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Carpet Care

Warranty & Cleaning Guide

2025 EDITION



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Protect Your Investment

Carpet is unparalleled for versatility and benefits. Its colour, pattern, and texture contribute to an overall atmosphere and visual effect that can dramatically influence the look and feel of residential and commercial premises. Aside from its functional advantages, carpet is incredibly cost-effective when maintained appropriately.

A carefully planned and executed maintenance program will help protect the aesthetic and practical value of your carpet. Such a program should be considered at the time of carpet selection and finalised, at the latest, before installation.

This maintenance guide has been compiled to help you plan and implement an effective carpet care program, to harbour the greatest outcomes from your carpet, for years to come.

Planning a Maintenance Program

When selecting a carpet for a space, the designer should consider the necessary end use; with this in mind, they should pre-inspect the carpet, identify its construction and fibre and evaluate the eventual soiling and cleaning needs.

A simple, consistent, maintenance program may be carried out by in-house staff, outside professional cleaners, or a combination of both. Should you choose to outsource your carpet maintenance or any part of it, EC is willing to assist with the names and details of reputable cleaning firms.

The effectiveness of any maintenance or cleaning program depends on careful supervision, trained personnel, and the use of correct equipment and chemicals.

The necessary elements of an effective maintenance program are:

Preventative Measures (before installation)

Regular Maintenance (weekly)

Interim Maintenance (monthly)

Long-Term Maintenance (annually/bi-annually)

Maintenance



Preventative Measures

As with many things in life, prevention is better than cure. Identifying ways to prevent the soiling of your carpet investment will greatly contribute to its longevity.

Whilst taking preventative measures can come at an initial cost, through our decades of experience, EC has found that the long-term savings through careful planning in this area will far outweigh these.

The two most impacting factors on damaged carpets are abrasion by grit and soiling by dirt. On average, 80% of soil is carried into a building on shoes; this means that appropriate entrance matting will greatly improve performance and appearance retention.

Entrance Matting

Main entrances are especially vulnerable to heavy soiling, the majority of which is deposited directly by foot traffic. EC estimates that it takes walking approximately 3 metres to effectively remove the residual soil from a pair of shoes, which, without planning, is tracking its way into your carpet.

Good quality walk-off matting and similar soiling barriers provide a simple solution and the first layer of protection against tracked-in dirt.

EC suggests 3 metres of quality, protected (not exposed to the elements) entrance matting to greatly reduce the amount of tracked-in dirt and, in turn, reduce the degree of maintenance. It is highly recommended to install a minimum of 2 metres of entry matting outside all main entrances.

Special Care Areas

A good maintenance program pays special attention to areas where soil is tracked (such as entrance doorways) and where foot traffic is most concentrated (such as passageways and lift entries). Although this may only be a small percentage of the total carpet area, it can account for the majority of the maintenance required.

Regular Maintenance

Carpets are very tolerant floor coverings and can be significantly soiled long before it becomes visible to the naked eye.

Reducing and preventing the build-up of abrasive dirt that can damage the carpet keeps overall soiling to a minimum. The most effective way to do this is to implement a regular vacuuming schedule. Effective vacuuming reduces more than three-quarters of soiling, therefore making it the most important component of any carpet maintenance program.

Interim Maintenance

Interim maintenance is usually carried out in high-traffic areas or areas with tracked-in soil. Of course, other specific areas may need this level of care to restore a 'clean' carpet appearance. EC suggests that this be carried out approximately once a month or prior to any occasion that your carpet needs to make a positive statement.

Several techniques are used for interim maintenance, but the most common are absorbent powder cleaning, bonnet buffing, or encapsulation cleaning.

Note: These methods are unlikely to remove dirt that may have accumulated deep into the bottom of the carpet pile. Interim maintenance should, therefore, is not a replacement for periodic deep cleaning.

Long Term Maintenance

Long-term maintenance cleaning should be undertaken on a fixed annual cycle. Such maintenance involves a deep cleaning process to remove oil, dirt, soils, etc., that can't be removed by regular or interim maintenance. Wet or spray extraction cleaning is recommended for this process.

