaned. The benefits of steam cleaning are that it can release deep down dirt and the heat can kill bacteria. It is recommended that steam cleaning is carried out every few months, as it will improve the condition of the carpet. It is also advisable to steam clean prior to a deep clean with an extraction cleaner, as it will help to lift the fibres and loosen deep down dirt.

## SPOT CLEANING AND STAIN REMOVAL



Most polypropylene carpets are bleach cleanable, this is due to its unique manufacturing process. The carpet fibres are dyed during manufacturing. As a result of the manufacturing process, the fibres become non-absorbent, making the dyed permanent, which in turn does not allow water-based solutions to penetrate the fibres.

However, it is not advisable to allow stains to dry as darker colours may cause staining. (See page 5 for our guide to spot cleaning and stain removal)

# VINYL FLOORING CARE

Vinyl flooring is a resilient floor covering. It is available in many designs ranging from natural effect to contemporary designs. Traditionally used in kitchens, bathrooms and W.Cs, vinyl is now a versatile flooring that can be used in all locations. It is available in 2, 3 & 4M widths and is R10 non-slip resistant or higher.

Available in many different design, textures and wood finishes, stone effect vinyl can add the finishing touch to a rustic, rural or stylish modern kitchen, bathroom or W.C. It can also transform a conservatory. Wood effect vinyl will give the look of real wood that is comfortable underfoot.

Maintaining and caring for your vinyl flooring will help extend its life and keep its appearance for many years.

## CLEANING



Vinyl is easy to keep clean. It is recommended that it is brushed with a soft broom or vacuumed without a beater brush regularly to remove loose items.

Loose items like grit and gravel can be picked up on footwear and cause damage to the flooring.

Once these items are removed, mop the floor with a damp mop, using either a solution of water and bleach or a store bought cleaner.

Make sure you adhere to the solutions directions for the best results.

## STAIN REMOVAL

Most everyday spillages shouldn't be a problem and can be easily cleaned.

However it is good practice to mop up spillages straightaway as some, such as oil, tomato and red wine can caused discolouration.

Vinyl flooring can also be stained from beneath, we therefore advise that the sub-floor is prepared properly prior to the installation and that silicone is applied to the edges, especially in wet areas, to seal the edges and help stop the penetration of liquids seeping underneath.



## PROTECTION



Although vinyl flooring is durable, hard wearing and easy to clean, it is not indestructible. Some vinyl, especially cushion floor vinyl, have a pliable surface. The vinyl can feel lovely underfoot but grit and small stones brought into the home can end up indented in the vinyl.

A good door mat at the entrance can help eliminate outside dirt entering the home.

Unfortunately, vinyl flooring is not very durable against furniture and dragging heavy furniture across vinyl can scratch the surface and even tear it.

On furniture that is moved regularly, it is good practice to place self-adhesive felt pads to the feet of the furniture to help to prevent tearing.

# LAMINATE WOOD CARE

All our laminates are made from high density fibreboard (HDF) and have a good wear layer, many have a true to nature feel and 'V' grooves to make them as close to real wood as possible. However, unlike real wood, laminate flooring requires a little more care as it cannot be sanded down and re-finished.

Maintaining and caring for your laminate floor on a regular basis will keep it looking as beautiful as the day it was laid.

## CLEANING

Laminate wood can be vacuumed with a suction of attachment, do not use a beater bar or brush as this may scratch the laminate. The 'V' grooves can be vacuumed by using the extension wand attachment. Laminate wood can also be swept with a soft broom, or a dry micro fibre mop, which can also be used to remove dust and debris from the grooves. Do not use abrasive cloths or wire wool.



For a more intense clean, use a well wrung micro mop or floor cloth over the wood, with a recommended laminate wood floor cleaner. Although many laminates can be 100% water resistant, it does not mean its waterproof and it is important that the mop / cloth is only damp as over wetting can cause the liquid to seep between the boards which will soak into the HDF and cause the wood to warp and bow.

Take more precaution if the floor has 'V' grooves as damp mopping can cause a build-up of dirt in the grooves. It is also not advisable to use a steam cleaner on laminate wood.

## REMOVING STUBBORN STAINS



From time to time accidents happen and the laminate can fall victim to food, drink, shoe scuffs etc.

