

## MILLENNIUM WEAVERS EUROPE - Cleaning & Maintenance Guide

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### Recommendations:

1. Frequent Vacuum – For all cut pile carpets we recommend the use of an upright vacuum cleaner with an active beater bar which works best for loosening and lifting dirt from the pile. For loop pile carpets we recommend the use of a suction vacuum cleaner as this will help to minimise any snagging or damage to the carpet.
2. High traffic/frequent use areas – We would recommend the use of doormats in entrance ways and exits, more frequent maintenance in doorways, entrances and areas of high traffic can prevent the spread of dirt/soil to other areas of the carpet.
3. Immediate attendance to stains and spills – The majority of stains and spills are far easier to remove when attended immediately. Please below our general cleaning procedures.
4. Professional Cleaning – The best way to maintain your carpet is to periodically have it professionally cleaned. Overtime dust particles and other substances will leave a dull film on your carpet. Professional cleaning and the use of specially developed enhanced carpet cleaners will prolong the life of your carpet. The Millennium Weavers warranty states that professional cleaning should be carried out at least once every two years.

### General Cleaning techniques and procedures:

1. Absorb the spills by using kitchen towel or an absorbent cloth. Keep blotting until no more liquid is being soaked up. NEVER RUB the spillage as this will only spread the spill deeper into the pile and increase the affected spillage area.
2. For dried in or crusty stains, gently scrape up using the dull edge of a spoon or vacuum to remove any loose crumbs or particles.
3. Sponge warm water onto the spillage, blot firmly using a sponge or cloth, repeat this process rinsing the cloth or sponge until stain is removed. DO NOT OVEWET THE CARPET. Leave the carpet to dry naturally and keep exposed. Do not walk on/over the carpet until it is completely dry.

**Greasy Stains & Water-based stains including wine:** For greasy and water-based stains, Absorb the stain by blotting with kitchen towel or an absorbent cloth, do not rub. Should the stain remain, firmly blot with a warm water and sponge taking care not to over soak the carpet. For more stubborn stains, use a 50% water/ 50% thin domestic bleach solution and blot the carpet using a sponge. Repeat if necessary or until the stain is removed. Use kitchen towel to blot up any remaining moisture and leave carpet to dry naturally keeping the area exposed. Do not walk on the carpet until completely dry. Keep pets and children away from the area until completely dry.

**Dried-in Stains:** Scrape up gently to remove any large pieces then vacuum clean to remove any remaining particles. Absorb the stain by blotting with kitchen towel or an absorbent cloth, do not rub. For more stubborn stains, use a 50% water/ 50% thin domestic bleach solution and blot the carpet using a sponge. Repeat if necessary or until the stain is removed. Use kitchen towel to blot up any remaining moisture and leave carpet to dry naturally keeping the area exposed. Do not walk on the carpet until completely dry. Keep pets and children away from the area until completely dry.