



# Carpet Care & Maintenance Guidelines



**STAINFREE®**  
The original *and the best* stainfree carpet

***STAINFREE***

for •  
**Life!**

Dear Customer

Congratulations on buying an **Abingdon Flooring Ltd Stainfree** carpet and thank you for returning the Guarantee registration card.

You have chosen a quality carpet manufactured from the finest raw materials to a high specification by **Abingdon Flooring Ltd.**

Please refer to the inside back page of this booklet for the fibre content of your carpet.

The carpet you have purchased has been designed to shrug off most common household stains. With regular care and maintenance it will give you many years of hard wearing service.

As well as the details of the guarantee programme, the enclosed document includes care and maintenance guidelines plus detailed instructions to help you clean any accidental spillages. Please note that cleaning procedures may differ according to the carpet fibre content.

Most stains will be removable using the simple instructions detailed in this booklet but in the unlikely event that you are unable to remove a stain please use the **Abingdon Flooring Ltd** customer Freephone HELPLINE number detailed in this booklet.

Please read this booklet carefully in order to ensure you comply with the simple terms of the guarantee and keep it in a safe place together with your purchase receipt.

We hope you enjoy living with your **Stainfree** product.

Yours sincerely

A handwritten signature in dark red ink that reads "Martin Pease". The signature is fluid and cursive, with the first name "Martin" and last name "Pease" clearly distinguishable.

**Sales and Marketing Director**

Your carpet will give you many years of hard wearing service if you care for it and maintain it on a regular basis. This document details how to best care for your carpet and outlines the stain guarantee which comes free with your purchase.

This carpet is manufactured to resist stains utilising the inherent properties built into the fibre. All household food & drink stains will be removable using the simple instructions detailed on the next few pages. Please read these instructions carefully.

In the unlikely event that you are unable to remove the stain please use the **Abingdon Flooring Ltd** customer **Freephone HELPLINE 0800 040 7028**. In the event of a claim being made, a professional cleaner will attempt to remove the stain. If the stain is removed by the professional cleaner, the customer is liable for any cleaning charges incurred.

#### What you need to do

To enjoy the added protection of this stain guarantee it will help if you take these few simple steps:

- 1) Please retain your receipt of purchase together with this document in a safe place.
- 2) Please retain a portion approx 18" x 18" of excess, unused carpet after installation.
- 3) Have your carpet cleaned in accordance with the care and maintenance instructions contained in this booklet and have it professionally cleaned at least once in every two year period starting from the date of purchase.
- 4) In the booklet's maintenance record, keep all receipts of professional cleaning and also keep a list of all products used to clean and maintain your carpet.

## Abingdon Flooring Ltd guarantees that your carpet will resist all household food & drink stains for the life of the carpet. There are however certain exclusions outside this criteria, as listed below.

This is an Abingdon Flooring Ltd guarantee applicable to staining only on carpets purchased, fitted and used in the U.K, Channel Isles and Southern Ireland.

The fibre manufacturer or retailer may offer its own warranties on the carpet you purchase for which they are solely responsible.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

### Limitations, conditions and exclusions

This guarantee is subject to the following limitations and conditions:

#### Residential use

This guarantee covers the purchaser's normal indoor use of carpets installed in a single family, domestic residence.

#### Transfers

You, the purchaser, must not transfer this guarantee, as it is personal to you, without written authority from Abingdon Flooring Ltd. This authority will not be refused without good reason.

#### Proper installation

The carpet must be properly installed by a qualified fitter in accordance with BS 5325.

#### Proper maintenance

Your carpet must be maintained and professionally cleaned at least once every two years from date of purchase, in accordance with the care and maintenance instructions contained in this booklet.

The following exclusions apply to warranted carpets manufactured with a face pile yarn consisting of 80% or more of Polypropylene (this information is clearly stated on the front of this guarantee booklet or on the delivery note/invoice):

- All pigment stains; that is stains which contain pigment dyes such as mustard, shoe polish etc (please telephone the Helpline if in doubt);
- Discolouration or shading changes to the carpet due to normal soiling, crushing of the pile, abrasion or pile reversal.
- Staining following the use of any chemical application which is not recommended in the "Care and Maintenance Procedures" described in this booklet or the use of any additional carpet treatment;
- Staining due to improper cleaning methods or chemicals or their incorrect use;
- Staining due to abnormal use or conditions, including wilful acts of gross negligence;
- Costs relating to the replacement of underlay, moving of furniture, equipment or any other items during installation.

## Maintenance Record

1	Date professionally cleaner
	Name of cleaner
3	Date professionally cleaner
	Name of cleaner
5	Date professionally cleaner
	Name of cleaner

2	Date professionally cleaner
	Name of cleaner
4	Date professionally cleaner
	Name of cleaner
6	Date professionally cleaner
	Name of cleaner

Please keep the receipts for any cleaning carried out on your carpet and attach to this booklet.

