

Belgotex®

Carpet Care & Maintenance Guide

B.

A World of Choice

CARPET CHARACTERISTICS

Tracking

Tracking is the imprint left by footprints on your carpet. This is common on all cut pile surfaces and usually disappears after a thorough vacuum, however it will reappear after the carpet is walked on again. This is seen more often in high traffic areas such as doorways and hallways. These areas should be given more attention during vacuuming.

Pile Reversal Shading

All cut pile carpets develop light or dark patches over time. This is known as shading or watermarking. It is caused by the carpet fibres bending and reflecting the light differently. Shading can not be predicted or prevented but is more related to the carpet use rather than construction. When caused by foot marking and vacuuming, pile shading is temporary and can be reversed by vacuuming or brushing the carpet in the normal direction of pile lay. Shading does not affect the wear or lifespan of the carpet and is not considered a flaw or defect.

Shift Lines

Parallel lines that appear on the surface of loop pile carpets. More apparent with large designs or patterns. This can also be affected by colour and light sources.

Seam Peaking

Seam peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a 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. Carpet seams are never invisible but they should be straight, aligned and as flat as possible.

Appearance Retention

All carpets change appearance over time. Carpet pile will flatten to some extent due to normal use. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

Matting is a wear-induced characteristic that is seen as the merging together of carpet tufts to the stage where they may become less defined. Matting occurs in all carpets to some extent and is not considered a manufacturing defect unless it occurs rapidly or to an unacceptable degree.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length of the carpet or across its width, particularly from one production run to another.

Underlay

Like carpet, underlay is available in various grades and qualities. An underlay should be firm but comfortable. As a guide, standing on the underlay you should not be able to feel the floor with the heel of your shoe. If replacing carpet, do not be tempted to use the existing underlay. It will have the same wear patterns as your old carpet and these will quickly appear in a new carpet and will void your Belgotex carpet warranty.

IN STOCK NOW CARPET RANGES

STAIN PROOF SOLUTION DYED NYLON	Warranty	Care Instructions
PREMIUM STAIN PROOF SDN		
Forest Grove	15 Year Residential Warranty	Pages 7 - 9
Parkview Gardens	15 Year Residential Warranty	
Riverside Reserve	15 Year Residential Warranty	
Hilton	20 Year Residential Warranty	
Westminster	20 Year Residential Warranty	
Napa Valley	15 Year Residential Warranty	
Sonoma	15 Year Residential Warranty	
Bravo	15 Year Residential Warranty	Pages 7 - 9
Delta	15 Year Residential Warranty	
Moroccan Berber	20 Year Residential Warranty	
STAIN RESISTANT SOLUTION DYED NYLON	Warranty	Care Instructions
Amoré	15 Year Residential Warranty	Pages 11 - 13
Enzo	10 Year Residential Warranty	
Lusso	10 Year Residential Warranty	
Premio	10 Year Residential Warranty	
Mamurah	15 Year Residential Warranty	
Alexandria	15 Year Residential Warranty	
Fortress	10 Year Commercial Warranty	
School	10 Year Commercial Warranty	
Chicago	10 Year Residential Warranty	
Liberty	10 Year Residential Warranty	Pages 11 - 13
Empire	10 Year Residential Warranty	
Rockefeller	10 Year Residential Warranty	
Avenue	10 Year Residential Warranty	Pages 11 - 13
Boulevard	10 Year Residential Warranty	
Crescent	10 Year Residential Warranty	
Haven	10 Year Residential Warranty	Pages 11 - 13
Domain	10 Year Residential Warranty	
STAIN RESISTANT SOLUTION DYED POLYESTER	Warranty	Care Instructions
Classic Choice	10 Year Residential Warranty	Pages 11 - 13
NEEDLEPUNCH	Warranty	Care Instructions
Grand Prix	5 Year Needlepoint Warranty	
Crazy II UV	5 Year Needlepoint Warranty	
Protector UV	5 Year Needlepoint Warranty	
Timbavati	10 Year Residential Warranty	





