

care & maintenance guide



CARPET | TIMBER | BAMBOO | LAMINATE | LUXURY VINYL | TILES | RUGS

 **Choices**
Flooring
The floor you've been searching for

choicesflooring.com.au



Now that we've helped you find the floor you've been searching for, this easy to follow Care & Maintenance Guide will help ensure your new flooring keeps its stunning looks for many years to come. However if you're ever in doubt, we recommend you seek the advice of a professional flooring cleaner.

◀ **Genero Euro**
Design Featured: Stone Oak

▲ **Wentworth**
Colour Featured: Putty

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wool

There is nothing like the feeling of soft wool carpet under your feet. Wool not only looks great, but also acts as a natural insulator and can be a great statement piece in a room. However, it requires regular maintenance, so it is important you clean your wool carpet often to maintain that great look and feel we all love about wool.

Your wool carpet will retain its good looks and last longer if you follow our recommended care routine:

- **Dry vacuum regularly**

At least once a week and more often in high foot-traffic areas. This will remove free soil particles and surface litter, and prevents soil becoming embedded in the pile, causing accelerated wear by grinding at the base of the tufts.

Pay particular attention to the areas around doorways and skirtings which are often the first place for insects and moths to reside. Every few months vacuum under infrequently moved furniture.

- **Promptly attend to spills and stains**

Firstly, contain the stain – firmly blotting up any excess liquid spills and scraping up any solids. In the event of a very large stain, put a towel down and stand on it firmly to remove as much liquid as you can before applying any stain treatment. And a word of advice – NEVER rub wet wool carpet which can cause permanent damage to the pile.

- **Have a professional steam clean**

When necessary, have a professional steam clean by a reputable operator. This can remove entrapped soil particles and revive the appearance of your carpet. Do not be concerned about the wet cleaning process removing natural oil from your wool carpet – most of this was removed during manufacture as an oily carpet attracts dirt far more quickly.

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care & maintenance solution dyed nylon

Regular Maintenance

An appropriate, comprehensive Solution Dyed Nylon (SDN) cleaning program consists of five elements:

1. Soil Containment - containment of soil entering the building using mats at entrances.
2. Vacuuming - scheduled frequency for the removal of dry soil.
3. Spot and Spill Removal.
4. Interim Cleaning - Dry Cleaning - scheduled frequency appearance cleaning for all traffic areas.
5. Restorative Cleaning - scheduled frequency deep steam cleaning or hot water extraction to remove residues and trapped soils.

Spot and Stain Removal

Choices Flooring's premium SDN carpet yarns have excellent wear and anti-soiling characteristics. Spots and stains are inevitable but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.

Spot and Stain Removal Procedures

- Spills should be blotted up - dab,dab,dab, do not rub vigorously as this will spread the spill. Rinse with water immediately.
- Use cold water first - use hot water second - if the spill was hot, such as tea or coffee, it may require hot water to remove it.
- Always use cold water on blood spillages. Spotters should then be applied and flushed out thoroughly with water.

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care & maintenance nylon

Regular Vacuuming

Regular vacuuming will extend the life and enhance the appearance of your nylon carpet, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on your nylon carpet's fibre type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.

When vacuuming high pile or premium soft nylon carpets, look for the following features that will allow you to easily maintain your carpet:

- Adjustable Height Use the highest setting where appropriate.
- Efficient Airflow: Avoid vacuums with very concentrated or sealed suction.
- Large Wheels: Vacuum should glide easily across the carpet.

When vacuuming thick loop, casual frieze or long pile nylon carpets, you may need to completely disengage the beater bar and vacuum with suction only.

For all other nylon carpet constructions, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

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Cleaning Recommendations

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly and the entire house at least once a week
- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibres. Foot traffic drives these particles and dirt deep into the carpet. As such, we also recommend you get your nylon carpet professionally dry cleaned every 18 months
- The most-used areas— entrances, doorways, traffic lanes and in front of chairs—will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

Stain Removal

Most household spills can be easily removed using the steps below. **Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.** To start, identify your stain on the list below and follow these steps:

- First, use a spoon or dull knife to remove as much solid material as possible
- Always work from the outside of stain to the centre to prevent spreading, especially with large stains
- Blot up liquid spills with a white towel or paper towel

For best results, try to remove the remaining stain with warm water only. If the stain cannot be removed with warm water extraction or a clean, warm, wet cloth, then refer to the Floor First Aid cleaning tips on page 27.







care & maintenance polypropylene

REGULAR MAINTENANCE

1. Vacuum, vacuum, vacuum

Thorough vacuuming at least once a week, or more in heavy traffic areas, helps to remove dirt particles before they become embedded in the carpet pile. Begin the day your carpet is installed.

