



**Choices**  
Flooring

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*care & maintenance*

GUIDE







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# care & maintenance

## GUIDE

Now that we've helped you find the floor you've been searching for, we want to ensure your new flooring keeps its stunning looks for many years to come.

So we've put together this easy to follow Care & Maintenance Guide, as well as the Floor First Aid (below) as a quick reference for carpet spills and stains. However, if you're ever in doubt, we recommend you seek the advice of a professional flooring cleaner.



### CARPET FIRST AID - EASY STAIN REMOVAL GUIDE

Beer	<b>B</b>	Earth/Dirt	<b>B</b>	Hair Oil	<b>C</b>	Makeup	<b>C</b>	Pet Food	<b>A</b>	Tomato Sauce	<b>A</b>
Blood	<b>B</b>	Egg	<b>B</b>	Hair Spray	<b>C</b>	Mascara	<b>C</b>	Rust	<b>D</b> <b>I</b>	Toothpaste	<b>A</b>
Butter	<b>C</b>	Excrement	<b>B</b>	Hand Lotion	<b>C</b>	Mayonnaise	<b>C</b>	Shoe Polish (liquid)	<b>H</b>	Urine (wet or dry)	<b>E</b>
Cheese	<b>B</b>	Fruit Juice	<b>A</b>	Ice Cream	<b>B</b>	Milk	<b>B</b>	Shoe Polish (paste)	<b>C</b>	Varnish	<b>C</b>
Chewing Gum	<b>G</b>	Furniture Polish	<b>C</b>	Lard	<b>C</b>	Mixed Drinks/ Liqueurs	<b>A</b>	Soft Drinks	<b>A</b>	Vaseline	<b>C</b>
Chocolate	<b>A</b>	Glue (hobby)	<b>I</b>	Linseed Oil	<b>C</b>	Mud	<b>B</b>	Solder (liquid)	<b>F</b>	Vomit	<b>B</b>
Cooking Oil	<b>C</b>	Glue (household)	<b>C</b>	Lipstick	<b>C</b>	Nail Polish	<b>I</b>	Starch	<b>B</b>	Wax (candle)	<b>G</b> <b>A</b>
Crayon	<b>C</b>	Grease (car)	<b>B</b>	Lollies	<b>B</b>	Paint (latex)	<b>C</b>	Tea	<b>C</b>	Wax (paste)	<b>C</b>
Dye	<b>C</b>	Grease (food)	<b>C</b>	Machine Oil	<b>C</b>	Paint (oil-based)	<b>H</b>	Texta/Vivid	<b>C</b>	Wine (red or white)	<b>A</b>
<b>Removal Method A</b>			<b>Removal Method D</b>				<b>Removal Method G</b>				
<ul style="list-style-type: none"> <li>Blot water over the area</li> <li>Blot a small amount of detergent over the area</li> <li>Continue to blot</li> </ul>			<ul style="list-style-type: none"> <li>Blot a small amount of detergent over the area</li> <li>Blot some white vinegar over the area</li> <li>Blot a small amount of detergent over the area</li> <li>Blot water over the area</li> <li>Continue to blot</li> </ul> <p><i>Note: If any stains remain, try method I</i></p>				<ul style="list-style-type: none"> <li>Freeze ice cube over area</li> <li>Shatter ice cube and area with blunt object</li> <li>Vacuum up the chips</li> <li>Apply a small amount of dry cleaning solvent over the area</li> <li>Wait several minutes</li> <li>Blot area</li> <li>Repeat if necessary</li> </ul>				
<b>Removal Method B</b>			<b>Removal Method E</b>				<b>Removal Method H</b>				
<ul style="list-style-type: none"> <li>Blot a small amount of detergent over the area</li> <li>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</li> <li>Blot a small amount of detergent over the area</li> <li>Blot water over the area</li> <li>Continue to blot</li> </ul> <p><i>Note: For blood, ingredients must be cold</i></p>			<ul style="list-style-type: none"> <li>Blot a small amount of detergent over the area</li> <li>Blot a small amount of ammonia over the area</li> <li>Blot some white vinegar over the area</li> <li>Blot a small amount of detergent over the area</li> <li>Blot water over the area</li> <li>Continue to blot</li> </ul>				<ul style="list-style-type: none"> <li>Blot a small amount of Methylated Spirits over the area</li> <li>Repeat if necessary</li> </ul> <p><i>Note: Pre-test on any off-cuts or in an inconspicuous place, as you would with all solutions.</i></p>				
<b>Removal Method C</b>			<b>Removal Method F</b>				<b>Removal Method I</b>				
<ul style="list-style-type: none"> <li>Blot a small amount of dry cleaning solvent over the area</li> <li>Blot a small amount of detergent over the area</li> <li>Blot water over the area</li> </ul>			Seek help from a professional carpet cleaner				<ul style="list-style-type: none"> <li>Apply nail polish remover (non-oily) with cotton buds over the area</li> <li>Remove nail polish remover and stain by blotting area with a plain paper towel</li> </ul>				







# WOOL CARPET



## VACUUMING YOUR WOOL CARPET

There are two types of vacuum cleaners: plain suction and beater bar. For wool carpets use a suction vacuum or a beater bar on the lightest setting.

