

## QUEST FOR THE BEST IN CARPET CARE & MAINTENANCE

To keep your carpet looking and feeling its best there are three important things you must do.

**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. You cannot over vacuum. Begin the day your carpet is installed.

**2: Treat spills straight away.** Keep this brochure handy so you can refer to our Spot Removal and Treatment Guide to correctly treat any spills.

**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.



FOR THE BEST IN CARPET

**QUEST CARPET**  
43-55 Mark Anthony Drive, Dandenong South, Vic. 3175  
Ph: 1800 337 404 Email: [customerservice@questcarpet.com.au](mailto:customerservice@questcarpet.com.au)  
[www.questcarpet.com.au](http://www.questcarpet.com.au)

CARPET CARE &  
MAINTENANCE GUIDE



# BASIC STEPS

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



**STEP 1 SCOOP** – Before commencing treatment first scoop up and dispose of any solids.



**STEP 2 BLOT** – Secondly, blot up as much of the spill as possible, using a clean white towel, rag or paper towel.



**STEP 3 TREAT** – Refer to the **SPOT REMOVAL GUIDE** to determine the correct treatment. Follow the steps listed on the **TREATMENT GUIDE**. Ensure you apply the recommended treatments onto a clean towel or rag. **Do not place treatments directly on your carpet.**



**STEP 4 RINSE** – Once you have completed treatment, rinse the spot using cold or lukewarm water.



**STEP 5 DRY** – Blot (never rub)the rinsed area with a clean dry towel, rag or paper towel, or use a cold air fan to dry completely.

# TREATMENT GUIDE

- 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 Laundry detergent (non-biological) 1tsp in 250mls warm water
- 14 Clear household disinfectant

# SPOT REMOVAL GUIDE

SPOT	TREATMENT STEPS			SPOT	TREATMENT STEPS		
	1	2	3		1	2	3
Alcoholic Beverages	1	2		Lipstick	4	2	
Bleach	1	3		Milk	7	2	4
Blood	1	2		Mustard	2		
Butter	4	2		Nail Polish	8	4	
Candle Wax	Absorbent Paper & Hot Iron			Oil and Grease	4	2	
Chewing Gum	5	4		Paint (Latex)	1	2	4
Chocolate	5	2		Paint (Oil)	12	4	2
Coffee	14	2		Rust	4	10	
Colas & Soft Drinks	1	2		Salad Dressing	2	4	
Cooking Oils	4	2		Shoe Polish	4	2	
Cream	2	4		Soot	11	4	2
Egg	2			Tar	4	9	4
Faeces	2	13	14	Tea	1	2	4
Floor Wax	4	2		Tomato Sauce	7	2	
Fruit Juice	1	2		Urine (Fresh)	1	2	
Furniture Polish	4	2		Urine (Old)	2	3	6
Gravy and Sauces	7	2		Vomit	2	13	
Ink (Fountain Pen)	1	2		Wine	1	2	6
Ink (Ball Point)	4	9	2	Unknown Material	4	2	3
Ink (Felt Tip)	7	2	8				