### The Helpline

To help you in the unlikely event of being unable to remove a food or drink stain after using the recommended methods in this brochure, we have set up a dedicated telephone HELPLINE which will be able to advise you.

Please call Abingdon Flooring Helpline

**0800 040 7028**

Our specialist advisor will ask you a few simple questions and offer further assistance.

Telephoning the HELPLINE for assistance will bring further advice on how to remove the stain. If this action should fail to remove the stain and you should request our professional inspection or service, you will be liable for the cost of this service if the stain is removed by our representative.

If our representatives are unable to remove the stain which is covered by this guarantee Abingdon Flooring Ltd will, at its expense, provide and install a replacement for the stained carpet only. The replacement will be administered by Abingdon Flooring Ltd using an approved Dealer.

Remember carpets do get dirty under normal use and looking after your carpet and maximising its good looks is dependent on the level of simple maintenance which is applied by the owner. The lasting beauty of your carpet depends on attention to a few simple, easy-to-follow steps...

#### **Step 1 - Vacuum frequently**

The best way to reduce soil accumulation and prolong the life of your carpet is to vacuum frequently, especially in those areas where high levels of traffic are common. For all cut pile carpets we recommend an upright cleaner with an active beater bar to help loosen and lift soil from the pile. Loop pile carpets are best maintained using a suction cleaner.

#### **Step 2 - Clean areas of frequent use**

The most-used areas of the carpet—entrances, doorways, traffic lanes, around a favourite chair, etc., are going to collect dirt much faster than the remainder of the carpet. Cleaning these areas when they just begin to look soiled stops the dirt from spreading to the rest of the house and can extend the time between professional cleanings.

#### **Step 3 - Attend to stains and spills immediately**

Most stains and spills are far easier to remove when attended to immediately. Follow the advice in this booklet.

#### **Step 4 - Periodic Professional Cleaning**

Airborne particles of dust and oils will eventually leave a thin dull film on even unused parts of the carpet. To help overcome this natural soiling, periodic professional cleaning of the carpet is essential. Carpets perform best when properly cleaned by a professional carpet cleaner using specially formulated cleaners developed for your carpet.

**This guarantee is subject to the professional cleaning of the carpet by an approved representative at least once in every two year period starting from the date of purchase.**

Your retailer will be able to recommend a suitable professional local carpet cleaner. If you require further help please telephone the HELPLINE.

#### **Cleaning Techniques**

These are general notes to help you keep your carpet free from stains and spills. Not all the stains listed herein are covered by this stain guarantee.

#### **General procedures**

It is important that you act quickly upon encountering a spill!

- a) Depending on the spill:  
Absorb the liquid spills by blotting (DO NOT RUB) with absorbent cloths or plain white paper towels, or scrape lightly to loosen a hard or crusty type stain, or scoop up soft substances with the dull edge of a spoon or vacuum any loose particles that can be readily removed.
- b) Sponge warm water onto the spill, blot the spill firmly using a sponge or cloth. Repeat this procedure several times, rinsing the sponge or cloth frequently. Take care not to overwet the carpet and do not walk on the carpet until thoroughly dry.

## Retaining the Good Looks of Your Carpet - Care and maintenance procedures

- c) If the stain is not removed by the use of warm water, locate the substance on the spot removal guide overleaf and follow the directions carefully.
- d) The final process on carpets after following wetting and blotting should be as follows:  
Place 5-6 layers of kitchen roll on the affected area and place on top a heavy book such as a telephone directory. Allow to dry over 2-4 hours. The kitchen roll will absorb any stain in the base fibres.

See spot removal guide and use one of the techniques detailed below:

### Technique A for greasy stains

Use Methylated Spirits. (NB: Take Care! Methylated Spirits are flammable). Do not apply direct to the stained area. Using a piece of cotton wool apply to the edges of the stain and gradually work inwards. Blot with absorbent tissue/kitchen roll to remove excessive moisture, do not worry if colours darken during this process. Repeat if required. Using a soap solution on cotton wool dampen the area and blot again with tissue/kitchen roll. Dry using a hair-dryer continually moving over the damp area (this will prevent watermarking) until dry.

### Technique B for water based stains

Soak up immediately using absorbent cloths (towelings) tissues or kitchen roll. If stain persists re-wet using a solution of tepid water and non-biological washing powder only on a small piece of sponge or cotton wool. Repeat as necessary. Dry with a hair-dryer keeping the dryer moving at all time.

### Technique C for dried-in stains

Soap Solution (two litres of tepid water mixed with half a teaspoon of carpet shampoo or non-biological washing powder only) Re-wet the stained area using the soap solution applied on a piece of cotton wool. Blot using kitchen roll as above.