Wet extraction (sometimes called steam cleaning) removes the vast majority of the spots and stains present. It also removes abrasive soils trapped in the carpet fibres, restores colour, and removes bacteria, dust mites, and other allergens, thus dramatically improving Indoor Air Quality (IAQ) in the building.

Under normal circumstances, it is essential for the longevity of your carpets to deep clean every 12 months. Depending on the volume of traffic or in instances where people suffer from allergies such as asthma, EC recommends deep cleaning every 6-8 months.

Cleaning Techniques

Vacuuming

Using a good quality vacuum cleaner with strong suction and a revolving brush usually yields the best results. Opt for a vacuum featuring an efficient filtration system, like HEPA-grade filtration, to effectively trap fine particles and avoid their redistribution.

For loop pile carpets, it is advisable to utilise a vacuum cleaner with a smooth, brushless head for regular cleaning. Given that certain vacuum floor-head models incorporate stiff bristles, we advise against employing turbo or power-driven heads, as these can potentially harm your carpet.

For cut pile carpets and a combination of cut and loop pile carpets, all types of cleaner heads are suitable. However, it is important to be mindful of excessive use of a revolving brush-style vacuum cleaner head, as it may impact the appearance of your carpet over time.

We recommend vacuuming daily in high-traffic areas and every second or third day in lesser-use areas.

For effective vacuuming:

- select professional equipment that is suited to your installation and volume of traffic.

- vacuum slowly and thoroughly, making three to five passes over an area.
- empty vacuum bags frequently. A bag 2/3 full can reduce the vacuum efficiency by up to 50%.

- keep all equipment clean and ensure all parts are in good working order. Repair or replace the floor tool if it becomes blurred, so as not to damage loop pile carpeting.



Absorbent Powder Cleaning

Used in interim maintenance or in special care areas, a detergent-infused powder is sprinkled onto the pile and brushed into the carpet. The detergent component of the mixture dislodges greasy soils from the surface of the fibres; the residual is then vacuumed away.

The advantage of absorbent powder cleaning is that the carpet remains dry and can be walked on immediately afterwards. This process can be performed by in-house staff or outside professional cleaners.

Encapsulation Cleaning

Crystal polymerising detergent is applied by pad or brushed on with either a rotating or oscillating machine. Similarly to absorbent powder cleaning, the detergent extricates soiling and is then held by dried polymers. This is later vacuumed out of the carpet pile.

Encapsulation cleaning is a quick process with a very good resulting appearance. It is fast drying and has a very low re-soiling rate. This should be performed by professional cleaners or by trained in-house staff. Thorough vacuuming is recommended before and after.

Wet Extraction

Wet extraction, also known as steam cleaning, should be performed by professional cleaners or specifically trained in-house staff. EC is happy to provide details on reputable brand chemicals and certified cleaning providers who follow AS/NZS 3733:1995 standard for this service.

When using wet extraction cleaning:

- Pre-inspect the carpet, noting badly soiled areas, spots & stains, carpet damage such as tears etc.

- Pre-test the chemicals to be used in an inconspicuous location, checking for dye and fabric stability.

- Thoroughly vacuum the area to be cleaned.

- Follow the carpet cleaning techniques applicable to the chemicals and equipment being used and do not vary the recommendations. Normally this involves pre-spraying the entire carpet or just the traffic lanes and rinsing out using an acid rinse or extraction detergent where heavy soil is encountered.

- Use hot water for more effective cleaning. Especially where fats and greases are encountered.

- Treat any remaining spots or stains using appropriate spotting techniques and chemicals.

- Provide maximum ventilation to dry the carpets as soon as possible.

- Keep traffic off the carpet until completely dry.

- Replace furniture using plastic squares under the feet.



