

PFLERGE 1/2019

Pflege- und Reinigungshinweise  
Tips on care and cleaning  
Tips voor onderhoud en reiniging  
Consignes d'entretien et de nettoyage



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## Dear Customer,

### You have made an excellent choice.

We are delighted that you have selected this high quality tretford product. To help you preserve the outstanding serviceability and optic appeal of your tretford carpeting over the long term, we have compiled some advice on its proper handling, care and cleaning.

The surface material of tretford **INTERLAND** and **EVER** carpeting is a blend of ca. 80% goat hair and 20% virgin wool. tretford's **INTERLIFE** carpeting and carpet floorboards are produced with c. 70% cashmere goat hair and 30% polyamide.

But even a hardwearing carpet such as tretford INTERLAND requires the right kind of care and cleaning to preserve its value and ensure optimal performance.

Natural fibers can become infested with pests such as moths or other bugs. To prevent this, we treat our carpets with a mothproofing agent (Permethrin). This does not apply to tretford Ever. Permethrin is a biocide that meets all the requirements outlined in Regulation (EU) No. 528/2012 on mothproofed products. Should you nevertheless notice pest infestation, we recommend very thorough vacuuming and reapplication of a mothproofing agent (for example, Tapi-ContraMott by Jeikner).

Natural fibers offer many benefits while fostering a healthful indoor climate. Special materials, however, may also need special treatment. The first prerequisite for optimum care and maintenance is appropriate and professional installation (see tretford installation guidelines for continuous carpeting or for carpet tiles and floorboards).

### Choosing the color

Already the color of your carpeting will determine how much effort needs to be put into its maintenance and cleaning schedule. Bear in mind that light colors require more attention as far as daily cleaning is concerned than darker colors, which are able to conceal stains more easily.

## Prevent soiling

Measures that are put in place at the entrance of a building or home to prevent dirt and moisture from being tracked inside will increase your carpeting's longevity while also reducing the required cleaning intervals and measures. There are various so-called "dirt trapping zone" options to choose from – from special carpeting materials to door-mat systems with brushes and rubber inserts.

## It's a matter of planning

A cleaning schedule for commercial properties is indispensable to safeguard the carpet's lifespan and thus also to hold down costs. A cleaning schedule covers low, medium and high foot traffic areas. High-traffic areas (entrance, for example) require more attention during cleaning than low-traffic areas. A special focus should be on transition zones where hard surfaces meet with textile surfaces. The danger of carpet soiling is elevated here. Your tretford dealer/professional carpet cleaner will help you analyze your specific needs and help you set up an effective cleaning schedule.

## Always keep in mind

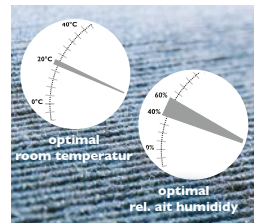
Goat hair demonstrates hygroscopic behavior; in other words, it stores moisture and releases it as needed.

tretford carpeting thus plays a big role in ensuring a balanced and healthful indoor climate. For human beings the optimal indoor climate entails a relative humidity of ca. 40-60% and a temperature of 20°C. Observing the recommended indoor conditions also benefits your tretford carpet because goat hair – like all natural fibers – has inherent moisture that is preserved in this climate.

Pay special attention to adequate humidity during the heating period. Humidifiers should be used if needed.

An optimal indoor climate lets your highly durable, easy-care tretford carpet develop the anti-static, dust-bonding, climate-regulating characteristics that boost its lifespan and benefit your health.

It is necessary to provide shade that blocks out UV radiation in rooms that are exposed to constant strong sunlight.



tretford carpeting has good elasticity and resilience. Address any pressure marks left by heavy furniture and the like by moistening the spot with water.

Ensure that residues from care and cleaning agents (wax, oils, soaps, neutral cleaners etc) connected to the cleaning of abutting ceramic tiles, wood, PVC or linoleum are not tracked onto your tretford carpet. Such residues can damage carpet fibers or cause them to stick together.

### Basic care/Cleaning schedule

We want you to be able to enjoy our tretford carpets for a long time. Please observe the following tips and recommendations because your carpet's durability and appearance depends on proper care and maintenance. The better you tend to your tretford carpet, the less often it will require elaborate cleaning measures. A carpet gets trampled on day for day. Particles of dirt are carried into the building on footwear. The primary objective of basic care – apart from watching for spots and removing them promptly – is daily cleaning to remove dust and dirt, thus preventing it from sinking deeper into the pile. Basic care must be carried out daily. It is a decisive factor in determining the intervals at which intensive cleaning must take place.

For the basic care and maintenance of your tretford carpet, we recommend a vacuum cleaner with soft brush action (for example, Lux Powerprof or Sebo XP Automatik) or a high performance vacuum cleaner with a smooth floor nozzle. Ensure the rooms have sufficient relative humidity (40-60%). In rooms with inadequate humidity, the goat hair can become brittle and break off during vacuuming.