The use of rotating brush vacuums on loop pile carpet may cause damage to the pile if the setting is too low, the vacuums beater bar or brushes can damage the carpets surface, causing it to look worn and frayed. Only use manually adjustable beater bars at the lightest setting.

Also, to ensure your vacuum does not lose suction you should empty the vacuum cleaner dust bag once it is half full. Check at least monthly whether the dust filter should be cleaned, or vacuum cleaner bag should be replaced. During the first few months you should preferably check this weekly.

The following vacuum cleaner features are recommended for luxuriously thick or heavy-duty soft pile carpets to help maintain your investment:

*Adjustable Height* - always use the lightest setting where appropriate.

*Adjustable Suction* - use a suction level which allows the vacuum head to glide while lifting foreign matter from the carpet.

Vacuuming new wool carpets sometimes results in slight piling. This is temporary and in no way detracts from your carpet's quality and durability. A good vacuum removes any trace of piling. With a new carpet especially during the first few months, vacuum cleaning causes lint formation. This does not damage your carpet- only a fraction of the total pile weight is concerned.



## 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 as it can cause permanent damage to the pile.



## PROFESSIONALLY STEAM CLEAN

A professional steam clean should be undertaken by a reputable operator in accordance with the Manufacturers Warranties. 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.



## OTHER CARPET



### DRY VACUUM REGULARLY

As often as necessary, but at least once a week, especially in high traffic areas.

This will remove free soil particles and surface litter and prevents soil becoming embedded in the carpet.

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

Spills should be blotted up by dabbing, do not vigorously rub as this will spread the stain and may cause fuzzing of the area.

It is best to work from the outside of the stain towards the middle as this will avoid further spreading.

Most importantly, rinse the cleaned area with cold water as soon as possible.



### PROFESSIONALLY STEAM CLEAN

It is worth getting your carpet professionally steam cleaned by a reputable operator at least once a year, or as often as required.

This will remove entrapped soil particles and revive the appearance of your carpet.









## TIMBER

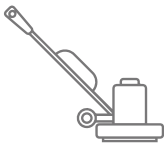


### EVERYDAY CLEANING

Sweep or vacuum as often as necessary to remove any loose dirt or grit before it can scratch the floor. If a spill occurs, promptly soak up the bulk liquid. When mopping, only use a slightly damp mop; it is important to avoid using excessive amounts of water. Steam mops must not be used.

In high traffic areas, make use of a runner or area rug. To prevent scratching, use felt protectors under heavy pieces of furniture and chairs that are frequently moved.

Use protective mats at all exterior entrances. Do not use rubber-based furniture or mats as the rubber may leach into the floor.



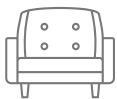
### RESTORATION - SANDING & RE-COATING

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.





# LAMINATE



## 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. In high traffic areas, make use of a runner or area rug. To prevent scratching, use felt protectors under heavy pieces of furniture and chairs that are frequently moved.

You may also want to consider installing window furnishings that will protect your floor from strong sunlight as laminate flooring can become discoloured when exposed to daily sunlight.



## REGULAR MAINTENANCE

Sweep or vacuum (bristles down) as often as necessary to remove any loose dirt or grit before it can scratch the surface of your floor. If a spill occurs, promptly wipe it up with damp cloth or damp mop, be sure to ring out any excess water.

Do not use abrasive cleaners, steel wool, or scouring powder on your floor and never wax or polish your floor. Steam mops must not be used.



## CLEANING KIT

We recommend using a manufacturer approved cleaning kit on your laminate flooring. Check with your Choices Flooring sales consultant on which product is right for your flooring. There are a variety of cleaning products available that are practical and easy to use.





## RIGID/HYBRID



### INITIAL TREATMENT

Maintain a temperature controlled environment between 18°C – 28°C and do not wash your new floor for at least 24 hours after installation. Sweep with a broom or vacuum to remove any grit and dirt. This will avoid scratching your floor prior to implementing the recommended maintenance schedule.



