

VICTORIA CARPETS®

Established 1895



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
CARPET MANUFACTURERS
VICTORIA CARPETS
KIDDERMINSTER

EasiCare

Care Guide & Lifetime Stain Warranty

WWW.VICTORIACARPETS.COM

Thank you

Firstly, thank you for choosing Victoria Carpets and one of our EasiCare ranges. Your Victoria carpet will give you many years of pleasure and hard wearing service, provided that you care for it and maintain it on a regular basis. This booklet outlines the Stain Warranty that comes free with your purchase.

Your Victoria carpet has been manufactured to exacting standards using our EasiCare yarns. The colour of your carpet has been built into the molecular structure of the carpet yarn. Most stains caused by food and drink spillages will be removable, using the simple instructions contained in this brochure, without damaging the colour of the carpet. Please read these instructions carefully.

In the event of a claim under your warranty being made we will send a professional cleaner who will attempt to remove the stain. If the stain is removed by the professional cleaner, you will be liable for any cleaning charges incurred.

The Warranty

We offer a Lifetime Stain Warranty on all products within our EasiCare collection. This warranty does not affect your statutory rights.

Our Lifetime Stain Warranty protects your carpet for 10 years and warrants that the surface pile will resist most household stains from the date of installation, when properly installed to the British Standard BS5325.

What do you need to do

All you need to do to enjoy the full benefits of your Lifetime Stain Warranty is follow these simple steps:

1. Please retain your invoice as proof of purchase of your carpet, along with this warranty. Keep them in a safe place as you will need both in the event of having to make a warranty claim.
2. Have your carpet cleaned in accordance with the care and maintenance instructions contained in this warranty. Professional carpet cleaning at least once every two years from the date of purchase.
3. Keep a record of the dates your carpet is cleaned, along with receipts from the professional cleaning company used to clean and maintain your carpet.
4. Please retain a small portion (approximately 45cm x 45cm) of the excess carpet unused after installation.

Limitations, Conditions and Exclusions

Ranges Covered:

The warranty offered relates solely to Victoria Carpet's EasiCare carpet collections. The warranty covers 'first grade' carpets only and does not cover 'seconds' or disposal lines.

Geographic Limits:

The warranty offered is applicable to EasiCare carpets purchased and installed in the United Kingdom, the Channel Islands and the Republic of Ireland.

Residential Use:

The warranty covers the consumers reasonable indoor use of carpet installed in a single family, domestic residence.

Transfer of Rights:

The warranty is issued solely to the consumer of the carpet and as stated on the warranty registration card, is not transferable.

Installation:

The carpet must be properly installed by a qualified fitter and in full accordance with the British Standard BS5325.

Care and Maintenance:

You should care for your carpet in accordance with the instructions found in this booklet. Your carpet must be maintained and professionally cleaned at least once every two years from the date of purchase and receipts kept.

Stains Excluded From Warranty

Any stain caused by non-food or non-beverage substances.

Staining due to abnormal use or conditions, including wilful acts, or gross negligence.

Staining caused due to improper cleaning methods or chemicals and their incorrect use.

Discolouration or shading changes to the carpet pile due to normal soiling, crushing of the pile, abrasion or pile reversal.

Care and Maintenance

Remember that carpets will become dirty under normal day to day use and looking after your carpet will enhance its good looks and keep it looking like new for longer. The following general guide will help you get the best from the carpet you have purchased:

Regular Vacuuming:

Vacuum your carpet on a regular basis as this will reduce dust and dirt, prolonging the life of your carpet. Heavy traffic areas should be vacuumed daily. For cut pile carpets, we recommend the use of an upright cleaner with an active beater bar, as this will help loosen and lift soiling from the pile.

Cleaning:

The most frequently used areas in the house, such as doorways, main traffic lanes between rooms and in front of the favourite armchair, etc, are always going to collect dirt and soiling much faster than other areas of the house. The cleaning of these areas when they begin to look tired, will stop the dirt from spreading to other areas of the home and can reduce the necessity for more regular professional cleaning.

Professional Cleaning

Gradually, airborne particles of dust and oils will build up and leave a thin dusty film on even lightly used areas of your carpet. To overcome this natural soiling, periodic professional cleaning of the carpet is essential. The warranty we give you is subject to the professional cleaning of the carpet at least once in every two year period from the date of purchase. The retailer you purchased your carpet from may offer this service.