2. Treat spills straight away

3. Professional cleaning

A professional 'deep' or restorative cleaning treatment once every 12-18 months will do wonders to protect your carpet pile and enhance its beauty. Give your carpet the best possible care, and it will love you back for years to come.

Keep your carpet looking great with regular, thorough vacuuming. If an accident should happen it's important to remove any spills immediately. The following table shows you how to best treat any spots, stains or spills completely.

Cleansing Agent/Treatment Step:

1. Cold water
2. Detergent solution or Carpet Shampoo solution
3. Laundry detergent (non-biological)
4. Solvent - use only on dry carpet
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum or chocolate.
6. Vinegar solution (1/3 cup white vinegar with 2/3 cup water)
7. Warm water
8. Clear nail polish remover (preferably acetone) no lanolin
9. Alcohol, methylated spirits or mineral turpentine
10. Rust remover
11. Vacuum
12. Mineral turpentine
13. 1tsp laundry detergent (non-biological) in 250mls warm water
14. Clear household disinfectant

STAIN	Step 1	Step 2	Step 3
Alcohol	1	2	
Bleach	1	3	
Blood	1	2	
Butter	4	2	
Candle Wax	Absorbent Paper & Hot Iron		
Chewing Gum	5	4	
Chocolate	5	2	
Coffee	14	2	
Cola & Soft Drinks	1	2	
Cooking Oils	4	2	
Cream	2	4	
Egg	2		
Faeces	2	13	14
Floor Wax	4	2	
Fruit Juice	1	2	
Furniture Polish	4	2	
Gravy & Sauces	7	2	
Ink (Fountain Pen)	1	2	
Ink (Ballpoint)	4	9	2
Ink (Felt Tip)	7	2	8
Lipstick	4	2	
Milk	7	2	4
Mustard	2		
Nail Polish	8	4	
Oil & Grease	4	2	
Paint (Latex)	1	2	4
Paint (Oil)	12	4	2
Rust	4	10	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soot	11	4	2
Tar	4	9	4
Tea	1	2	4
Tomato Sauce	7	2	
Urine (fresh)	1	2	
Urine (old)	2	3	6
Vomit	2	13	
Wine	1	2	6

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care & maintenance triexta

There are various tools and techniques used in restorative cleaning of triexta carpet. Mohawk offers the following procedures to help you achieve the appearance level you desire.

HOT WATER EXTRACTION

1. Thorough Vacuuming

- a. To remove dry soil, meticulously vacuum using a commercial upright vacuum with a brush roller, making slow, deliberate passes in multiple directions

2. Soil Suspension

- a. Pre-spray the appropriate cleaning agent (Common waterborne spots and spills will release easily with a mild detergent. Oil-based soil may require a solvent).
- b. Agitate the cleaning agent throughout the soiled area with either a counter-rotating brush machine or low speed (175 rpm) rotary with a soft bristle brush or plain cotton pad

3. Wet Extraction Rinsing

- a. Thoroughly rinse the area with plain, hot water.
- b. Using dry strokes (vacuum suction only) with the wand will help to remove excess moisture. A good rule of thumb is 2 dry strokes for every 1 wet pass.
- c. Enhance drying time by using air movers allowing three to four hours drying time after last extraction before traffic is allowed on carpet

4. Finishing

- a. Grooming the cleaned carpet promotes drying by untangling tufts and improves the appearance by eliminating any matting or crushing

DRY EXTRACTION (Absorbent Compound)

1. Thorough Vacuuming and Pile Lifting

- a. Vacuum in multiple directions

2. Soil Suspension

- a. Apply the cleaning compound to the soiled area (may include a pre-mist, depending on the soiling)
- b. Agitate with a counter-rotating brush machine to work the cleaning compound throughout the carpet and absorb the soil

3. Dry Extraction

- a. Vacuum to remove the soil and dirty compound

Quick tips



- Equipment should not exceed 300 PSI (pounds per square inch)
- Use caution to avoid over-wetting
- If spots return – known as “wicking” – simply treat the area with a spot remover and paper towels to remove remaining residue



OUR EXCLUSIVE BRANDS:





care & maintenance timber

An engineered hardwood timber floor can transform any living space, so it is important to keep it looking its best. Follow this simple guide to assist in maintaining the natural beauty of your timber floors.