PREMIUM WOOL	Warranty	Care Instructions
Kathmandu	10 Year Residential Warranty	Pages 15 - 17
Softer Sisal	10 Year Residential Warranty	
Belleville	10 Year Residential Warranty	
Lhasa	10 Year Residential Warranty	
Copenhagen	10 Year Residential Warranty	

SPECIAL ORDER CARPET RANGES

STAIN PROOF SOLUTION DYED NYLON	Warranty	Care Instructions
Aqua	20 Year Premium Warranty	Pages 7-9
Baltimore	20 Year Premium Warranty	
Chevron	20 Year Premium Warranty	
Cubed	20 Year Premium Warranty	
Mesh	20 Year Premium Warranty	
Relic	20 Year Premium Warranty	
Scales	20 Year Premium Warranty	
Swirl	20 Year Premium Warranty	
Tulle	20 Year Premium Warranty	



STAIN PROOF CARPETS

Premium Stain Proof SDN | Stain Proof SDN | Premium Soft Stain Proof SDN

Our Stain Proof carpets are manufactured in our Belgotex factory in South Africa.

Belgotex is proud to receive South Africa's first Custom Industrial 6 Green Star rating. This 6 Star certification recognises "World Leadership" at our Pietermaritzburg-based factory for our sustainability practices in all aspects of plant and carpet manufacturing operations.



We have also earned the Global GreenTag eco-label certification. This internationally recognised "Level A" Global GreenTag certification – called GreenRate™ – maximises our products eligibility to achieve 100% of the available credit points across all the Green Building Council (GBCSA) rating tools. The stringent assessment process has equipped us to develop holistically and entrench sustainability across our value chain.



STAIN PROOF CARPETS

Cleaning Guide

- The faster you act, the better the results.
- First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it is dry, or blot with a white paper towel if the stain is wet.
- Identify the stain and refer to the stain chart before you begin.
- Never scrub the stain.

STEP ONE – SOIL CONTAINMENT

- Place walk-off mats both inside and outside at all entrances to minimise the soiling in your carpet.
- Use carpet protectors under heavy furniture and furniture with castors.

STEP TWO – FREQUENT VACUUMING

- Thorough vacuuming removes dirt particles that dull the carpets appearance and cause fibre damage.
- Make sure your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have 'high suction' and no beater brush.

STEP THREE – SPOT AND STAIN REMOVAL

- Always blot from the outside in to minimise the stain area.
- Never use any of the solutions in concentrations stronger than recommended and always follow manufacturer's instructions.
- Use acetone and dry-cleaning fluid in ventilated conditions only.
- Pet "accidents" and certain other stains may reappear, as a result of "wicking". If, after repeating the stain removal procedure, the stain continues to reappear, contact a professional carpet cleaner for assistance. Note: Please remove urine stains as soon as possible. This warranty does not cover stains that have not been dealt with immediately, and have permeated the backing of the product.
- If a stain cannot be identified or is not listed in this guide, first use Procedure 1. If the stain shows no sign of being removed, try Procedure 2.
- Some harsh stains may require the procedure to be repeated several times.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

- When a carpet appears dirty even after vacuuming, it's time for a professional clean.
- Consult a professional cleaner for the best method of cleaning.
- An annual professional hot water extraction is required to retain your warranty.

STAIN PROOF CARPETS

STAIN	METHOD	STAIN	METHOD
Beetroot Juice	1 or 2	Milk	1
Betadine	1	Mud	1
Blood	1	Mustard	1
Butter	1	Nail Polish	1 or 2
Chocolate	1	Machine Oil	1
Coffee/tea	1	Peanut Butter	1
Concentrated Juice	1	Pen Ink	1
Cooking Oil	1	Paint	1 or 2
Cola/Fizzy Drinks	1	Rust	1
Curry Paste	1	Salad Dressing	1
Egg	1	Shoe Polish	1 or 2
Food Colouring	1	Spaghetti Sauce	1
Grape Juice	1	Tomato Sauce	1
Gravy	1	Urine	1
Grease	1	Vomit	1
Jam	1 or 2	Vinegar	1
Lipstick	1 or 2	Wax Crayons	1 or 2
Marker Pen	1	Wine – Red	1
Mascara	1	Wine – White	1



METHODS

1. BLEACH AND WATER

Mix a fresh solution of 50% clear household bleach and 50% warm water in a spray bottle. Blot or scrape up the stain as much as possible. Spray the solution directly on the carpet.

