

# CARE GUIDE FOR Synthetic Carpets



VICTORIA  CARPETS®

Established 1895

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## **Congratulations on purchasing your synthetic carpet made by Victoria Carpets!**

Building upon the legacy started in 1895 by our parent company now known as Victoria PLC, Victoria Carpets have produced high-quality products in Australia since 1954.

It is through these products that we honour our status as a local manufacturer and a supporter of local businesses and communities.

# Features & Benefits

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**Carpets made of synthetic fibres such as Solution Dyed Nylon (SDN), Polypropylene, Polyester and Molecular Enhanced Polyester (MEP) offer various performance characteristics.**

## **Long-lasting Durability & Quality**

Synthetic fibres are highly regarded for their excellent resilience against abrasion.

Victoria Carpets' quality synthetic carpets are due to setting and maintaining consistently high construction standards, ensured by regular testing. In addition, all our carpets undergo independent testing through the Carpet Institute's ACCS for performance and emissions.

The excellent results achieved by our products demonstrate their resilience and excellent performance under heavy foot traffic.

## **Colourfastness**

Comparing solution dyed synthetic fibres and piece dyed fibres is like comparing a carrot and a radish. Solution dyed fibres have the colour inherently incorporated into the fibre during the extrusion process – much like a carrot is orange all the way through.

Piece dyed commodity fibres are extruded as a white yarn and dyed after tufting. Its colouring is more like a radish – coloured on the surface and white underneath. The result is an inferior colourfast performance.

## **Stain & Soil Resistance**

Victoria Carpets' ranges are both stain and soil resistant, so cleaning and maintenance is easy. However, there is no absolute guarantee that synthetic carpets won't stain if spills are not promptly attended to or if they contain strong dyes (refer to the 'Stain Removal' section).

The fibre cross-section in Victoria Carpets' synthetic yarns is shaped to ensure that less soil is deposited around the fibres. This makes any soil that does adhere to the fibres less visible, and easier to clean.

## **Ease of Cleaning**

Synthetic fibres are very resilient, so these carpets can be cleaned with strong cleaners. However, we don't recommend using bleach as, if used frequently, it could damage the carpet (refer to the 'Stain Removal' section).

## **Anti-Static Protection**

All Victoria Carpets' high-quality synthetic products have anti-static properties that guarantees them for the life of the carpet. This is increasingly important in homes and offices in which expensive electrical equipment is located.



## Fibre Types

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### **Solution Dyed Nylon (SDN)**

SDN is a sturdy, durable yet flexible fibre that is colourfast and has a high level of stain resistance. Victoria Carpets uses only premium quality SDN due to the many benefits it delivers users over commodity nylon. In general, SDN has superior lightfastness, elastic recovery, and thermal stability. Carpets made with SDN are suitable for high foot traffic areas of a home.

### **Polypropylene**

Polypropylene is a fibre that has outstanding abrasion resistance and is naturally colourfast, ensuring your carpet will maintain its great looks for many years.

As people and families move more towards informal lifestyles, including eating on couches and casual furniture, stain resistance is becoming an extremely important carpet attribute. So, polypropylene carpets come with incredible stain resistant properties to accommodate this relaxed lifestyle.

### **Polyester**

Polyester is another popular synthetic fibre used in carpets. The quality of polyester fibre has improved considerably, and it can offer an excellent value choice for the budget conscious.

The fibre has a very luxurious soft feel with high “perceived” quality. Because it is process-dyed, polyester has excellent fade resistance displaying some of the richest colours of any fibre.

### **Molecular Enhanced Polyester (MEP)**

Molecular Enhanced Polyester (MEP) differs from regular polyester fibre due to the alteration of the chemical composition at the molecular level. This chemical modification enhances the fibres’ durability, resilience, softness, and chemical resistance.

