artisan
CARPET

Southern Lakes

Care & Maintenance

Thank you for purchasing a high quality product from Artisan Carpets. Your carpet has been produced with the utmost care and attention. However, to keep your carpet looking and feeling good for as long as possible, regular maintenance is necessary. Please note that this document offers advice only; you remain responsible for executing the correct method of maintenance and cleaning for your carpet

Daily Maintenance

Vacuuming

To ensure your carpet will last as long as possible it is essential that you vacuum your carpet on a weekly basis from the moment of purchase. A brush head on your vacuum will remove dust and dirt better than the regular head on you vacuum. This brush head will also brush up the carpet, which keeps your carpet looking fresh, soft and new.

Stain removal

Stains should always be treated immediately to ensure the best chance of getting the stain removed completely. Here are a few tips on how to treat your stains:

Step 1:   Immediately soak a bath towel in cold tap water; squeeze out any excess water and place the towel on the spot of the stain. Leave the towel in this spot, without peeking underneath, until the towel is completely dry. Never rub or dab on a stain, by doing so you could harm the texture of the carpet. Never use any soap!

Step 2:   If there are still stains visible after you have treated the stain as described in step 1, follow the steps on the 'Capture' cleaning product or on the Capture website at http://www.captureclean.com products do not cause any damage to the carpet if instructions are adhered to.
These are available from Artisan Collective

Before using other cleaning products please ensure the following criteria is met.

- To be used on carpets;
- PH Neutral (6-8)
- Does not contain any soap

Ongoing Maintenance

To ensure your carpet lasts for years and years, we advise you to get your carpet professionally cleaned once every year. Do make sure there is no soap residue being used during the cleaning process.