Do not over wet.

Blot the carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Spray with clean water and blot until all bleach is removed. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

2. PURE ACETONE *(available at pharmacies)*

Blot or scrape up the stain as much as possible. Apply a small amount of pure acetone to a white cloth and work in gently.

Do not over wet.

Blot carpet surface, working from the outside of the stain to the centre. Repeat until the stain disappears. Absorb remaining moisture with folded white paper towels weighted down with a heavy object that will not stain. When completely dry, vacuum to restore pile texture.

IMPORTANT!

Not all stains listed above are covered by our Stain Proof Warranty. Our Stain Proof Warranty specifically excludes the following: general soiling; discolouration; appearance change due to pile distortion; exposure to substances or contaminants which degrade or damage synthetic yarn or carpet colour; very hot liquids; food and beverages containing strong dyes (for example, but without limitation, mustard, curry, coffee, and tea); hair dye; urine, faeces and vomit (human and animal); and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended. Please refer to the Belgotex Carpet Residential or Commercial Warranty for the full conditions, including detailed information on what is covered and what is excluded under our Stain Proof Warranty.



STAIN RESISTANT CARPETS

Solution Dyed Nylon

Solution Dyed Nylon is considered one of the most durable types of carpet material, reigning supreme when tested against wear and tear. One of the inherent features of modern nylon carpets is their ability to be specifically manufactured to a range of climatic conditions, including New Zealand's harsh UV environment.

The heat-treated twists in Solution Dyed Nylon carpet make them incredibly resilient, bouncing back to its original state better than any other fibre. This with the combination of the fibres stain and fade resistance properties makes Solution Dyed Nylon an exceptionally hard-wearing carpet that will provide performance and long-lasting good looks.

Solution Dyed Polyester

Solution Dyed Polyester is a plush and soft carpet providing increased comfort underfoot. Constructed with a high twist rate makes Solution Dyed Polyester durable whilst maintaining a luxurious look and feel to your interior. Easy to clean and maintain, with stain and fade resistant properties. This combination makes Solution Dyed Polyester a quality and affordable solution for your home. Solution Dyed Polyester is made from recycled PET making it an eco-friendly choice.



STAIN RESISTANT CARPETS

Cleaning Guide

STEP ONE – SOIL CONTAINMENT

Soiling occurs when dirt is tracked into the house from outside, and is embedded into your carpet. The use of walk-off mats, both inside and outside, will minimise the soiling in your carpet.

- Outside mats – use soil-removal mats that have a coarse texture, are designed to brush soil from shoes.
- Inside mats – use mats to prevent moisture dirt and soil from reaching the carpet.

Mats must be vacuumed and cleaned frequently so that they do not then become a source of soiling.

STEP TWO – FREQUENT VACUUMING

Regular vacuuming with a good quality vacuum cleaner is essential to preserving the life of your carpet to prevent premature replacement. Dirt and soil can grind at the carpet fibres and cause permanent damage, causing your carpet to flatten and wear before it's time.

After your carpet is installed, vacuum carefully and frequently in the first week to remove surface dust and yarn remaining. For ongoing vacuuming, we recommend vacuuming at least twice a week, especially in high traffic areas. Pay specific attention to narrow traffic ways which will always show the first signs of wear.

Make sure that your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly. Vacuum cleaners should have high suction and NO beater brush, as this could affect the look and performance of your carpet.

Consideration should also be given to the use of vacuum cleaners with High Efficiency Particulate Air (HEPA) Filters. These filters are capable of filtering particles down to 0.2 micron, which includes bacteria and spores but not viruses. They prevent the recirculation of dangerous and unwanted particles and thus have a positive impact on Indoor Air Quality (IAQ) unlike vacuum cleaners with standard filters.