### Technique D for chewing gum

Scrape or blot excess spill. Freeze with ice cubes. Shatter with blunt object such as the back of a spoon. Vacuum chips away before they melt.

### Technique E for white glue and nail polish

Apply nail polish remover (non-oily acetone type). Use a cotton towel to apply to the spill. Don't wet through to carpet backing. Pick up softened material, use clean white paper towel and push toward the centre of the spot to avoid spreading material. Repeat above - soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet.

### Technique F for shoe polish, urine, vomit etc

Apply detergent (see "cleaning solutions"), use damp towel, leave 3-5 minutes. Blot - don't rub. If stain is removed, finish with a water rinse, blot, followed with a pad of weighted paper towels. If stain not removed, continue as follows. Apply hydrogen peroxide solution (see "cleaning solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and dry under weighted plastic wrap until removal is completed. Apply water with damp towel. Blot - finish with weighted pad of paper towels. Apply white vinegar (undiluted) only after stained removed.

### Technique G for candle wax

Scrape off excess material. Cover with white cotton towel or brown paper. Apply warm iron (warm, not hot: use lowest setting first if unsure, do not exceed synthetic or medium setting) until material is absorbed. Be sure towel is large enough to cover the stained area. Take care never to touch the iron to the carpet as the fibre may melt. Change towel or rotate to clean area and repeat until all material is absorbed.



**Technique H for chalk, mud etc**

Vacuum away as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. Follow with technique B.

**Technique I for lipstick**

Scrape off excess material. Lightly rub area with a fresh slice of white bread. Complete removal with technique A.

**Other details****Cleaning solutions**

Where recommended the following guide to cleaning solutions apply:

Detergents: 1/2 teaspoon dry powder household detergent (without bleach) with 1 cup warm - not hot water.

Hydrogen Peroxide: Mix 1/2 cup (3% solution available in chemist) with 1 teaspoon household ammonia. Use within 2 hours of mixing.

Ammonia: Undiluted, unscented, clear (not sudsy) household ammonia.

Dry-cleaning Fluid: Liquid, non-oily, non-caustic type sold for spot removal for garments. Caution - may be flammable. Never mix ammonia with bleach.

NB: Some spills such as bleaches and strong detergents may stain Nylon/Polyester carpets. However, particularly difficult stains may be removed from polypropylene carpets only by using a mixture of 50% bleach and 50% tapwater, phone the Helpline if in any doubt. Great care should be exercised with acne preparations which contain benzoyl peroxide and which may irrevocably damage your carpet.

Some household chemicals are potentially hazardous, follow the directions on the packaging where applicable.

## Spot Removal Guide

Technique	Technique
Baked Beans	<b>A/B</b>
Beer	<b>B</b>
Blood	<b>A</b>
Brown Sauce	<b>F</b>
Butter	<b>A</b>
Candle Wax	<b>G</b>
Chalk	<b>H</b>
Chewing Gum	<b>D</b>
Chocolate	<b>A</b>
Coffee	<b>B</b>
Cola	<b>B</b>
Cooking Oil	<b>A/B</b>
Crayons	<b>A/B</b>
Excrement	<b>B</b>
Fruit Juice	<b>B</b>
Glue (white)	<b>B</b>
Glue (hobby)	<b>E</b>
Gravy	<b>A</b>
Grease	<b>A/B</b>
Hot Chocolate	<b>A</b>
Ice Cream	<b>B</b>

Technique	Technique
Ink (washable)	<b>B</b>
Ketchup	<b>A/B</b>
Lemonade	<b>B</b>
Lipstick	<b>I</b>
Mascara	<b>A</b>
Mayonnaise	<b>A</b>
Milk	<b>A/B</b>
Mud	<b>H</b>
Mustard	<b>A</b>
Nail Polish	<b>E</b>
Red Wine	<b>A/B</b>
Shoe Polish	<b>F</b>
Sherry	<b>F</b>
Soy Sauce	<b>A/B</b>
Tea	<b>B</b>
Tomato Sauce	<b>A/B</b>
Toothpaste	<b>F</b>
Urine	<b>F</b>
Vomit	<b>F</b>
White Wine	<b>A/B</b>

Your carpet's fibre content

**100% Zylon  
Polypropylene**

This guarantee booklet applies to all stain warranties issued by Abingdon Flooring Ltd.  
Please refer to the front cover of this booklet for precise details of the covered guarantee period.



[www.abingdonflooring.co.uk](http://www.abingdonflooring.co.uk)

If undelivered please return to:

**Abingdon Flooring Ltd**  
Unit 5a, Wharfedale Business Park,  
Edward Street, Bradford,  
West Yorkshire BD4 9RT

[www.stainfreeforlife.com](http://www.stainfreeforlife.com)