

# Belgotex®

## Care and Maintenance Guide

**B.**

A World of Choice



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Care and  
maintenance  
helps preserve  
the appearance  
of your carpet.







## 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.





## STAIN PROOF CARPETS

Premium Stain Proof SDN | Stain Proof SDN | Textured Stain Proof SDN

HILTON | WESTMINSTER

NAPA VALLEY | SONOMA

MORROCCAN BERBER



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

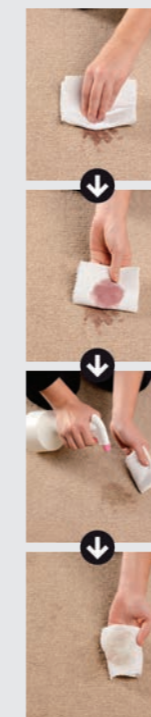
- Always blot from the outside in to minimise the stain area.
- Never use any of the solutions in concentrations stronger than recommended and always follow manufacturer's instructions.
- Use acetone and dry-cleaning fluid in ventilated conditions only.
- Pet "accidents" and certain other stains may 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.









## ENVIRONMENTAL CREDENTIALS

We are proud of our factories for our sustainability practices in all aspects of plant and manufacturing operations. We constantly push the limits for operational efficiency, seeking out ecologically sustainable manufacturing methods and developing eco-friendly products.

While maintaining the technical performance and design of our products, our products are manufactured with the health and environmental concerns of our users at the forefront of our mind. We provide the world's most state of the art and environmentally friendly flooring solutions to New Zealanders.

ENVIRONMENTAL CREDENTIALS	RANGES
 <p>Global GreenTag's LCRate scores products against six main Sustainability Assessment Criteria and a further twenty plus Life Cycle and Social Criteria.</p>	Bravo Delta Hilton Moroccan Berber Softology 301 Tango Westminster
 <p>Green Star NZ is an Environmental rating system for buildings developed and operated by the New Zealand Green Building Council (<a href="http://www.nzgbc.org.nz">www.nzgbc.org.nz</a>). It is a powerful tool that allows building clients to catalyse their desire for environmental initiatives into a simple phrase such as "we shall aim for a 5 star building". This in turn means the design team will explore a number of possible environmental options spread across 8 major impact categories.</p>	Bravo Delta Donegal Hilton Moroccan Berber Softology 301 Tango Westminster
 <p>Homestar™ is a comprehensive, independent national rating tool, run by the not-for-profit Green Building Council, that measures the health, warmth and efficiency of New Zealand houses. A home is rated on a scale from 6 to 10.</p>	Bravo Delta Donegal Hilton Moroccan Berber Softology 301 Tango Westminster
 <p>IWBI delivers the cutting-edge WELL Building Standard™, the leading global rating system and the first to be focused exclusively on the ways that buildings, and everything in them, can improve our comfort, drive better choices, and generally enhance, not compromise, our health and wellness.</p>	Bravo Delta Donegal Hilton Moroccan Berber Softology 301 Tango Westminster



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