# Caring For Your Carpet

**Carpet is an investment in and of itself, and it will provide your home with many benefits for many years to come, as long as proper and regular maintenance is carried out. We highly recommend before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to ensure your current vacuum cleaner will not agitate the fibres and cause unnecessary fuzziness.**

Frequent vacuuming removes soil particles from the surface before they work their way below the pile surface. It is recommended to vacuum at least once a week, and more often for heavy traffic areas. We recommend the use of either upright vacuums or quality barrel vacuums with adjustable brush heads. Extra care must be taken in heavy traffic areas, including entrance areas.



## Loop pile carpets

If you have a loop pile carpet, we recommend the use of a height adjustable type vacuum cleaner with 'suction only' capabilities. Turbo or power brush head attachments may reduce surface fuzziness or crimping – however, excessive use can lead to fuzzing and/or pilling. Power bar and rotating brushes should only be used on the lightest settings. Some vacuum cleaners available in the market can damage the yarn bundle and cause fuzziness across the carpet surface due to their coarse bristles.



## Cut Pile and Cut & Loop carpets

You can use a height adjustable regular-suction, rotary turbo or power brush head for your cut pile or cut and loop carpet; however, excessive use of a rotating brush head may disturb the overall appearance of your carpet.



We recommend using a height adjustable regular-suction vacuum with a rotary turbo brush roller driven by airflow and, if the function is available on the vacuum, moving the brush roller to an OFF position for 'suction only' cleaning as also recommended for loop pile vacuuming. Only occasionally vacuum with your turbo or power brush head to avoid tuft-tip distortion and loss of pile appearance.



Some vacuum cleaners that have coarse bristles have been known to be too aggressive and cause excessive removal of the fibres.

**Please note that Victoria Carpets do not recommend the use of robot or stick vacuums for regular carpet maintenance. They are very abrasive on the fibre and leave permanent marks on them.**

**If you are not sure about what type of vacuum cleaner should be used for the carpet you have chosen, please contact us at [info@victoriacarpets.com.au](mailto:info@victoriacarpets.com.au). We will assist you on this promptly.**



### **Periodic Maintenance**

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep, or restorative cleaning. Carpet should be steam-cleaned (hot water extraction) at a minimum of once every 12-18 months. Steam cleaning should be carried out by a reputable professional steam cleaner and in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS-3733.

Do-it-yourself steam cleaning, shampooing, dry cleaning, or steam mops are not recommended.

### **Additional steps to protect your carpet and keep it looking better for longer:**

- Use furniture cups or felt pads under furniture.
- Place mats at exterior entrances to capture dirt, grit, and moisture from footwear.
- Place rugs/mats or carpet protectors in areas that receive a lot of traffic or regular pressure, i.e., in front of couches, beside beds, to protect against uneven wear (ensure you keep rugs/mats or carpet protectors clean and vacuum the carpet pile underneath).
- In areas subject to pro-longed exposure to direct sunlight, protect your carpet with curtains, blinds, shades, or awnings.





## Carpet Stain Removal

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**Correct and regular maintenance will increase the life span of a carpet and help to maintain its good appearance. Cleaning should be proportional to the amount of soiling the carpet is subject to – the more dirt is deposited on the carpet, the more intensive the maintenance program required.**

### Spot Cleaning Procedures

Immediately remove as much of the spill as possible. To remove stains, it is generally best to use general carpet cleaning liquids designed specifically for spot cleaning. The recurrence of stains after spot cleaning is not uncommon for a concentrated spill, so repeat treatment if necessary.

Never rub or scrub the carpet as it may cause fuzzing or change the appearance of the carpet. Always work from the outside of the stain towards the middle to avoid further spreading. It is recommended to pre-test any cleaning agents on a small, obscured area of your carpet to ensure they do not affect the appearance or colour of the carpet. It is most important to rinse the cleaned area thoroughly with water and blot dry after removing any spills. If the cleaned area is not sufficiently rinsed, a sticky detergent residue remains which attracts soiling. Spills should be attended to as they occur - the older the stain, the more difficult it is to remove.