Cleaning Techniques

We have detailed on the following pages, some general guidelines which we hope will help you in keeping your carpet free from most spills and stains. Please note, however, that some of the stains listed in this document are not covered by your warranty.

General procedure for most spills. The key general rule for dealing with spills is to act quickly before the spill dries. Then:

(a) Absorb as much of the liquid of the spill as possible whilst it remains on the surface of the pile, by blotting it. (NEVER RUB). Use absorbent cloths or plain white paper towels to blot.

If the spill has a crusty top, you may have to lightly scrape or scoop up the spill first using a spoon or similar implement.

(b) Having blotted the spillage, sponge warm water onto the spill and blot again using a clean cloth or paper towel. Repeat this procedure several times if necessary, making sure you rinse the cloth or sponge each time before use. Take care not to over wet the carpet and then avoid walking on the damp area until it is thoroughly dry.

(c) Finally, once the stain has been removed, take several layers of kitchen roll and place them over the damp area. Press down on the paper using a heavy book or similar and allow the carpet to dry for 2-3 hours. The paper will absorb any stains at the base of the pile fibre and dry off any remaining water.

Stain Removal Chart

In this table below, we have detailed many of the common spills and stains that may arise. Not all of these spills are covered by your warranty but, nonetheless, we have detailed the action you should take to try to remove any stain:

Stain	Removal Technique	Covered by Warranty?	Stain	Removal Technique	Covered by Warranty?
Baked Beans	A	✓	Ink (washable)	B	x
Beer	B	✓	Ketchup	A/B	✓
Blood	A	x	Lemonade	B	✓
Brown Sauce	F	✓	Lipstick	I	x
Butter	A	✓	Mascara	A	x
Candle Wax	G	x	Mayonnaise	A	✓
Chalk	H	x	Milk	A/B	✓
Chewing Gum	D	x	Mud	H	✓
Chocolate	A	✓	Mustard	A	x
Coffee	B	✓	Nail Polish	E	x
Cola	B	✓	Red Wine	A/B	✓
Cooking Oil	A/B	✓	Shoe Polish	F	x
Crayons	A/B	✓	Sherry	F	✓
Excrement	B	x	Soy Sauce	A/B	✓
Fruit Juice	B	✓	Tea	B	✓
Glue	B	x	Toothpaste	F	x
Gravy	A	✓	Urine	F	x
Grease	A/B	✓	Vomit	F	x
Hot Chocolate	A	✓	White Wine	A/B	✓
Ice Cream	B	✓			

Spot Removal Techniques

A - Greasy Stains

Methylated Spirits should be applied to a ball of cotton wool. Do not apply directly to the area but start dabbing at the edges of the stain and gradually work towards the centre. Remove excessive moisture by blotting with absorbent tissue or kitchen roll. The colour may darken during this process but do not be concerned. Repeat as necessary. Then, with a cotton wool ball soaked in a soap solution, dampen the area again and blot with tissue or kitchen roll. Use a hair-dryer to dry the damp area. Keep the dryer moving continually to prevent watermarking and never always keep a safe distance from the carpet to avoid melting the carpet fibres.

Technique B - Water Based Stains (including wine)

Soak up the spillage immediately using absorbent tissue or kitchen roll. If the stain is still visible, apply a solution of tepid water and a non-biological washing powder using a small piece of cotton wool or a sponge. Repeat as required and dry the area with a hairdryer keeping the dryer moving continually to prevent watermarking.

Technique C - Dried in Stains

Use a soap solution made up of two litres of tepid water mixed with half a teaspoon of a non-biological washing powder or carpet shampoo. Wet the stained area using the soap solution applied to a piece of cotton wool. Blot dry using absorbent tissue or kitchen roll, as above.

Technique D - Chewing Gum

Scrape off or blot the excess substance from the carpet. Freeze the area with ice cubes and then crack the surface with a blunt object such as the back of a spoon. Use a vacuum cleaner to remove the substance before any melting occurs.

