ReVive Carpet Care & Maintenance

Prevention:

- The use of a barrier mat or door mat is always recommended at the entrance of premises to help reduce the amount of dirt walked into a room.
- Outdoor shoes should be removed when walking on your new carpet.

Vacuuming:

- For the first few months after your ReVive carpet has been installed vacuum 3-4 times a week. Shedding is a normal occurrence that happens with all carpets, loose strands of yarn that are trapped in the manufacturing process start to work their way out as the carpet settles into its new environment. It will often be more apparent in high traffic areas such as landings and hallways or anywhere that there is more concentrated footfall.
- We would always recommend that you invest in a good quality cylinder vacuum cleaner; please see the Sebo Airbelt D2 Komfort range of vacuum cleaners. We don't recommend the "Shark" brand or similar as this has been designed primarily with hard floors in mind and is likely to damage the pile of a carpet.
- The use of a beater bar or rotating brush is not recommended as it can damage the floor covering by pulling at the weft. Vacuum slowly and thoroughly, for a thorough vacuum do three or four passes in each direction (North-South and East-West). Continue to vacuum regularly, you cannot over vacuum your carpet.
- As every household is different, the frequency of vacuuming should be based on how many people live in your home. For example; four people living in a house would require vacuuming a minimum of four times a week, especially in high traffic areas.

Spot cleaning - spillages & stain removal:

- Scoop up any solids with a spoon.
- Blot up as much of the spilled liquid as possible using a clean, white, absorbent cloth. Do NOT rub.
- For spot cleaning we only recommend our specialist "James Cleaning Products". Please see separate spec sheets. James offers a comprehensive range of products that work well with most household stains, see www.james.eu/en/ for helpful tips and advice on cleaning your carpets.
- James Cleaning Products can be bought from your recommended retailer or call the sales office on: 01548 436 401. Unsure which products to buy; try one of our James Cleaning Starter Kits.
- N.B. never use any cleaning products that contain bleach/peroxide.
- Before using any cleaning agent, it is recommended that a non-visible test area is done to ensure the cleaning agent does not harm the colour of the carpet.

Periodic cleaning:

- Over time, even with rigorous and regular vacuuming, your carpet may well have an accumulation of debris, deep in the pile, that requires a thorough clean. The Carpet & Rug Institute recommends that you have your carpets professionally cleaned every 12 to 18 months.
- We would always recommend the services of a professional carpet cleaning company to undertake the shampooing or steam cleaning work for you. Please see the Wool Safe website for your local professional carpet cleaning company: https://www.woolsafe.org/find-a-carpet-cleaner/