### Dry Stains

Gently remove as much of the substance as possible using a small soft hand brush or spatula to break up any crusted material and then vacuum thoroughly.

### Wet Stains

Blot with absorbent white cloth or paper towel, or use a spatula to remove any excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum, or professional cleaning is best.



**If stains fail to respond to treatments, contact a professional carpet cleaner immediately!**



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## Cleaning Methods

**Rinse the cleaned area thoroughly with clear cold water after each cleaning step and blot dry. If stains fail to respond to treatments, contact a professional carpet cleaner immediately.**

### Detergent

Use commercially available general carpet cleaning or spot removal detergent. Apply detergent sparingly to the stained area then blot to remove residue and rinse thoroughly with clear water. Blot dry.

### Ammonia solution

Mix 1 tablespoon non-bleaching household ammonia with one cup of warm water. (Note: Do not mix with chlorine bleach.) Gently apply ammonia solution sparingly. Blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry.

### Vinegar solution

Mix one-part white vinegar and one-part water. Apply the white vinegar solution to the entire area that has been cleaned. Rinse thoroughly with clear water. Blot dry.

### Alcohol

Clear alcohol; use as is. Apply only enough alcohol to dampen the stain. Blot dry. Repeat for as long as the stain continues to transfer.

### Clear water

Rinse the cleaned area thoroughly with clear water and blot dry.



**\* Not all the stains listed herein are covered by our general warranties**  
**\*\* Excessive use of chemicals like bleach, can breakdown the backing of the carpet and is not covered under our general warranties**

Stain	Step 1	Step 2	Step 3	Step 4
Asphalt	Alcohol	Detergent	Vinegar solution	Clear water
Beer	Detergent	Ammonia solution	Clear water	
Berries	Detergent	Ammonia solution	Clear water	
Blood	Detergent	Ammonia solution	Clear water	
Bleach	Detergent	Ammonia solution	Clear water	
Butter	Alcohol	Detergent	Vinegar solution	Clear water
Chalk	Detergent	Ammonia solution	Clear water	
Chewing Gum	Chill	Scrape off	Clear water	
Chocolate	Alcohol	Detergent	Vinegar solution	Clear water
Clay (red)	Detergent	Ammonia solution	Clear water	
Coffee	Detergent	Vinegar solution	Clear water	
Crayon	Alcohol	Detergent	Vinegar solution	Clear water
Faeces	Detergent	Ammonia solution	Clear water	
Felt Tip Marker	Alcohol	Detergent	Vinegar solution	Clear water
Fruit Juice/Drinks	Detergent	Ammonia solution	Clear water	
Furniture Polish	Alcohol	Detergent	Vinegar solution	Clear water
Glue	Detergent	Ammonia solution	Clear water	
Gravy	Detergent	Ammonia solution	Clear water	
Grease	Alcohol	Detergent	Vinegar solution	Clear water
Hair Dye	Detergent	Ammonia solution	Clear water	
Ice Cream	Detergent	Ammonia solution	Clear water	
Ink (washable)	Detergent	Ammonia solution	Clear water	
Ink (permanent)	Alcohol	Detergent	Vinegar solution	Clear water
Insecticides	Alcohol	Detergent	Vinegar solution	Clear water
Iron Rust	Detergent	Ammonia solution	Clear water	
Lipstick	Alcohol	Detergent	Vinegar solution	Clear water
Liquor	Alcohol	Detergent	Vinegar solution	Clear water
Mascara	Alcohol	Detergent	Vinegar solution	Clear water
Medicines	Detergent	Ammonia solution	Clear water	
Milk	Detergent	Ammonia solution	Clear water	
Motor Oil	Alcohol	Detergent	Vinegar solution	Clear water
Mouthwash	Detergent	Ammonia solution	Clear water	
Mustard	Detergent	Vinegar solution	Clear water	
Nail Polish	Alcohol	Detergent	Vinegar solution	Clear water
Oil	Alcohol	Detergent	Vinegar solution	Clear water
Ointment	Alcohol	Detergent	Vinegar solution	Clear water
Paint (oil base)	Alcohol	Detergent	Vinegar solution	Clear water
Paint (water base)	Detergent	Ammonia solution	Clear water	
Petroleum jelly	Alcohol	Detergent	Vinegar solution	Clear water
Plant Food	Detergent	Ammonia solution	Clear water	
Salad Dressing	Alcohol	Detergent	Vinegar solution	Clear water
Shoe Polish	Alcohol	Detergent	Vinegar solution	Clear Water
Soft Drinks	Detergent	Ammonia solution	Clear water	
Soy Sauce	Alcohol	Detergent	Vinegar solution	Clear Water
Tea	Detergent	Vinegar solution	Clear water	
Tomato Sauce	Detergent	Ammonia solution	Clear water	
Toothpaste	Detergent	Ammonia solution	Clear water	
Urine	Detergent	Vinegar solution	Clear water	
Vomit	Detergent	Vinegar solution	Clear water	
Water Colours	Detergent	Vinegar solution	Clear water	
Wax (candle)	Alcohol	Detergent	Vinegar solution	Clear water
Wine	Detergent	Ammonia solution	Clear water	