### WEEKLY CARE

Sweep daily or as often as required with a broom or vacuum to remove any grit or dirt. At least twice a month, mop the entire floor with a pH neutral cleaning product. The minimum amount of water/liquid should be used to prevent moisture from penetrating into joints. Check with your Choices Flooring sales consultant which cleaning product is most appropriate for your floor.



### REMOVING SCUFF MARKS

Scuff marks on surface areas are usually caused by dragging heavy items such as furniture or sliding shoes across the floor. These can be just wiped away with a damp cloth. If you are having difficulties removing scuff marks, add some eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.





## LUXURY VINYL



### EVERYDAY CLEANING

Sweep or vacuum as often as necessary to remove any loose dirt or grit before it can scratch the floor. When mopping, only use a slightly damp mop (warm or cold water) alongside a gentle approved cleaner from your local supermarket or Choices Flooring store. Ensure you don't wet the luxury vinyl too much when mopping. Although it's resistant to moisture and humidity, splashing too much water on it will do it no good over time.



### HARSHER SPILLS

If a spill occurs, promptly soak up the bulk liquid. Liquids that are acidic such as soft drinks and other sugar-based substances can be harder to clean the longer they're left. You won't need to use anything harsher than warm water and a gentle approved cleaner to wipe up spills.









## RUGS



### ROTATION

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



### VACUUMING

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.



### ATTEND TO STAINS IMMEDIATELY

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



### PROFESSIONAL CLEANING

To maintain your rug's stunning looks, we recommend you get it cleaned by a professional rug cleaning specialist every three to five years.







# WINDOW FURNISHINGS

## ROLLER BLINDS

To clean roller blinds, start by pulling them down so they're fully extended. Then, use a vacuum with a brush attachment to remove any dust and debris on the blinds. Once you've gone over the blinds with the vacuum, depending on the fabric, you can then use a damp (not wet) sponge or dish towel to wipe them off with lukewarm soapy water (check instructions on the reverse of the fabric swatch).

## ROMAN BLINDS

To clean roman blinds, start by pulling them down so they're fully extended. Then, use a vacuum with a brush attachment to remove any dust and debris on the blinds, taking particular care in the creases or where the battens sit. Once you've gone over the blinds with the vacuum, depending on the fabric, you can then use a damp (not wet) sponge or dish towel to wipe them off with lukewarm soapy water (check instructions on the reverse of the fabric swatch).

## VERTICAL BLINDS

WD40 is recommended for a smooth track operation, do not spray on the fabric. You can clean fabric vertical blinds without removing the vanes. Lift away dust by sweeping down the fabric with the brush attachment of your vacuum while supporting the vane from behind with your hand. To remove stains, you can spot clean with a damp (not wet) microfiber cloth and warm, soapy water.

(Make sure to check instructions on the reverse of fabric swatch.)

## HONEYCELL BLINDS

Like any blinds, the honeycell style will eventually gather dust and general household debris over time. Using a feather duster or soft dry cloth is an easy way to remove dust particles. Alternatively, a hairdryer set on cold is a great way to blow out the cobwebs and get your honeycell blinds back to their best. A vacuum cleaner with dusting attachment (make sure you're using a low power setting) will do the trick, too.

You can also spot clean your honeycell blinds. Try to treat the fabric both carefully and gently whenever you're spot cleaning it. Use a damp plain-white cloth with a very mild detergent, and gently 'dab' at the affected area. Harsh rubbing will remove the stiffness and possibly even colour of the fabric, and can also distort its surface. Try to ensure that you don't crease the fabric throughout the cleaning process.

Occasionally, insects may get trapped inside your blind cells. Again, grab a hairdryer set to cold (or similar), or vacuum cleaner, and you can easily blow out any bugs that may have perished.





#### ALUMINIUM/VISIONWOOD VENETIANS

Start by tilting the Venetian Blind slats in the upwards position and grab either a feather duster or a dry cloth and run the cloth or duster across the slats. Repeat this process and tilt the slats into the downward position. Once you have dusted off the slats, fill up a bucket with fresh water and dampen a clean cloth. Again, tilt the slats into the upward position and working left to right, starting from the top, clean each slat individually. Repeat this process and tilt the slats into the downward position.

Next, tilt the slats into the open position and again run the cloth along each individual slat. Remember to consistently rinse your sponge and change the water when required. Finally, leave the slats in the open position until completely dry to prevent the build-up of mould or mildew.

#### PUREWOOD VENETIANS

As Timber (Purewood) Venetian Blinds are a natural product, they need to be taken care of to ensure the life of the blind can be prolonged.