STEP THREE – SPOT AND STAIN REMOVAL

Spots and stains are inevitable, but they don't have to be permanent. The key to dealing with spots and stains is to deal with them immediately. Most everyday spills simply require a light clean with water, and preferably the use of a wet/dry vacuum. E.g. Bissell Spot Clean. For stronger stains, please refer to our stain chart for advice.

Staining vs Soiling

The majority of 'stains' that appear on your carpet are actually related to soiling. Many sugar based products that are cleaned off your carpet can leave a sugar residue after removal if not rinsed thoroughly. Or, when spills are cleaned with a detergent solution and the area is not rinsed thoroughly, a similar residue can remain. This sticky residue can readily attract soil from ordinary foot traffic and the results of this appear to be a stain. It is important to rinse your carpet thoroughly after cleaning, and make sure to blot dry as much as possible.

Do contain the stain as much as possible. Scoop up solids immediately, and then blot/dab as much of the spill as possible from the carpet with a clean white cloth. Work from the outside of the stain or spill towards the centre to avoid it spreading. **DON'T** ever scrub or rub the carpet! This will damage the pile and may worsen the stain. Also don't over wet the carpet with water or any other liquid.

STAIN RESISTANT CARPETS

STAIN	METHOD	STAIN	METHOD
Blood	1, 2, 7	Nail Polish	4, 7
Chewing Gum	3, 2, 7	Paint (latex)	1, 2, 7
Coffee / Tea	2, 6, 2, 7	Urine (fresh)	1, 2, 7
Marker Pen / Ink	5, 2, 6, 7	Wine	2, 6, 2, 7

METHODS

1. Rinse with cold water.
2. Mix 1 teaspoon of mild laundry powder with 1 litre of warm water. Apply carefully to the area and then blot to remove residue.
3. Chill with either ice cubes in a bag or with an aerosol freezing agent. Once frozen, remove gum by picking or scraping it off.
4. Clear pure acetone (available from a pharmacy). Apply sparingly to the area and blot to remove residue.
5. Mix 1 tablespoon of clear household bleach (ammonia free) with 1 cup of water. Apply the solution to the area and blot to remove residue.
6. Mix 1 part white vinegar with 1 part water. Apply the solution to the area and blot to remove residue.
7. Rinse thoroughly with warm (not hot) water. Ensure there is no sticky residue remaining.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

Steps 1-3 are great for day to day care, but giving your floor a deep clean periodically will extend the life of your carpet so that you can enjoy it for longer. When your carpet appears dirty even after vacuuming, it's time for a professional clean. We recommend hot water extraction every year. This is the most effective and frequently used method of deep cleaning in the industry, and will give the best restorative deep cleaning results.

It is important to use a reputable steam cleaning company who operate in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733:1995. Shampooing, do it yourself steam cleaning, or dry cleaning are not recommended.

IMPORTANT!

Not all stains listed above are covered by our Stain Resistance Warranty. Our Stain Resistance Warranty specifically excludes the following: general soiling; discolouration; appearance change due to pile distortion; exposure to substances or contaminants which degrade or damage synthetic yarn or carpet colour; very hot liquids; food and beverages containing strong dyes (for example, but without limitation, mustard, curry, coffee, and tea); hair dye; urine, faeces and vomit (human and animal); and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended. Please refer to the Belgotex Carpet Residential or Commercial Warranty for the full conditions, including detailed information on what is covered and what is excluded under our Stain Resistance Warranty.



WOOL CARPETS

Belgotex believes that exclusive wool carpets are the pinnacle when it comes to style and quality. The design, colour and softness of a high-quality natural wool carpet sets the tone for the entire interior.

Carpets from the Best Wool collection are manufactured from European and New Zealand Wool which make them an ecological and minimalistic choice.

With a great variety of colour and texture structures available, this collection offers varying qualities of luxury suitable for creating a comfortable and warm atmosphere within your home.