Everyday Cleaning

- Sweep or vacuum as often as necessary to remove any loose dirt or grit before it can scratch the floor.
- When a spill occurs, soak up the bulk liquid promptly.
- In areas of excessive foot traffic and wear, make use of runners or area rugs.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances. Do not use rubber-based furniture or mats as the rubber may leach into the floor.
- Slightly damp mop only – avoid excessive amounts of water. Steam mops must not be used.
- Proper care and maintenance can extend the life of your floor for many years. Over time, a re-coating may be desirable.

Restoration – Sanding and Re-coating

Some timber floors can be sanded and re-coated with a polyurethane or water-based coating to restore the appearance of the floor. We recommend that sanding and re-coating of any timber flooring should only ever be carried out by a professional flooring contractor.

Engineered Timber Veneer (<1mm veneer)

Not recommended for sanding and re-coating as the veneer is very thin, however the product can withstand a very light sanding for re-coating.

Engineered Timber (3-4mm veneer)

Engineered timber can be sanded and re-coated a maximum of 2-3 times.

OUR EXCLUSIVE BRANDS:





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EMBELTON
FLOORING

care & maintenance bamboo

Preventative Care Tips

- In areas of excessive traffic and wear, make use of runners or area rugs.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at exterior entrances. Avoid rubber-based furniture or mats as the rubber may leach into the floor.
- Maintain relative humidity levels between 30% and 70% (see further information below).
- Use a dolly for moving furniture and appliances, try not to slide or roll across the floor.
- Keep animal nails trimmed to prevent excess scratching.

Regular Maintenance Tips

- Sweep or vacuum as often as necessary to remove any loose dirt or grit as it may scratch the floor.
- When a spill occurs, soak up the bulk liquid promptly.
- Use a slightly damp mop only – avoid excessive amounts of water. Steam mops are not advised.
- Oil soaps, wax, ammonia, or other household products may affect your coating and should be avoided.

Recoating your Bamboo Floor

- To repair scratches, try Gilly Stephenson's Scratch Cover, or even lightly applied nail polish.
- Bamboo can be re-coated after a number of years to restore its original finish, although please note that re-sanding is not encouraged.

Maintaining Relative Humidity in the Internal Environment:

To prevent shrinkage in bamboo floors during hot weather, which can affect the floor's visual appearance, consider the useful tips below to help maintain relative humidity between 30-70%:

1. Use an atomiser (mist spray) at regular intervals during the day.
2. Fill a vase or sink with water when leaving your home for an extended period of time.
3. Keep blinds and curtains closed where possible.

OUR EXCLUSIVE BRAND:





brought to you by:

Premium
FLOORS AUSTRALIA

care & maintenance lamininate

Lamininate flooring is incredibly resistant to day to day wear and tear and is both easy and cost efficient to maintain properly. The following maintenance guidelines will help to ensure that your lamininate flooring always looks its very best.

Preventative Care Tips

- When moving heavy furniture or items back into position after the installation has been completed, use rigid protective sheets on the surface of your floor and avoid sliding or dragging furniture or appliances into place.
- Placing colourfast, dirt-trapping mats at all external entrances will help to keep dirt and grit off your floor as well as absorbing any excess moisture.
- Install curtains that will protect your floor from strong sunlight. Lamininate flooring can become discoloured when exposed to daily sunlight. Use sheer drapes, curtains or blinds to limit direct sunlight on your lamininate floor.
- Use high density felt floor protectors on the underside of all moving furniture or furniture that may be moved from time to time to help prevent premature wear and scratches.
- Use protective clear vinyl chair mats in any area that is exposed to castor wheel traffic like a study or office. This will help to protect the surface of the floor against premature wear.

Regular Maintenance Tips

- Vacuum (bristles down) or sweep your floor regularly to remove grit or objects that may scratch the surface of your floor, use a dust mop or wipe with a damp cloth.
- Always use a damp mop only, ring out all excess water.
- Any spills should be wiped off the surface of the floor as soon as they occur.
- Do not use abrasive cleaners, steel wool, or scouring powder on your floor and never wax or polish your floor. Never use a steam mop on your floor.