# Carpet Characteristics

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## Appearance Retention

Carpets are a textile, and the appearance will change over time due to – but not limited to – foot traffic. The pile of the carpet will flatten or will mat, particularly in high foot traffic areas as well as under heavy furniture. This occurs in all tufted carpets and is not considered a manufacturing fault. Regular vacuuming and periodic professional cleaning will reduce the degree of flattening.

## Tracking

Tracking is the visible footprints and indents in the carpet. Tracking is more pronounced in carpets that have a higher pile and/or softer yarn. This can be reduced by regular vacuuming.

## Pile Reversal / Shading

Irregularly shaped lighter and darker patches appearing on cut pile carpets are known as shading, puddling, or watermarking. Areas of disturbed pile that reflect light in a contrasting way to the body of the carpet surrounding it are caused by permanent pile reversal shading. This phenomenon is permanent and cannot be removed by brushing or vacuuming. While it remains unclear why permanent pile reversal shading occurs, it is not perceived as a manufacturing fault or detrimental to the durability of the carpet. So far, it is an unexplained industry phenomenon.

## Pattern Match / Bowing & Skewing

Slight variations between the length and width directions of loop piles are the result of stress and pressure differences during the manufacturing process. Consequently, the pattern running along the length of the carpet may not exactly match that running across its width. This is more likely to occur in large areas or situations where the carpet has been sourced from more than one production run. Special care needs to be taken during installation, but even then, some irregularities may be visible, especially when viewing across multiple width installations. An experienced installer who is familiar with pattern matching can usually minimise the effect of any pattern variations and achieve a visually acceptable result.

## Shift Lines

Parallel lines appearing at regular intervals on the surface of loop pile carpets are known as shift lines. These are more evident on carpets with large designs or more elaborate patterns; however, they are not visually intrusive or considered a manufacturing defect.

## Wrinkling/Rucking

This effect might occur after installation due to excessive humidity, inadequate underlay, not using the recommended installation procedures (especially power stretching), or even dragging heavy objects across the carpet. A professional installer can usually correct this issue by re-stretching the carpet.

## Seam Peaking

Seams peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible, but they should be straight, aligned and as flat as possible. It is recommended that they are installed away from any light source. Seam peaking is not considered a manufacturing defect.



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### **Missing / Damaged / Sprouted Tufts**

Missing or damaged tufts in new carpets can occur and should be replaced by hand sewing. It is recommended that the missing tufts or small areas of tuft damage are repaired by an experienced technician or through professional repair. This can be arranged through your retailer. This issue should not detract from the quality or the durability of the carpet.