WOOL CARPETS

Wool Carpet Characteristics

SHEDDING concerns the phenomenon that short loose fibres remain on the surface of a new carpet after manufacture. Shedding is a normal characteristic associated with staple yarn (spun) pile carpets (especially cut pile) and does not indicate any fault in manufacture. New carpets will shed loose fibres for a period after installation, which will need to be vacuumed repeatedly during this period. The fibres coming out are either those which are not anchored into the back of the carpet, are short fibres which are not tightly held in the tufts, or are fibres which have fallen into the pile during the shearing operation. The fibre loss appears large, however the actual amount is very small when the total pile content is taken into account. Pile shedding does not affect the overall quality or wear of the carpet.

FUZZING – A hairy or beard like appearance on the carpet surface that occurs when fibres come loose from the yarn bundle through foot traffic is called “fuzzing”. The overall quality of the carpet is not affected by fuzzing and it is often an indication of the need for increased thoroughness or frequency of vacuuming. Fuzzing can be removed by the use of a good vacuum cleaner with a turbo brush with the brushes manually set in the highest position.

PILLING can happen due to abrasion and daily wear. Long fibres become entangled and form a fuzzy ball referred to as a pill (similar to pilling on woollen clothing). Pilling is common and not a problem when the pills break away or are removed by a vacuum cleaner as they form. It is most often seen in blends/mixed with synthetic fibres. Pills can generally be removed by the use of a good vacuum cleaner with a turbo brush with the brushes manually set in the highest position, or the odd pill can be removed by the use of scissors in order to cut the strands of fibre which hold the pill to the carpet surface. Ensure not to pull any excess fibre from the carpet or damage the pile when cutting. Clipping away any pills and excess fibre will not in any way affect the wear characteristics of the carpet.

Cleaning Guide

Your wool carpet installation is a significant investment, both in monetary terms and the overall image of your facilities. A consistent and effective carpet maintenance program can maintain the initial image and also dramatically extend the life of your flooring.

In order to keep carpet products performing to their best, the design and implementation of a comprehensive, proactive maintenance plan is critical (Proactive cleaning is preventative maintenance which takes place before the carpet looks dirty, as opposed to reactive cleaning, which occurs after the carpet becomes visibly soiled.)

Daily cleaning is necessary in all areas – heavy, medium and light traffic areas – and includes the following steps:

- Daily vacuuming of walk-off mats
- Daily vacuuming of squeeze points and main traffic lanes (frequency may be greater than daily in some areas)
- Immediate spot removal to prevent permanent staining

A complete carpet care program, consisting of these stages, begins at the entrance to the building:

STEP ONE – SOIL CONTAINMENT

Preventive measures consist of using entrance mats; both inside and outside the building. Outdoor mats are designed to trap large amounts of debris and soils, from the soles of footwear, and therefore any matting fitted should have the capability to scrape off and hold that material. Inside mats should be used to remove smaller particles of dirt, as well as oils, and other soiling that can be tracked in from outside.

WOOL CARPETS

To optimise mat performance and provide a strong first line of defence in keeping carpets cleaner for longer, they should be cleaned on a regular basis – more frequently than the actual carpet. If accumulated soil is not removed, the mat will soon become overloaded with dirt, and will therefore fail to prevent the tracking of this dirt into the building, and ultimately onto the carpet surfaces.

STEP TWO – FREQUENT VACUUMING

Vacuuming removes 90% of dry soils that can accelerate wear and fibre abrasion, and it is therefore an essential step to preserving the carpet life and appearance. Vacuuming should be carried out at a minimum of on a daily basis, however in some instances, it may be necessary to vacuum some areas such as squeeze points and main traffic lanes more frequently.

During the vacuuming process, be vigilant for any new or fresh staining, and attend to these as soon as possible

Vacuum Frequently

- Thorough vacuuming removes dirt particles that dull the carpet's appearance and cause fibre damage.
- Make sure your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have high suction and an adjustable electric brush, set to the highest setting.