Type of Stain		Treatment Methods
Alcohol / Beer / Wine	3	Method 1
Asphalt / Tar	1	Step 1: Solvent + blot
Blood	2	Step 2: Detergent + blot
Butter	1	Step 3: Rinse with Water + blot dry
Chewing Gum	5	Method 2
Chocolate	2	Step 1: Detergent + blot
Coffee	3	Step 2: Ammonia + blot
Oils	1	Step 3: Detergent + blot
Egg	2	Step 4: Rinse with Water + blot dry
Faeces	2	Method 3
Fruit Juice	3	Step 1: Detergent + blot
Furniture Polish	1	Step 2: Mix acid & detergent + blot
Gravy / Sauces	1	Step 3: Rinse with Water + blot dry
Hair Spray	1	Method 4
Hand Cream	1	Step 1: Detergent + blot
Ice Cream	2	Step 2: Ammonia + blot
Ink (Ball point / Felt tip)	1	Step 3: Acid + blot
Ink (Fountain)	4	Step 4: Rinse with Water + blot dry
Lipstick	1	Method 5
Milk	2	Step 1: Freeze solid with ice cubes (in a plastic packet)
Mustard	3/8	Step 2: Shatter and break off the gum
Nail Varnish	1	Step 3: Solvent + blot
Paint (Oil Bases)	1	Step 4: Blot dry
Paint (Water Based - Fresh)	2	Method 6
Paint (Water Based - Old)	1	Step 1: Mix ammonia & detergent + blot
Rust	8	Step 2: Rinse with Water + blot dry
Salad Dressing	1	Method 7
Shoe Polish	1	Step 1: Detergent + blot
Soot	1	Step 2: Acid + blot
Tea	3	Step 3: Rinse with Water + blot dry
Tomato Sauce	2	Method 8
Toothpaste	2	Seek professional advice. These procedures may be repeated for stubborn stains but not more than 2 or 3 times as excess residue will be left resulting in premature re-soiling and possible fibre damage.
Urine (Fresh/Wet)	6	
Urine (Dry)	7	
Vomit	4	
Wax Crayons	1	

Spot Removal

Every carpet is bound to acquire occasional spots and stains during its life. Most stains can be avoided by immediate or at least daily treatment of spots and spills. If not treated, they often become permanent stains. It is good housekeeping practice to keep a commercial spotting kit on hand; however, the following guide will assist you in removing the most common spots and spills.

Key steps for success:

Using the Spotting Chart on the following page, identify the nature of the stain and treat it with a method outlined under Treatment Methods.

After following through the Treatment Methods guideline, rinse the area with cold water.

Blot excess water from the rinsed area and allow it to dry over the next 48-72 hours.

Identify the stain: Spotting Chart

The following spotting chart is given as a guideline for the removal of known spots and spills. If the nature of the spill is unknown, start with clean water or a mild, crystallising (carpet) shampoo or solution.

If this is unsuccessful, when the carpet is dry, treat the spot with a solvent-type cleaner. If the stain persists, seek professional advice as other cleaning procedures may permanently set the stain.

Never use any household cleaning solutions, including dishwashing liquid and tile cleansers, except where specified in this guideline.

Types of Spot Removal Agents

Spotting Cloth - Clean, undyed, white, absorbent cloth (such as a terry towel).

Detergent - A crystallising carpet shampoo. Use as per manufacturer's direction.

Ammonia - Clear household ammonia. Add two tablespoons (30ml) per litre of water.

Acid Cleaner - Pure white vinegar. Two tablespoons (30ml) per litre of water. Mix 15ml detergent and 30ml acid for some procedures.

Solvent - White spirits.

Important Tips

Act quickly! When something has been spilled, take steps immediately to rectify it.

Use the Spotting Chart to identify the stain

For liquid spills, remove as much as possible by blotting/absorbing with a sponge or towel, or with a wet vacuum cleaner. Always work from the outside towards the centre then proceed with a specified treatment for the remaining stain.

For semi-solid spots, remove as much surface material using a spoon, dull knife scraper. Always work from the outside toward the centre. Wipe up any remaining excess with a dry towel. Proceed with the specified treatment method for the remaining stain. Remember: it is important to remove as much residue as possible before any chemicals are introduced.

