

## Spot Treatment Guide

	Order of Treatment		
	Step 1	Step 2	Step 3
Alcoholic beverages	1	2	-
Bleach	1	3	6
Blood	1	2	-
Butter	4	2	-
Candle wax*	-	-	-
Chewing gum	5	4	-
Chocolate	2	3	6
Coffee	1	2	4
Cooking oils	4	2	-
Cream	2	4	-
Egg	2	-	-
Floor wax	4	2	-
Fruit juice	1	2	-
Furniture polish	4	2	3 + 6
Ink (fountain pen)	1	2	-
Ink (ball-point)	4	9	2
Ink (felt tip)	7	2	8
Ketchup	7	2	-
Lipstick	4	2	-
Milk	7	4	2
Mustard	2	-	-
Nail polish	8	4	-
Oil and grease	4	2	-
Paint (latex)	1	2	4
Paint (oil)	9	4	2
Rust	4	2	10
Salad dressing	2	4	-
Sauces	7	2	-
Shoe polish	4	2	-
Soot	4	2	3
Tea	1	2	4
Urine (fresh)	1	2	-
Urine (old)	2	3	6
Vomit	2	-	-
Wine	11	1	2
Unknown material	4	12	2

\*Absorbent paper and hot iron

### Type of Treatment

1. Cold water
2. Carpet shampoo solution. Use approved carpet shampoo as directed. Rinse with clean water
3. Ammonia solution
4. Dry cleaning solvent
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum
6. White vinegar solution
7. Warm water
8. Clear nail polish remover (preferably acetone)
9. Alcohol or mineral turpentine
10. Rust remover
11. Absorbent powder (e.g. salt, talc or absorbent powder)
12. Absorbent cleaner



## Maintenance: Silk Carpets

For best results and maximum longevity, silk carpets should be vacuumed frequently to remove the dust and dirt particles that may cause damage. Be sure to vacuum both the high and low pile areas carefully. Avoid vacuum cleaners with beater bars or rotating brushes when vacuuming silk carpets as they may harm delicate fibres.

When vacuuming, ensure that the machine's nozzle has no cracks or sharp edges, as this can also damage the carpet. Vacuuming should be performed at least twice a week to protect and maintain the carpet, more frequently during periods of high foot traffic.

After vacuuming, gently rake the carpet with a hand rake to lift and restore fibres to their original shape and condition.

## Maintenance: Wool Carpets

For best results and maximum longevity, wool carpets should be vacuumed frequently to remove the dust and dirt particles that may cause damage. Cut pile wool products are best maintained using an upright vacuum cleaner with a driven brush or beater bar. A suction-only vacuum is preferable for wool loop pile carpets, carpets with a blend of cut and loop, or carpets with various pile heights. Ensure that the machine's nozzle has no cracks or sharp edges as this may harm the tufts or loops.

Vacuuming should be performed at least twice a week, more frequently during periods of high foot traffic. Long pile carpets should be gently raked after vacuuming to lift and restore the carpet fibres to their original shape and condition.

## Your Tai Ping Carpet

Tai Ping's expert artisans work with the finest fibres to handcraft your carpet. Appropriate care and maintenance will ensure its lasting beauty.

## Spot Cleaning

For best results, spots, stains and spills should be addressed immediately. Consult the Spot Treatment Guide for advice regarding the removal of specific products and materials, and do not use cleaning products that do not appear on this list. If in doubt, please consult a professional cleaning company.

To spot clean your carpet, use clean, white, non-scratch, 100% cotton toweling to avoid damage to the carpet fibres. First, remove any solid matter from the spill. Absorb as much of the stain as possible by blotting it with the cloth before attempting to remove the stain with the cleaning agent listed. Apply the stain removal liquid to a clean cloth-do not apply it directly to the carpet. Begin at the outer edge of the stain, gradually working towards the centre. Always use a gentle blotting action; do not rub the pile surface of your carpet. When the stain has been removed, rinse the area by applying water from a clean cloth to the pile surface using the same blotting action.

Use a stiff brush, small carpet rake or other suitable implement to gently raise the pile before allowing it to dry naturally.

Periodic professional cleaning will help to maintain the carpet's appearance and extend its life.

## Fluffing or Shedding

Carpets manufactured using the best quality yarns often shed short fibres, especially when they are new. The level of shedding will diminish with vacuuming and normal foot traffic.

## Sprouting

Occasionally, stray fibres may become trapped in a carpet during the manufacturing process, only to be released later during vacuuming or normal wear. Tufts may appear, extending above the normal level of the pile surface of your carpet. Do not pull tufts out; rather, simply trim them level with a pair of sharp scissors.

## Shading

Shading can occur in any cut pile carpet. It is caused by the different effects of light playing off the length of fibres versus their cut ends. Shading is usually caused by foot traffic or vacuuming, which realigns the directions of the pile. Shading can be addressed by simply rearranging the fibres, and does not indicate wear or a fault in manufacturing.

## Note

This expert advice is offered in good faith, however, Tai Ping can not accept responsibility for claims arising from the proposed treatments. If stains fail to respond to the treatments listed here, please call a professional cleaner immediately. Thank you.