STEP THREE – SPOT AND STAIN REMOVAL

Everyday Spills

- Everyday spills simply require a light clean with a water and preferably the use of a wet/dry vacuum i.e.; Little Green Bissell.

Deal with stains as soon as possible

- The faster you act, the better the results.
- First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it is dry
- You can easily remove most stains by simply dabbing at them with a clean cloth and lukewarm water. Never scrub the stain.
- For hard to remove stains, please refer to www.james.eu/en/products/carpet-rug

Prevent Soiling and Pile Damage

- Place walk-off mats at all entrances.
- Use carpet protectors under heavy furniture and furniture with castors.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

- When a carpet appears dirty even after vacuuming, it's time for a professional clean.
- Consult a professional cleaner for the best method of cleaning.
- An annual professional hot water extraction is required to retain your warranty.



NEEDLEPUNCH CARPETS

Our needlepunch carpet is non-woven, and manufactured from 100% Polypropylene. It is made by interlocking short individual fibres together using a series of barbed needles. These ranges give excellent stability and long-lasting durability. Needlepunch carpet is a convenient, low maintenance, cost effective, multi-use product.

PRODIS GUT provides comprehensive and transparent information about the environmental benefits, performance and user-friendliness through the entire life-cycle of carpet, from production to installation, from usage to recycling.



NEEDLEPUNCH CARPETS

Cleaning Guide

- Some carpet cleaning products can leave sticky detergent residues that promote rapid resoiling of the carpet. To prevent this, do not exceed manufacturers dilution instructions and ensure you always rinse the floor completely, with fresh water.
- Don't rush! Deep soiling of a carpet may require repeat cleaning due to the tendency of some stains to 'wick' back from the base of the pile fibre, causing the stain to reappear. Allow the carpet to dry and vacuum thoroughly before repeating the stain removal process until the stain is completely removed.
- Use one of the easily available all-purpose dry carpet shampoos for cleaning general areas and heavy traffic routes.
- A useful emergency carpet cleaner is a solution of ½ litre clean water and 2 teaspoons of white vinegar.
- Never scrub the stain.

STEP ONE – SOIL CONTAINMENT

- Soiling is loose dirt, food and other particles in the carpet. It can be removed by sweeping or better still, vacuuming regularly. If left too long, dirt may become embedded in the pile, causing damage or staining.

STEP TWO – FREQUENT VACUUMING

- The most important routine in caring for your carpet. It prevents dust build up and damage from hard particles.

STEP THREE – SPOT AND STAIN REMOVAL

- Most common spillages can be removed effectively if dealt with immediately, or in any case, before the spillage dries. However more serious spillages, such as red wine, blood, paint and the like, need to be dealt immediately, to ensure your carpet maintains its unblemished appearance.
- Prompt action is required to prevent a spillage from penetrating the pile fibres and becoming permanent. It is advisable to have spot and stain removal products on hand for immediate use. If the nature of the spill is unknown, start with clean warm water or a general purpose spotting agent. Cleaning products should always be checked for colour-fastness in an inconspicuous area of the carpet, prior to use.
- Remove any excess spillage immediately. Solids should be removed by scraping towards the centre of the stain with a spoon or spatula to avoid the stain spreading. Liquids should be blotted up thoroughly using white tissues or paper towels, pressing them down into the backing.
- Determine exactly what has been spilt.. Apply the appropriate spotting agent in small quantities to avoid over wetting the carpet. Work the stain from the edge inwards to prevent it from spreading. Blot the carpet pile, rather than rubbing it. Rinse the treated area with clean water afterwards and avoid walking on the damp area, as this can cause quick resoiling.

STEP FOUR – PERIODIC PROFESSIONAL CLEANING

- The frequency will depend on the amount of traffic and soiling – normally every year or two, it is recommended that you call in a professional carpet cleaner. An annual professional hot water extraction is required to retain your warranty.



Contact Us:

P. 0800 377 753

W. belgotex.co.nz

E. info@belgotex.co.nz



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