### Spot removal

tretford is easy-care. Goat hair is naturally dirt-repellent and spot removal is successful in most cases. Please note that spots must be tended to as soon as possible. The sooner the spot is treated, the greater the chance it can be removed completely. Treat spots IMMEDIATELY. When treating spills always use a clean, white cotton cloth or paper towels. Please use the following procedure to treat spills: Dab (do not rub!) the fluid with an absorbent cloth or paper towel. Any soiling (even between the carpet ribs)

that has not yet been absorbed by the carpet should be removed with the back of a knife or with a spoon. Subsequently, the spot should be moistened with a small amount of lukewarm water or carbonated mineral water and then dabbed dry – working from the outside to the inside – with a clean cloth. Do not soak the spot since this can cause the soiling to seep deeper into the pile material. Repeat this process, several times if necessary, until the spot has completely disappeared. Attention: Use only clear water, or preferably even carbonated mineral water. Do not use dish liquid or laundry detergent since rests will remain in the carpet pile and this will tend to attract dirt.

If the above-mentioned methods do not work, we recommend the use of a suitable spot removal agent. Please use only a cleaning agent suitable for natural fibers and follow the directions of the manufacturer. Do, however, take some precautions beforehand: Test the cleaning agent on a part of the carpet that is not immediately visible, or test it on a leftover piece of carpet, to make sure that the cleaning agent/spot remover doesn't stain the carpet.

tretford has good experiences with TAPI-GOLD or TAPICLEAR "U" by Jeikner.

### SOS guide for spot removal

We have compiled a quick guide on how to treat some of the most problematic spots.

#### Coffee, tea, coca cola

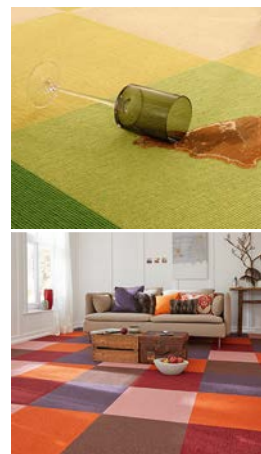
Use an absorbent cloth to remove as much liquid as possible (also between the ribs). Dilute the spot with some carbonated mineral water (be careful not to expand the spot!). Once again remove the liquid with a cloth.

#### Chewing gum

Freeze spot using ice spray. Gently crumble gum apart and vacuum.

#### Candle wax

Place an absorbent cloth on the wax and heat with a hair dryer. Also press the back of a knife between the carpet ribs if necessary. Continue applying hot air. Keep blotting off the wax until it has been removed completely.



### Red wine

Soak up liquid using absorbent paper towels. Dilute stain with carbonated mineral water and again dab stain with paper towels.

### Chocolate

Allow chocolate to dry before using the back of a knife – or spoon – to gently scratch chocolate off rug.

For the worst kinds of marks – deep burn marks, for example – there is no remedy. In this case, the damaged area must be punched out and filled with a matching piece crafted from carpet rests. It is thus generally advisable to keep carpet rests for such repairs. Thanks to its special structure and cut resistance, it is easy to “retouch” tretford INTERLAND carpeting in this way.

### Thorough cleaning

Depending on how heavily it is used, and how dirty it has become, thorough cleaning measures becomes necessary about every 4 to 5 years (1x yearly for commercial carpeting). We highly recommend that the entire carpet – rather than just sections of it – is thoroughly cleaned to avoid optical variations. Prior to cleaning, the carpet should be vacuumed and, as far as necessary, freed of course dirt. After the cleaning treatment the carpet should be vacuumed once again.

The most thorough method to clean the entire surface of a soiled carpet is by spray extraction. This type of cleaning uses clear water sprayed with high pressure onto the carpet surface. The contaminated water is subsequently suctioned off by a vacuum system. Consider consulting a specialist who can elaborate this for you.

Please note that it is not possible to use the spray extraction cleaning method in some cases. Do not use spray extraction cleaning when

- tretford carpeting was installed with carpet tack strips in conjunction with watersensitive padding (felt)
- the subfloor is moisture-sensitive.
- tretford was installed using a water-sensitive adhesive.

Spray extraction is not recommended for tretford carpet floorboards or carpet tiles.

The carpet must not be walked on for ca. 24 hours or until it has dried completely. Adequate ventilation is necessary for the carpet to dry properly. Do not clean your carpet with industrial floor cleaning machines that use scrubbing brushes. If your tretford carpet was loose-laid, installed with adhesive web or carpet tack strips a good option is TAPIGOLD, a special carpet shampoo by Jeikner ([www.jeikner.de](http://www.jeikner.de)) or products by RZ ([www.rz-systeme.de](http://www.rz-systeme.de)) and CC Dr-Schutz ([www.dr-schutz.com](http://www.dr-schutz.com)). These products are also a good cleaning alternative for carpets whose fibers are stuck together. The cleansing foam has very little moisture and goes easy on the fibers when massaged into the carpet. As it dries, the foam turns into fine crystalline dust that can easily be removed by vacuum cleaner.

This information is intended to advise you to the best of our knowledge, which is based on tests that we conducted as well as on practical experience. We cannot assume liability in case your tretford carpeting is damaged as a result of non-compliance with this general information.

Should you have any technical questions regarding carpet maintenance, cleaning – or installing – please feel free to call us.

We are confident that you will be able to take pleasure in your tretford carpeting for a long time if you observe the provided advice on its care and cleaning.

