

# Enjoy complete peace of mind

There's no need to worry with our lifetime StainSafe® warranty

Our StainSafe® warranty brings you complete peace of mind so you can get on with the business of enjoying your new carpet.

Balta is Europe's leading carpet manufacturer and has decades of experience in the production of easy-to-clean carpets, in fact we're something of an expert in making sure your carpet is easy to live with.

We've drawn on this know-how to bring you our StainSafe® range of polypropylene carpets. Only the finest fibres go into StainSafe® carpets, so you can be confident that they conform to the toughest standards and will stay looking great.

It is this commitment to making carpets that are not only comfortable, warm and stylish, but tough and practical to live with too, that means we can give you a lifetime stain warranty on all StainSafe® carpets. **So, whatever StainSafe® style you choose, we promise that if it stains permanently, we'll replace it for free.**

Our warranty is wonderfully simple too; if a professional carpet cleaner cannot remove the stain we'll replace your StainSafe® carpet with a brand new one, no matter how long it has been enjoyed by the entire family.

What's more, StainSafe® carpets can even be cleaned with a diluted bleach solution (10% bleach/90% water), so there really is no reason at all to worry about your new carpet. You can just enjoy its warmth, comfort and beauty, safe in the knowledge that the StainSafe® name is the only reassurance you need.



## Caring for your StainSafe® carpet

Just follow these easy steps to care for your carpet and keep it looking great for years to come.

### Prevention is better than cure

Place mats at the entrances of your home to trap dirt. This will also stop outside dirt from getting onto your carpet. Bear in mind that a dark carpet won't show dirt as much as light carpet.

### Vacuum regularly

To preserve your carpet's beauty and appearance for a long time, we recommend that you vacuum your carpet at least twice a week, especially in busy areas. A vacuum cleaner with rotating soft brushes gives the best result as it removes deep down dirt while allowing the pile to recover quickly.

### Clean in-depth

Your home's StainSafe® carpet should be cleaned by a professional at least every two years to ensure that it keeps looking fabulous.

**React quickly:** Do not allow stains to dry in, but remove them immediately with a clean kitchen cloth. Remove solid elements with a spoon. Find out the type of stain, so that you can look up a suitable treatment in the table opposite.

**Thorough treatment:** Handle the stain with a clean kitchen cloth, working in from the outside so as to prevent the stain spreading. For most stains a care product can be used. If none is available, soak the cloth in the product indicated in the table. Use the correct quantity of the product and make sure you rinse the carpet to remove the care product and dirt to avoid re-soiling. Wait till the area is completely dry before walking on it again.

### Stain removal techniques

#### A. Water

Dab off the stain as much as possible with a clean white kitchen cloth, **do not rub**. Treat the stain with a damp cloth and dab it off again, until no further dirt adheres to the cloth.

#### B. Soap powder solution

(1 tblsp soap powder: 1/4l water)  
Dab off the stain as much as possible with a clean white cloth. Then treat the stain with a cloth soaked in suds and then dab it off again, until no further dirt adheres to the cloth. **Important:** Only repeat dabbing with clean water and remove residues with a clean cloth.

#### C. Thinner

Dab/rub the stain with a dry clean cloth

Spill	A	B	C	D	E
Beer		•			
Beetroot juice		•			
Biro pen				•	
Blood	•				
Butter		•		•	
Candle wax					•
Chocolate		•			
Cocoa	•				
Coffee	•				
Fruit juice	•				
Fruit stains	•				
Gravy		•			
Ink		•		•	
Lemonade	•				
Margarine		•	•		
Milk		•			
Nail varnish					•
Oil				•	
Paint			•		
Roast		•			
Shoe Polish		•			
Tea	•				
Tomato ketchup		•			
Urine	•				
Vomit		•			
Wine		•			

soaked in thinner. Repeat until no more dirt is visible on the cloth. **Important:** Never apply products direct to the stain.

#### D. Dry cleaning solvent

Dab/rub the stain with a dry clean cloth soaked in dry clean solvent. Repeat until no more dirt is visible on the cloth. **Important:** Never apply products direct to the stain.

#### E. Acetone

Dab/rub the stain with a dry clean cloth soaked in acetone. Repeat until no more dirt is visible on the cloth. **Important:** Never apply products direct to the stain.



# Your StainSafe® Warranty



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## Your StainSafe® Warranty

**We guarantee to replace any StainSafe® carpet that has a stain which cannot be removed by a professional cleaner within the limits of the warranty.**

First make sure you have treated the stain by the recommended methods included in the table of this brochure.

If you don't succeed in removing the spot, our after-sales service team is at your disposal on 0330 341 1410, Monday - Friday, 9am – 5pm.

If the stain persists even after the help of our after-sales service team experts, we will ask you to agree for us to send you a Balta approved cleaning specialist to your home to solve the problem.

In the event that this professional cleaner succeeds in removing the spot in compliance with the stain definition, you will be liable for the costs involved.

On the other hand, if this is a stain covered in our warranty that even the professionals cannot remove, Balta will indemnify you of associated cleaning costs. We'll also replace the carpet for free with an equivalent carpet within the limits of our warranty conditions.



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## StainSafe® Warranty Conditions

- The carpet needs to be fitted in single family residential indoor areas for which it is suitable within the UK or Ireland.
- The carpet needs to be properly installed by a qualified fitter on a solid floor and in the approved manner in accordance with British Standard BS5325.
- The carpet must be professionally cleaned and a receipt kept at least every two years. The necessary protection measures, such as doormats, must be taken.
- The warranty is limited to the room involved e.g. if a new carpet has been installed in three bedrooms, only the carpet in the room with the stain will be replaced.
- The warranty only applies for the first buyer, provided that the original purchase invoice can be submitted.
- The warranty is only valid if applied for by registering online at [www.stainsafe-warranty.co.uk](http://www.stainsafe-warranty.co.uk), or by sending a registration card (date of post is valid) within three months of the date of purchase of the carpet.
- This warranty does not cover the fitting costs or any other additional costs associated with removal or installation.
- The warranty is no longer valid when damage arises due to malice, negligence, removal of the carpet, transport or due to fire, damage by water and similar. We specifically decline all responsibility for other direct or indirect damage. Complaints on deterioration due to normal wear and tear of the carpet – crushing of the fibres and/or shading are not seen as a manufacturing fault and are therefore not covered by this warranty.
- Definition of a "Stain": A permanent modification greater than one unit on the grey scale ISO 105-A03 (1993).
- In case of dispute, Balta will appoint an independent expert who will inspect the carpet on site.