For dry soil stains (sand, soot, etc.) remove as much of the spot as possible using a vacuum cleaner.

Though tempting, when applying a spotting solution, do not over-apply. This can result in premature re-soiling. EC recommends applying the spotting solution to a cloth first rather than directly onto the carpet.

Always pre-test a spotting solution in an inconspicuous location before using it.

Check for dye and fabric stability.

Though it may be instinctive to do so, never scrub or rub aggressively. Blot or dab the area affected in each direction to remove as much contamination as possible. On completion, reset the pile in the same direction as the immediate surrounding pile.



Pure Wool Carpet Care



Though Pure Wool Carpet may seem similar to other carpet styles, it requires somewhat different, specific care to ensure it continues to provide the utmost aesthetic and functional appeal to your space.

Vacuuming

It is very important that you select an appropriate vacuum cleaner. Above all, DO NOT select a vacuum with a power-driven head and hard bristles. This will damage pure wool loop-pile carpet. We recommend a good quality vacuum cleaner with a soft brush on a turbo head, such as a Miele TurboBrush Floorhead, with high-power suction and a HEPA (high-efficiency particulate air) filter.

For recommended vacuum cleaners, please **contact our Customer Care Team on 1800 324 768.**

Shedding

Pile shedding of new woollen carpet is the term used to describe the release from the carpet yarn of very small fibres that collect on the surface of the carpet. You may also know it as 'fluff'. This usually occurs during the first six to nine months following installation.

Shedding is activated by foot traffic and vacuuming and is usually only seen in new carpet installations. As a carpet 'settles' or 'beds down,' shedding becomes increasingly less noticeable. However, the thicker and heavier the pile, the greater the shedding can be.

Shedding is not a manufacturing defect but rather a characteristic feature of a new, quality pure wool carpet. The best and most effective way to remove shed fibres is to use a quality vacuum cleaner with good suction and a rotating soft turbo brush regularly. The brush must ONLY skim the top of the carpet; if it is 'brushing' the carpet, it may cause the carpet to fuzz and permanently damage it.

Colour Variation

Because each carpet is unique, shade or pattern may vary slightly from the sample. This occurs between dye lots and within production runs due to normal dye lot variations but will be within recognised textile industry standards. Colour appearance can also vary depending upon the type of light under which a sample is viewed and the light sources where the carpet is installed.

Geometric Printed or Patterned Carpets

While EC uses the very best available techniques to minimise pattern distortion during manufacturing, the extensible nature of textile products means that some distortion due to shrinkage or stretch during and after manufacture is unavoidable, such that a perfect pattern match cannot be 100% guaranteed.

Installation of patterned carpet will require more time, effort and skill and a competent carpet layer should be able to obtain a close pattern match in most circumstances though some irregularities may still be visible, particularly over multiple-width installations.

Fading

Carpets, like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight and should be protected from prolonged periods of direct sunlight. Colour change can also occur as the result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzoyl peroxide and other household items. The occurrence, known as ozone damage, is largely unexplained but appears to be more prevalent in coastal areas with a high ultra-violet content.

Warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For more information about the warranty applicable to your carpet, please contact your retailer or EC Carpets.

Residential Wear Warranty

This warranty is not transferable and applies from the date of installation. It is for a period of either 7, 10, 15, or 20 years, as specified on your product at purchase.

This warranty only covers carpets used inside a home. It does not cover carpets used in commercial premises.

If the carpet's surface pile suffers abrasive wear of more than 25% during the warranty period, EC will choose whether to repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area. EC will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Commercial Wear Warranty

This warranty is not transferable, and it is for a period of either 7, 10 or 15 years, as specified on your product at purchase. This applies from the date of installation. This warranty only covers the use of the carpet inside commercial premises.

