



Carpet Care & Maintenance Guide

Cleaning Guide

Autex Carpets are extremely durable and require little attention to maintain their good looks. They will provide you with exceptional service if they are treated with the appropriate care and attention. This care and maintenance brochure has been designed to provide you with the minimum requirements to ensure that your carpet stays in tip-top condition.

Walk-off Mats

We recommend walk-off mats be placed at all entrances to carpeted areas. These mats will help to reduce soiled material being trodden into the carpet inside. Walk-off mats should be thoroughly cleaned on a regular basis and replaced when visibly worn.

Chair Mats (Pads)

Castor chairs in offices and similar areas will reduce the service life of the carpet. Autex recommends the use of rubber or PVC chair mats.

Thorough and Frequent Vacuuming

Vacuum cleaning on a regular basis will ensure your carpet stays looking new. Refer to the Suggested Maintenance Programme table in this Guide.

Immediate Spot Removal and Surface Cleaning

Immediate spot removal is essential to ensure the stain does not set into the carpet topping. Refer to the Stain Removal Guide in this brochure for instructions. Surface cleaning methods include liquid shampoo and dry foam systems, followed by wet vacuum, the powder cleaning system and the like. Note: surface cleaning is not a substitute for corrective or restorative cleaning in commercial areas.

Appropriate or Restorative Cleaning to a Detailed Plan

By adhering to a detailed cleaning and maintenance plan, you ensure that the carpet pile remains refreshed and pollutants are extracted from the carpet.

Autex Carpets recommend that you refer to the Australian & New Zealand Standard for Textile Floor Coverings cleaning maintenance of residential and commercial carpeting (AS/NZS 3733:1995) for further cleaning and maintenance instructions.

Professional Cleaners

In Healthcare / high use or specialised installations such as nursing homes, a full cleaning and maintenance programme should be established with qualified personnel or contractors. In these environments, Autex Carpets can be cleaned with standard commercial equipment and chemicals. Hot water extraction in conjunction with spot cleaners provides the ultimate protection for your carpet. Autex recommends that you contact professional cleaning experts should you require further assistance with the cleaning and maintenance of Autex Carpets. Autex recommends the following:



NZ Freephone:
0800 24 36 37

Australia Freephone:
1800 24 36 37



NZ Freephone:
0800 744 272

Website:
www.enviro.co.nz

Maintenance Programme

This is a guide to cleaning maintenance. The frequency of carrying out the methods nominated depends on the assessment of the traffic rating, carpet construction and health considerations. The traffic volumes of light, medium, heavy and very heavy should not be confused with terms and definitions used in end-use classification schemes, which are based on performance due to traffic.

The traffic volume for cleaning purposes refers to the number of persons using an area and contributing to light soiling, medium soiling, heavy soiling and very heavy soiling. Refer to the table below for a suggested maintenance programme.

Location	Usual Traffic Volume	Suggested Maintenance Programme	Suggested Frequency	Minimum Frequency
Residential	Light duty	Full vacuum Spot and stain removal Surface clean Appropriate or restorative clean	Twice weekly Daily - ASAP Every 6 months Annually	Weekly Daily - ASAP Annually Every 2 years
Offices and Hotel Rooms	Medium duty	Vacuum - vacuum traffic areas - full vacuum Spot and stain removal Surface clean Appropriate or restorative clean	Twice weekly 3 times weekly Daily - ASAP Every 6 months Annually	Weekly Twice weekly Daily - ASAP Annually Every 2 years
Corridors & Foyers, Hotel Lounges, Ground Floor Shops, Kindergartens, School Classrooms & Hospital Wards	Heavy duty	Vacuum - vacuum traffic areas - full vacuum Spot and stain removal Surface clean Appropriate or restorative clean	- Daily Daily - ASAP Every 3 months Every 6 months	Twice weekly 3 times weekly Daily - ASAP Every 6 months Annually
Restaurants, Healthcare Public Areas, Corridors, Passageways & Entry/Foyer areas	Very heavy duty	Full vacuum Spot and stain removal Surface clean Appropriate or restorative clean	Daily Daily - ASAP Monthly Every 3 months	Daily Daily - ASAP Every 2 months Every 6 months

Stain Removal Guide

Autex Carpets are made from 100% polypropylene. This is a closed cell fibre, unlike wool or some other man-made fibres, closed cell fibres cannot absorb moisture, therefore giving the very best in stain resistance, as any spilt liquids or solids are not absorbed into the fibre, but merely sit in the pile for easy cleaning.

The table below lists some common stains and recommended cleaning methods. Before carrying out a proposed cleaning method, apply to a concealed section of carpet to ensure it will not affect the adhesive or the carpet. Avoid severe abrasion. Vacuum to restore pile, but do not use a stiff brush.

Stain	Treatment Guide	Key
Blood	A C	A Mop up excess as soon as possible with a sponge or cloth.
Burn/Scorch Mark	K	B Remove surplus with a knife edge or appropriate instrument.
Chewing Gum	I B D C	C Sponge with a solution of carpet shampoo working from well outside the stain in a circular motion towards the centre (this avoids spreading the stain). Sponge afterwards with clean warm water and mop excess moisture with a clean dry cloth or sponge. Allow to dry then brush gently with a soft brush. If any stain remains, sponge with a solution of one part household bleach to six parts clear water. Thoroughly rinse after treatment.
Chocolate	B D C	D Lightly sponge with household dry cleaning fluid and blot. Apply sparingly, as the substance may have an adverse effect on the adhesive.
Cooking Oils	B D C	E Sponge with methylated spirits and blot dry.
Crayon/Colour Markers	B D C	F Lubricate the stain with glycerine or petroleum jelly.
Drinks (cola, tea, juices, beer etc)	A C	G Apply nail polish remover. The nail polish remover should not include lanolin or be of a greasy nature.
Dust/Dirt	Vacuum, then J or C	H Sponge with turpentine (or substitute).
Excrement	B C	I Freeze with ice cubes and scrape away while cold.
Grass	C	J Clean with regular extractive carpet cleaner (if possible).
Grease	B D C	K Use circular cutter and remove damaged portion. Re-glue new piece into place.
Ink (ballpoint)	D E	Autex offers the above recommendations in good faith, however, we cannot be responsible for unsatisfactory results arising from the proposed treatments. Maximum recommended temperature for any cleaning method is 100°C - 110°C.
Ink (fountain)	A C	The following chemicals should only be used in a well-ventilated area (ensure that no flame or lit cigarette is nearby): dry cleaning fluid, turpentine, methylated spirits, white spirits, nail polish remover, any spotting fluid carrying a red flammable diamond on its label.
Lipstick	B E C D	Do not extract flammable liquids with a vacuum cleaner or extraction machine as volatile fumes may ignite in vacuum motors causing an explosion.
Mildew	C	
Milk	A E	
Mud	B C	
Nail Polish	A G	
Oil	B D C	
Paint (water based)	A F C	
Paint (oil based)	A H D C	
Sauces	B C D	
Shoe Polish	B C D	
Urine	A C	
Vomit	A C D	
Wine	A, Add Salt, C	

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