Missing/damaged tufts may be produced as a result of normal wear (e.g., due to pets' claws, movement of furniture, etc.), pulling the tuft from the backing. These can also be easily replaced by hand or re-tufting, carried out by a professional.

Sprouting is the release onto the carpet surface of extra-long tuft legs that are trapped within the carpet pile during manufacturing, installation, or use. Sprouts can be carefully trimmed with napping shears/scissors without damaging the carpet.

### **Shedding**

Shedding is the term used to describe the release of very short fibres that are collected at the surface of the carpet. It is very common in cut pile carpets (particularly spun yarn products). Yarns spun from staple fibres (e.g., many woollen yarns) consist of short fibres that are twisted together to form the yarn. This is in comparison to BCF (Bulk Continuous Filament) yarns which are produced with one long filament (thread), resulting in continuous bundles of yarn that are less prone to shedding loose fibres.

Many of the short fibres in staple yarns are not bound at the back of the carpet; they then work their way to the surface, often leaving areas of fuzz on the face of the carpet. Shedding is activated by foot-traffic and vacuuming. It is only observed on new carpets. Shedding settles with time and regular cleaning with a soft brush vacuum cleaner.



## Colour Variation

Installed carpet will show a colour variation from the in-store sample. We recommend, where possible, that all the carpet in your home is from the same dye-lot / production to avoid batch to batch colour variations.

## Fading, Delamination & Bubbling/Rippling

Carpets are a textile product and will experience colour loss over time when exposed to direct sunlight. Extensive and intensive exposure to direct sunlight could lead to the breakdown of the latex, causing carpet delamination or bubbling/rippling in an extreme case.

The use of curtains, blinds, shades, and other window coverings is recommended to protect your carpet from prolonged exposure to direct sunlight, particularly on North or West-facing glass doors or floor-to-ceiling windows. Moving furniture around regularly, when possible, will also help to expose all areas evenly. Some household cleaning agents, heating fuels, air conditioners, pesticides, etc. could emit ozone and discolour synthetic carpets. Care should be taken when using these chemicals.

## Odour Emissions from New Carpets

This is very common in new carpets. The so called 'new carpet smell' will lessen provided that good ventilation is provided to the room of installation (e.g., open windows and doors).

## Stairs

Carpets will naturally be worn faster on stairs, particularly at the lower end, due to repetitive localised pressure. Victoria Carpets synthetic carpets are suitable for stairs, but this does not deter any wear or appearance retention.

## Roll Pressure Marks

Roll pressure marks is a temporary flattening of the carpet pile, often in strips and most likely to occur with plush pile carpets. It causes distortion in the perceived carpet's colour, texture, and pile height. These marks are caused by the weight of the carpet pressing down the layers underneath or when two rolls are rolled at different tension and lay next to each other. This is not a manufacturing defect. It will disappear gradually with regular vacuuming and general traffic.

### **Prevention is the best solution.**

- Protect your carpet from sunlight, to avoid fading or even breakdown of the carpet
- Move your furniture regularly (lifting it or by using sliders) to avoid uneven fading, as well as permanent marks (due to the weight of the furniture)
- Regularly vacuum with the recommended vacuum cleaners for each carpet type and construction
- If soiled or stained, clean the carpet as soon as possible to guarantee a successful cleaning
- Always lay carpet on new, good quality underlay to maximise comfort and resilience, and extend the life of the carpet.
- Always have trained professional tradespeople installing your carpet according to the Australian and New Zealand standard AS/NZS-2455



**Head Office**

7-29 Gladstone Road, Dandenong, VIC 3175  
PO Box 388, Dandenong, VIC 3175

**Sales Enquiries**

**Australia:** 1800 136 040  
**New Zealand:** 0800 445 510

**General Enquiries**

**Ph:** +61 3 9794 5855  
info@victoriacarpets.com.au

[www.victoriacarpets.com.au](http://www.victoriacarpets.com.au)

[www.victoriacarpets.co.nz](http://www.victoriacarpets.co.nz)