Technique E - Nail Polish

Using a piece of cotton towel to which an acetone nail polish remover (without conditioners) has been applied, work from the outside of the stain towards the centre to avoid spreading the spillage, taking care not to wet the carpet through to the backing. Collect the softened material using a white paper towel, again working towards the centre of the stain. Repeat the process, softening and collecting the material each time. Work slowly to avoid spreading the stain and/or damaging the carpet.

Technique F - Shoe Polish, Urine & Vomit

Use a damp towel to apply detergent and leave for 3 – 5 minutes. Blot but do not rub the area. If removal of the stain has been successful, rinse with water and blot. Then apply a pad of paper towels, placing a weight on top of them. If the stain still remains, proceed as follows: - Apply a solution of hydrogen peroxide and allow to stand for 2 – 3 hours under a weighted down plastic sheet until the stain has been removed. Using a damp towel apply water and blot, finishing with a weighted pad of paper towels. Apply undiluted white vinegar but only after the stain has been removed.

Technique G – Candle Wax

Scrape off the excess substance and cover the stained area with a piece of white cotton towel or brown paper. Apply a warm iron (use the lowest setting first if unsure and do not exceed the synthetic or medium setting) until the substance has been absorbed. Do not allow the iron to touch the carpet as this may melt the fibre. Change the towel or turn to a clean area and repeat the process until all of the substance has been absorbed.

Technique H – Mud, Chalk etc

Remove as much loose material as possible using a vacuum cleaner. Any remaining material can be loosened by tapping with a toothbrush or a similar brush. Do not use the brush to scrub the area. Vacuum again and follow with Technique B.

Technique I – Make-up (Lipstick)

Scrape away excess material and use a fresh slice of white bread to lightly rub the area. Then use Technique A to remove the stain.

Really Stubborn Stains

For the removal of really stubborn stains, you may replace the Soap Solution in Technique B with a solution of 50% Bleach and 50% Water solution. You must make sure that you rinse the solution well after removing the stain with plain warm water. If bleach is left on the carpet pile, it may ultimately damage the pile and backing materials. Never mix bleach with any other cleaning products.

Cleaning Solutions

We recommend that you use the following cleaning solution formulation for stain removal as detailed above:

Soapy Water Solution – Take ½ teaspoon of dry household washing powder (with no bleach) and mix with 1 cup of tepid water (not hot).

Ammonia – Take undiluted, unscented, clear household ammonia (not sudsy).

Hydrogen Peroxide – Mix ½ cup (3% solution available from most chemists) with 1 teaspoon household ammonia. This solution must be used within 2 hours of preparation.

Dry Cleaning Fluid – Should be a liquid, non-oily, non-caustic type of dry cleaning fluid sold for the removal of spots from garment. Caution: This liquid may be flammable and must not be mixed with other solutions such as ammonia and/or bleach.

NB: Some household cleaning chemicals are potentially hazardous and you must always follow the directions given on the packaging.

Warning - Before using dry cleaning fluid, nail varnish remover or ammonia, make sure you open the windows and doors.
Do not smoke, light a fire or use an electrical appliance's in the room until it has been thoroughly vented.

Benefits of EasiCare



Hardwearing EasiCare

Our Hardwearing EasiCare USP icon quite simply shows that all the carpet ranges within our EasiCare collection and not only hardwearing but will last longer than similar products on the market. We are so confident about this that we offer Wear Warranties on all our products.



Stain Resistant

All of the ranges within our EasiCare collection also come with a LIFETIME Stain Warranty. This is because Polypropylene carpet is well known for its ability to withstand the majority of common household stains. .



Available in 4 and 5 metre widths

Being able to have the option of a 4 metre or a 5 metre can be the difference in whether you need a join/seam in your carpet.



Two Ply

Two ply simply means that within each tuft, there is two pieces of yarn. These pieces of yarn as spun together to create one tuft. Generally, the higher the ply the denser the carpet will be.



10th Gauge

Gauge is a measurement when it comes to telling how far apart the yarns are in the carpet across the width. You can get different gauges, but 10th gauge means that per square inch of carpet there are 100 stitches of yarn.

Approved Retailer Details:

Form with five horizontal dashed lines for entering retailer details.



Did you know...

As well as Award Winning carpets, we also produce outstanding hard flooring options.

To find out more, visit www.MyVictoria.co.uk