Soak up liquid spills as soon as possible with kitchen roll or a dry clean cloth. For sticky spillages, like fruit juice and pop, once the majority of the spillage has been

soaked up, wipe over with a well wrung cloth of diluted washing up liquid and water to remove and sticky residue and allow it to dry.

For stains caused by food, again remove the majority with kitchen roll or a clean dry cloth and wipe over with a well wrung cloth of diluted washing up liquid and water to remove and sticky residue and allow it to dry.

If the stain is stubborn mix 125ml of ammonia with 5L of warm water, put a small amount on the stain and leave for ten minutes.

Then gently scrub with a soft bristled brush, like a toothbrush, rinse well and dry. If the stain has not gone, repeat the process, increasing the ratio of ammonia in the water. It is advisable to do a patch test in an out of sight area to ensure the ammonia does not damage the laminate.

To remove candle wax or chewing gum, leave to harden, then gently scrape off with a plastic spatula. For shoe scuffs, wipe the mark with a damp cloth, use a rubber eraser and rub at the mark in the same direction as the wood grain.

## **SURFACE DAMAGE**

Scratches can be caused by various sources. Furniture being dragged across the laminate can cause deep scratches in the wear layer, avoid dragging furniture by lifting the furniture. It is also advisable to place soft felt pads on the legs/feet to help limit scratching.



Stones and gravel picked up on the soles of footwear can cause scratches, having a good quality doormat or removing shoes at the entrance can help. If stones or gravel are noticed on the flooring, clean it up accordingly.

Prevention is better than cure, but in the unfortunate event the laminate does get scratched, it is possible to purchase from some DIY shops, a laminate repair kit, which consists of a coloured wax that is used to 'fill in' the scratch.

Over time the wear layer of the laminate can deteriorate leaving dull patches, this cannot be restored.

# LUXURY VINYL TILE CARE

Luxury vinyl tiles (LVT) are becoming more popular. There are many designs and finishes that will bring style and sophistication to the home.

They are robust, practical and easy to keep clean. They offer many finishes from wood, stone and contemporary designs.

They are easy under foot and will last for years. To keep your LVT looking good, we have a comprehensive guide to help.

## CLEANING

LVT is so robust that it will only require a regular brush or mop over with a well wrung mop. It is also possible to vacuum the LVT to remove loose debris.

Although most spillages are easy to clean up, there are times when stains will be stubborn. Never soak the flooring, as liquid can seep under the tiles and cause the adhesive to deteriorate which will cause the tile to lift. Always use a well wrung mop, micro mop or cloth. Stains can usually be removed with a mild detergent and a damp cloth or sponge. If the stain is stubborn, try using a soft bristle brush to remove it. To ensure that no damage is caused to the surface of the tile, use gentle movements. If this does not remove the stain, many cleaners suitable for LVT are available from selected retailers.



Always rinse any cleaning products and dry thoroughly as they may cause a sticky residue and / or discolour the tile. It is recommended that a steam cleaner is not used as the heat could cause the tiles to lift from their foundation.

## GENERAL CARE



LVT is very easy to maintain, if the following practices are acknowledged.

A good quality doormat will prevent abrasive items such as stones and gravel being brought in to the home.

**Do not allow extreme sunlight as this will cause fading and discolouration to the flooring.**

**Do not dragged furniture across the flooring.**

**Do not use wax or polish the floor.**

**Be aware that not all clearers are suitable for LVT**

## REPAIRING

It is possible to repair LVT. There are different methods, depending on the type of LVT system installed.

If the LVT is a click system, then the tiles will need to be lifted from the last point of installation, working back to the defective tile, meaning that a large part of the floor may need to be lifted.



If it is loose lay flooring, individual tiles can be lifted and replaced. To do this use a blow dryer or heat gun to loosen the tile from the adhesive. This will enable the tile to be lifted from the sub-floor, wipe down the area where the tile has been lifted to prepare the sub-floor for the new tile. Replace the tile with one similar to the one lifted to continue the pattern, apply the adhesive and fit the new tile. Use a rolling pin or floor roller to ensure the tile is pushed into place and to push out any air bubbles.