Start by giving the Timber Venetian Blind a dust over. Tilt the slats up and then down, using a feather duster to give a light dusting. This is an easy cleaning technique that can be done weekly to prevent the build-up of dust. This will also help to make a deep clean of the blind easier. For a deeper clean, use the soft brush head on the vacuum and run it along the slats. Due to the nature of the Timber Venetian Blind, avoid getting the blind wet and do not use any harsh





chemicals on the slats. If you do have any stubborn dirt or dust, use a damp (not wet) microfibre cloth to remove any build up on the slats.

TIP: Put your hand inside a sock and wrap your hand around each individual slat. Run your hand along each individual slat, cleaning both the back and the front of the slat at one time. It is an easy and great way to do a deep dusting for each slat.

#### CEDAR VENETIANS

See instructions for Purewood Venetians.

#### PANEL GLIDES

WD40 is recommended for a smooth track operation, do not spray on the fabric. Dusting with a feather duster or the brush attachment of your vacuum is all that is required to keep your Panel Glide looking good. For the removal of dirt and grime, simply wipe fabric panels with a damp (not wet) sponge soaked in lukewarm water. If marks are still visible add a little mild detergent. Then dry gently with a clean cloth. (Make sure to check instructions on the reverse of fabric swatch.)

#### PVC SHUTTERS

Internal PVC Shutters are easy to clean and maintain. Over time your shutters will collect dust. As shutters don't blow around in the breeze or move when handled, they can be simply wiped down like you would a piece of furniture.

A micro fibre 'anti static' cloth or glove is ideal. Otherwise a damp cloth to collect the dust with a quick wipe should be sufficient.





#### BASSWOOD SHUTTERS

Real timber shutters, painted or stained, should be kept dry at all times. If wet from a window left open, dry off with a towel as soon as possible. Continued exposure to water or steam can damage or alter the timber. Do NOT use any kind of water or soap. Dust with a dry micro fibre cloth. Louvres may become loose over time, a quarter turn on the louvre tension screw will tighten the louvres.

#### CURTAINS

Remove hooks, rings and trims before cleaning. Vacuum your sheer drapes with a brush attachment before taking them down if they've been hanging for a while. Set the vacuum to the lowest suction possible.

Warm hand wash. Do not bleach. Do not rub or wring. Drip dry in the shade. For best results hang curtains by their hooks to damp dry immediately. Use warm iron. (Refer to care instructions.)

Dry clean drapes with "dry-clean only" tags. Attempting to wash them can ruin them. Never wash drapes in hot water or put them in the dryer, as this can cause them to shrink.

#### EXTERNAL PRODUCTS – AWNINGS

Canvas, Acrylic & Mesh Care Instructions for Componentry: Retract awnings in strong winds and or heavy rain. Only pitch awnings when extended half way making sure the awning is level. Always clean hardware of awning to prevent corrosion. Spray joints and all working parts with an anti-corrosive, lubricant spray. For electronic awnings with a sun and wind sensor, always check that wind





sensor is clear of all debris and able to rotate freely, and should be located in a prominent position and not “hidden” from the wind. Protect motors with a box or cassette.

**CAUTION - NEVER LEAVE AWNINGS DOWN IN STRONG WINDS:** Awnings are not designed to take strong winds as they are used for shade and for keeping your house cooler in summer. Roll up your awning in windy or stormy weather.

**Care Instructions for Fabric:** Avoid rolling up the fabric when wet. If your awning does get wet, roll out fully to dry as soon as possible. Do not allow dirt, leaf litter, bird droppings to remain on fabric. Hose the canvas on a hot dry day to remove any dust or grime. Occasionally extend the awning fully down to even out the material.

Re-coat annually with a water repellent treatment. Some shrinkage over time is normal as canvas contains cotton. Avoid pools of water from lying on the fabric.

Cleaning should be done by lightly sponging with warm water and a mild natural soap, rinse thoroughly to remove soap. Do not scrub the fabric. Do not use soap powder, concentrated soaps, detergents or cleaning fluids. Remove dust by brushing the fabric with a soft bristle brush. An occasional hosing will remove any dust and ingrained dirt. NEVER scrub at the fabric and never use soap, bleach, solvents or cleaning fluids as these may damage the coating on the fabric. Extensive cleaning of canvas over a period of time may affect the fabric’s ability to repel water, resulting in the need to reproof with a mildew inhibited wax based agent.

Store, pack or roll up the fabric only when the blind is dry as moisture and dirt can encourage mould growth regardless of the fabric’s composition.





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Care and Maintenance advice included in this brochure is to be used as a guide only and no liability will be held by Choices Flooring, their manufacturers, stores or associates for any damage to your flooring.

Information correct as of April 2023.

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