Cleaning Kit

We recommend using the Quick-Step® Cleaning Kit on your lamininate flooring.

Practical and easy to use, it comes with an adjustable handle mop holder, a micro fibre mop you can wash and the Quick-Step® cleaning product. You can use the mop dry or slightly moist.

Also available individually:

- Quick-Step® Cleaning mop (QSRMC)
- Quick-Step® Cleaning product 750 ml (QSM750)
- Quick-Step® Repair Kit (QSRepair)

Recreate the colour of damaged planks quickly and easily with seven wax pieces selected to cover all Quick-Step® floor designs. The kit contains: One melting knife, one cleaning comb, seven wax blocks.

OUR EXCLUSIVE BRANDS:

 plantino
lamininate

 plantino
lamininate
deluxe





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luxury vinyl

Luxury Vinyl flooring is hardwearing and easy to clean and look after. As with any flooring in the home it will need care and maintenance.

Everyday Cleaning

Use a soft broom or a vacuum (with the brushes in the head lowered) for everyday care.

1. With a soft sweeping brush, or suitable vacuum, remove all loose dirt and dust.
2. Add 50ml of approved cleaner for luxury vinyl floor coverings from your local supermarket or Choices Flooring store to approximately 8-10 litres of warm or cold clean water.
3. Mop the solution onto the whole floor, removing any excess liquid and then allow to dry with plenty of ventilation.

The Occasional Refresh

After time you may want to treat your floor to some extra care. We recommend that every six to twelve months (depending on the amount of foot traffic in your home) you strip and re-seal your floor to remove any stubborn scuffs and further enhance its looks and durability.

1. With a soft sweeping brush, or suitable vacuum, remove all loose dirt and dust.
2. Use any proprietary brand of vinyl floor stripper from your local supermarket or Choices Flooring store (diluted as instructed) with a mop to remove all grease and ingrained dirt.
3. Remove the residue with a clean household mop, rinsing the floor thoroughly with fresh, clean, warm or cold water. Allow to dry with plenty of ventilation.
4. Apply 2 thin coats of any proprietary brand of luxury vinyl floor sealer allowing each coat to be fully dry before the next coat is applied.

OUR EXCLUSIVE BRANDS:

GENERO
design

GENERO
design platinum

GENERO
euro

GENERO
looselay

GENERO
titan





▲ **Eclipse White – Matt**
White Tile - Ceramic
300mm x 600mm
Colour Featured: White

Eclipse Zenith – Sardinia ▶
Tile - Porcelain
300mm x 600mm
Colour Featured: Grigio

Eclipse Zenith – Yura ▶
Tile - Porcelain
300mm x 600mm
Colour Featured: Lead Grey

brought to you by:

care & maintenance tiles

The sooner the cleaning is carried out, the easier the stain can be removed.

Locations which are permanently wet (e.g. swimming pools, showers etc.) may attract a build-up of oils & soap residue.

To remove this, a more acidic cleaning agent used regularly is preferable because alkaline cleaners can react with oils to make surfaces slippery. A plastic scouring pad is the most useful device for this type of cleaning.

Steel wool pads should not be used as they leave steel particles, which may later rust leaving brown stains. They can also scratch the surface of the tiles.

Detergents build up with prolonged use if not properly rinsed. This build up of detergent will hold in dirt, and make the tile look dirty, and the surface slippery.

Tile grout whether it is in the kitchen, bathroom or elsewhere is vulnerable to problems if not kept clean. Bathroom tile grout can get mildewed and mouldy. In the kitchen tile grout is susceptible to food stains and dirt and grim is tracked onto floor grout.

Combat Everyday Dirt

Daily wipe, mop or sponge tile grout with water to remove surface debris, dirt and soap film.

Advance Cleaning for any Grout Colour

To treat heavy mildew, mold, grime, dirt and stains you can make cleaning solutions from common household products like baking soda and hydrogen peroxide.

You can create a paste from baking soda and water. Spread the paste over tile grout and leave it for a couple of minutes. Rinse with water and dry with paper towels.

Mix half hydrogen peroxide with half water in a spray bottle. Spray the solution on the grout. Let it stay on the ceramic tile grout for 15 minutes. Wipe it off with water and dry. For stubborn stains add baking soda to the hydrogen peroxide mixture wait until bubbling stops, apply cleaner and then gently scrub the grout with a brush.