If the carpet's surface pile suffers abrasive wear of more than 25% during the warranty period, EC will choose whether to repair the defective or faulty area or supply you with enough replacement carpet to replace it. EC will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Colourfast Warranty

If the carpet's colour fades by more than 25% during the warranty period, EC will choose whether to repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area. EC will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

Anti-Static Warranty

We warrant that the carpet will have a minimal static effect on humans during its useful life. Specifically, that means that the mean bulk resistance of the carpet will not rise above 45 Giga-Ohms at 40% humidity and 20 degrees Celsius when tested in accordance with AATCC 134-1996.

If the carpet fails this test, EC will choose whether to repair the defective or faulty area or supply you with enough replacement carpet to replace the defective or faulty area of the carpet. EC will not cover the costs of removing the defective or faulty carpet or installing any replacement. You must arrange for those things to be done at your cost.

This warranty is not transferable and is for the useful life of the carpet. The useful life of the carpet comes to an end when, after a period of normal commercial use, either the appearance of the carpet has deteriorated to the point where a reasonable person would elect to replace it or the carpet backing breaks down (for example, it de-laminates).

Insect Deterrent Warranty

Warranty Coverage

EC guarantees its carpets against insect infestation for the duration specified on the warranty label affixed to the sample, starting from the date of delivery. This warranty is valid only if the carpet has been installed and maintained according to the guidelines set forth below and adheres to the General Warranty Conditions.

Insect and Moth Resistance

EC's pure wool carpets are treated to resist insects and moths. The treatment is applied to the fibres, which must be ingested by the insect to be effective, leading to some fibre loss. Note that this treatment does not prevent insects from entering your home, and in some areas, insects may have developed immunity to these treatments.

Maintenance Requirements

To ensure the effectiveness of the warranty, the carpet must be properly maintained and regularly vacuumed. Pay special attention to areas around skirtings, under infrequently moved furniture such as beds, and in corners to deter insects and detect any infestation early.

Infestation Treatment

For mild infestations, thoroughly vacuum the affected area and treat it with insecticidal aerosol spray or powder according to the manufacturer's instructions. For significant infestations or if initial treatments are ineffective, it is recommended to contact a professional pest control service.

Warranty Conditions

All warranties do not cover misuse of the carpet or damage caused by failure to: install it in accordance with AS 2455.1 – 2007; properly look after; or properly maintain it.

All warranties do not cover:

- damage caused by misuse of the carpet;
- carpet on stairs;
- damage caused by neglect or negligence; or
- consequential loss.

Fit for Purpose

EC will only guarantee goods supplied for installations that are deemed to be of fit for purpose, whereby intended by us. Please contact our Customer Care team for more information.

How to Make a Claim

If your carpet does not meet the standards set by any EC Warranties or consumer laws, EC will provide a replacement carpet of the same or comparable quality or offer an allowance/credit. This credit can be redeemed upon inspection by the original point of purchaser or a representative of EC.

The allowance/credit will:

Be equivalent to the same or comparable value (quality) of the installed carpet at the time of purchase.

Apply only to the affected area.

Include reasonable installation costs, excluding the cost of the underlay.

The allowance/credit will be calculated based on the date of purchase as follows:

Year in which the claim is made, from purchase	Percentage of original retail cost (incl. of installation)
Year 1 - 3	100%
Year 4 - 6	70%
Year 7 - 9	40%
Year 10 - 12	20%
Year 13+	10%

Activating Your Warranty

By registering your purchase, you will streamline the warranty and claiming process for any future needs. Plus, you'll gain access to valuable care tips and instructions for maintaining your carpet's quality.

Name

Date of Installation

Store

Product Name

Invoice Number



Summary

REMEMBER

Prevention is better than cure - use a good quality entry matting system.
Regularly vacuum using a good quality vacuum cleaner.
When spots or stains occur, act immediately using the recommended methods.
Perform interim maintenance approximately every month.
Deep clean your carpet using wet extraction methods every year.
Regular and frequent maintenance is the most effective means of maintaining your carpet.
Consider the amount of money you have invested in your new floor covering – make sure you get the maximum return.
If you have any questions regarding your EC Carpets range or warranty information, please contact the Customer Care Team on 1800 324 768.

Get in touch

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elevate comfort