

LIFE-PROOF

Stain protection for life explained



lifestyle
FLOORS

More choice.
More style.
More value.

Beautiful forever

Your carpet can be beautiful forever, thanks to the LIFE-PROOF carpet collection from Lifestyle Floors.

The fibres of a LIFE-PROOF carpet are designed especially to prevent food and drink stains and spills from penetrating, making your carpet almost impossible to stain and so much easier to clean.

Most LIFE-PROOF carpets can even be carefully hand cleaned using a 1:10 bleach solution.

With a contemporary range of carpets to suit any lifestyle, the LIFE-PROOF guarantee gives complete peace-of-mind without compromising on style.

Three steps to LIFE-PROOF your floor

To make the most out of your new LIFE-PROOF floor you will need to follow these three easy steps:

- 1. Register for your warranty certificate**

The easiest way to register is to use our on-line registration process. Simply give us your details and the details of your LIFE-PROOF carpet and we will email you a certificate.

- 2. Retain a sample**

Please keep a small off-cut of your new carpet together with your certificate. This will help us should a problem arise.

- 3. Maintain your carpet**

To keep your carpet looking its best, we recommend you closely follow our cleaning instructions AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.

Guarantee details

All of our LIFE-PROOF carpets come with a Stain Protection for Life Guarantee.

It's completely free, covers most food and drink spillages and lasts for the life of your carpet – subject to your carpet being well maintained and looked after.

There are a few conditions and limitations with the guarantee:

- * Your LIFE-PROOF floor must be professionally fitted to BS52325 standards
- * Your LIFE-PROOF warranty covers domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- * You need to closely follow our cleaning instructions, promptly clean spills AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.
- * The LIFE-PROOF warranty does not cover damage due to

appliance of chemicals or the use of cleaning methods which are not recommended in this guide or where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes eg mustard

- * When claiming on the LIFE-PROOF warranty, claims must include a letter from a professional cleaner describing the spot and the cleaning procedures used, with a statement that the spot could not be removed. Lifestyle Floors may elect to have its cleaner re-service the spot. If this service removes the spot, the consumer shall pay for this service. If Lifestyle Floors determines that a stain persists and that all warranty conditions have been met, Lifestyle Floors will compensate the owner for the original material cost of the carpet for the area directly affected.

Please note that the LIFE-PROOF warranty does not affect your statutory rights.

Keep it beautiful

Weekly maintenance

Dust and dirt will settle onto your LIFE-PROOF carpet, so regular maintenance is essential to keep it looking good.

Frequent vacuuming is essential, paying close attention to areas which are heavily used such as doorways, corridors and play areas. Keeping on top of areas prone to heavy soiling will stop busy feet spreading the dirt to other areas!

It's important to use the right type of vacuum cleaner on the right type of carpets.



Loop pile carpets should only be cleaned using a suction vacuum cleaner as beater bars may damage the loops.



Twist pile carpets can be cleaned using a beater bar vacuum which will more vigorously clean the carpet. You can also use a suction vacuum cleaner.

Because accidents happen

It's important to attend to stains and spills immediately.

Blot, don't rub, the stain with white cloths or white kitchen towel. Solid or hard stains should be gently loosened where possible and any debris vacuumed away.

Warm water should be sufficient to remove most stains and spills – press firmly against the stain with a damp, white cloth. Rinse and repeat until the stain is removed, being careful not to soak the carpet

Keep clear of the area until the carpet is dry.

To help dry the carpet, cover the area with further kitchen towels and weigh down with a heavy object for a few hours.

The temptation is always to vigorously rub at stains, but using the procedures above along with some patience will get the best result.

Some LIFE-PROOF carpets can be cleaned using a 1:10 bleach solution (check with your retailer if you are not sure whether your LIFE-PROOF carpet is

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bleach cleanable). Only use a bleach solution as a last resort after you have first tried to clean the stain with warm water.

Spring cleaning

A new carpet is a big investment and one that it pays to take proper care of.

The LIFE-PROOF guarantee is only valid if your carpet is professionally cleaned once every two – three years from the date the floor is installed, keeping the receipts.

Help is at hand

Should you be unable to remove a food or drink stain, please contact us for further advice on advice@lifestyle-floors.co.uk