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Basic Rules & Recommendations



Rule 1:

Try cleaning a small inconspicuous area first.

Rule 2:

Rinse off the cleaning agent well with clean water.

Rule 3:

Avoid high concentration of cleaners for prolonged periods of time.





brought to you by:

Bayliss

care & maintenance

rugs

Now that you've found the rug you've been searching for, these tips will help ensure it lasts for many years to come.

1. Rotation

To encourage even wear, we recommend you rotate your rug once a year.

2. Vacuuming

To keep your rug clean, regularly vacuum your rug using a low-powered vacuum cleaner. If fibre ends appear on the surface, don't pull them, simply use scissors to trim the fibres evenly in-line with your rug surface.

3. Attend to stains immediately

When attending to stains it is important you do not rub the stained area, as this will only penetrate the stain deeper into the fibres. Instead use a blotting motion and follow the cleaning instructions provided by your rug manufacturer. If you are unable to remove the stain, contact a professional rug cleaning specialist.

4. Professional cleaning

To maintain your rug's stunning looks, we recommend you get it cleaned by a professional rug cleaning specialist every 3 - 5 years.





Floor *first aid*

Handy hints to ensure that your carpet always looks and feels its best.

EASY STAIN REMOVAL GUIDE

Beer	B Cooking Oil	C Fruit Juice	A Hair Oil	C Lipstick	C Milk	B Pet Food	A Starch	B Varnish	C
Blood	B Crayon	C Furniture Polish	C Hair Spray	C Lollies	B Mixed Drinks/Liquers	A Rust	D Tea	C Vaseline	C
Butter	C Dye	C Glue (hobby)	I Hand Lotion	C Machine Oil	C Mud	B Shoe Polish (liquid)	H Texta	C Vomit	B
Cheese	B Earth/Dirt	B Glue (household)	C Ice Cream	B Makeup	C Nail Polish	I Shoe Polish (paste)	C Tomato Sauce	A Wax (candle)	G A
Chewing Gum	G Egg	B Grease (car)	B Lard	C Mascara	C Paint (latex)	C Soft Drinks	A Toothpaste	A Wax (paste)	C
Chocolate	A Excrement	B Grease (food)	C Linseed Oil	C Mayonnaise	C Paint (oil-based)	H Solder (liquid)	F Urine (dry or wet)	E Wine (red or white)	A

Removal Method A

- Blot water over the area
- Blot a small amount of detergent over the area
- Continue to blot

Removal Method D

- Blot a small amount of detergent over the area
 - Blot some white vinegar over the area
 - Blot a small amount of detergent over the area
 - Blot water over the area • Continue to blot
- Note:** If any stains remain, try method I

Removal Method G

- Freeze ice cube over area
- Shatter ice cube and area with blunt object
- Vacuum up the chips
- Apply a small amount of dry cleaning solvent over the area
- Wait several minutes • Blot area • Repeat if necessary

Removal Method B

- Blot a small amount of detergent over the area
 - Blot a small amount of ammonia over the area. You must pre-test a small inconspicuous area of carpet to ensure against damage and possible colour change
 - Blot a small amount of detergent over the area
 - Blot water over the area
 - Continue to blot
- Note:** For blood, ingredients must be cold

Removal Method E

- Blot a small amount of detergent over the area
- Blot a small amount of ammonia over the area
- Blot some white vinegar over the area
- Blot a small amount of detergent over the area
- Blot water over the area
- Continue to blot

Removal Method H

- Blot a small amount of Methylated Spirits over the area
 - Repeat if necessary
- Note:** Pre-test on any off-cuts or in an inconspicuous place, as you would with all solutions.

Removal Method C

- Blot a small amount of dry cleaning solvent over the area
- Blot a small amount of detergent over the area
- Blot water over the area
- Continue to blot

Removal Method F

Seek help from a professional carpet cleaner. To find your closest professional carpet cleaner contact the National Upholstery & Carpet Cleaners Association on 1800 621 872 or visit www.nuccra.asn.au

Removal Method I

- Apply nail polish remover (non-oily) with cotton buds over the area
- Remove nail polish remover and stain by blotting area with a plain paper towel
- Repeat steps if necessary



Care & Maintenance advice included in this brochure was correct at the time of printing (September 2016) and is to be used as a guide only. No liability will be held by Choices Flooring, their manufacturers, stores, or associates for any damage to your flooring.



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