# ARTIFICIAL GRASS CARE

Now you've invested in your beautiful, evergreen lawn, whether it is an area for your young family to play, a place to entertain friends and family or whether you want to enjoy your retirement without the hassle of caring for a real lawn, artificial grass is very low maintenance, as there is no more mowing, watering or regular weeding.

Artificial grass is UV resistant, so it won't fade in the sunlight and it is easy to keep clean.

However like all things, it still needs a little TLC. Below is our guide to keeping your artificial grass looking as good as the day it was laid.

## MAINTENANCE

Use a medium stiffness broom, once or twice a fortnight, lightly brush the grass, so not to misshape it, to remove any leaves or twigs. As with real grass heavy traffic areas can cause flat spots, gently brush the grass in the opposite direction to lift the fibre.

Using a leaf blower is the quickest way to remove leaves from the grass. However, if the leaves are wet it will not be as effective, these can be removed with a plastic rake. Do not allow wet leaves to accumulate as they can cause a drainage problem and as they may contain seeds, it is possible these seeds can sprout. Leaves and twigs can also be removed with a stiff broom or a plastic rake.



Although artificial grass can hinder the growth of weeds, some weeds may find their way through the drainage holes situated on the base of the grass.

Installing a protective membrane prior to the installing the grass will limit the amount of weeds protruding through, however some weeds may appear over time, which can just be picked out. To prevent weeds, use weed killer, once or twice a year and rake the grass regularly.

Trimming overhanging trees and bushes will limit the amount of debris falling from them and on to the grass.

## **CLEANING**



The beauty of artificial grass is that it is cleaned by the rain. However, during dry periods and regular using of the grassed area will require it to be manually cleaned, now and then. To remove dust and dirt during dry periods, simply hose the grass down and allow it to dry. For more stubborn stains, see below.

As with all spillages, act quickly, to ensure that you remove most of the spillage before it has had time to harden. For liquid spillages, such as, fruit juice, alcohol, BBQ condiments, ice cream/lollies and blood, soak up as much of the spillage with kitchen roll or a clean cloth and rinse away any remaining residue with warm water.

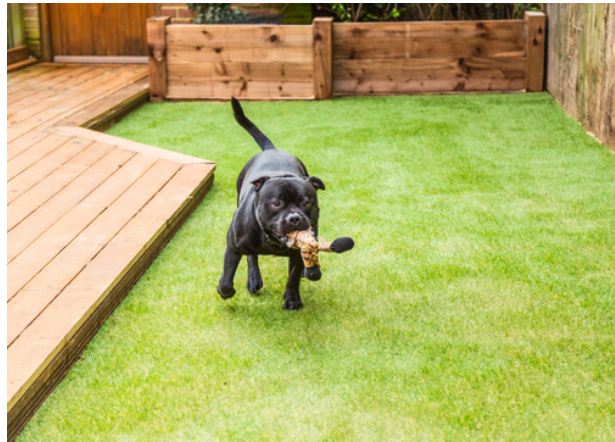
If the stain has not completely been removed, make a solution of water and a gentle detergent (i.e. washing up liquid).

Apply to the stain and with a synthetic bristle brush or a clean cloth or sponge gently wipe the area to remove the stain, then rinse thoroughly with water from the garden hose or a watering can. For oil based stains such as, suntan lotion, cooking oil and grease use a small amount of white spirit diluted in water.

**Do NOT use bleach.**

# PETS

Artificial grass is perfect for pets, but like real grass, they like to do their business on it. Although artificial grass is not damaged by animal faeces or urine, it is still best to remove from it straightaway and the area washed down with a gentle detergent solution as strong smells can



quickly build up especially in hot, dry weather. There are also many artificial grass cleaners available, from selected retailers, that will neutralise pet odours.

# PROTECTION



Harsh weather can take its toll on all gardens, however artificial grass can withstand extreme temperatures, frost will not damage it and the fibres will not snap or break. It is fully porous so snow and ice will melt naturally and drain away. It has UV protection and will not discolour in the sun. However,

there are still some forces it cannot withstand.

Do not allow hot ashes from BBQ's or allow cigarettes fall on to the grass and it will melt.

Move heavy items such as furniture, with care, especially items with metal legs, as dragging the furniture across the grass can cause damage. Also furniture sat in the same place for some time can flatten the grass, to encourage the grass to stand up again, gently brush or rake the fibres against the pile.