



## CARPET & RUG PRODUCT INFORMATION

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### **SILK AND WOOL**

It's easy to keep your carpet looking fresh during use. It is important for the lifespan of your carpet to vacuum your carpet from the day of purchase at least once per week. There are two types of vacuum cleaners: plain suction and beater bar. Both are efficient for regular cleaning.

For loop pile carpets only use a suction vacuum. For the best result it is recommended to follow the manufacturer's instructions. The use of rotating brush vacuums on loop pile carpet may cause damage to the pile if the setting is too low, the vacuum's beater bar or brushes can damage the carpet's surface, causing it to look worn and frayed.

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

**Periodic maintenance** - Periodic maintenance by a professional cleaner using water extraction every 12-18 months is necessary in maintaining your carpet.

Besides freshening up your carpet, the aim of this cleaning is the removal of dirt particles such as dust and sand deeply anchored in the fibre that can cause premature wear and tear causing. This cleaning should be solely performed using a hot water extraction machine, by a professional cleaning company. The best results will be achieved using a truck mount machine.

N.B Shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended.

First thoroughly vacuum clean the carpet using an electrically driven brush vacuum cleaner. The legs of immovable furniture are to be placed on plastic. In case it is not possible to lift the furniture, do not clean within a range of 20 cm of the furniture. The edges of these places are to be cleaned by hand using a dry white cotton cloth.

To avoid brown stains in the carpet, furniture should only ever be placed back on a dry carpet. Placing back furniture too early will in addition cause an irreparable imprint in the carpet.

**General advice** - Susceptibility to dirt is also determined by the colour of your carpet. If your carpet colour is susceptible to stains and dirt, these will be more visible than on darker carpet colours.

In case the floor in your house is partly carpet, partly hard floor, please pay attention to the following:

When you have cleaned the hard floor using soap, rinse it carefully using clean water. Dried up soap residue off a hard floor can be transported to the carpet by foot traffic. These sticky soap residues cause the carpet to become soiled quicker.

It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. If you place a clean off entrance mat at the front and backdoor, both inside and outside, you keep most of the dirt out of your home.



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Good quality indoor clean off mats are preferably made of synthetic fibre. For outdoor clean off mats polyamide is recommended. This material is very moisture absorbent and takes up a lot of dirt as well. TIP: Flush this clean off entrance mat every half year with pure water using a high pressure hose. Leave the mat to dry for at least one day before replacing it. The mat will keep its function if maintained.

The living room is often used intensely. A dirt trail from the door to the seating area may appear quickly. The place where you sit regularly will become dirty quicker, and may require more maintenance. The use of mats is also recommended.

Always peel and eat fruit away from carpeted areas. Fruit spatters are transparent when they end up on your carpet, but once dried up they become sticky and attract dust, which results in black dots.

Whilst cleaning your furniture or windows, cleaning products often end up on your carpet or upholstery. These are also transparent and once dried can cause black dots. Always spray cleaning products directly into the cloth and then use it to clean the piece of furniture or window.

The area alongside your bed, where you get up every morning on your bare feet, will become dirtier quicker than the rest of your carpet and may require more maintenance. The use of mats is also recommended. Pay attention when buying slippers. Some slippers with soft rubber soles or coloured soles, are not colourfast and will cause stains which cannot be removed.

If you have small children in your home regularly, be aware that your carpet will become dirtier quicker. You may have stains of fruit juice or saliva more quickly, after a while these appear as black dots in your carpet. Usually, these stains can be removed using clean cold water.

HINT: Certain paints and felt-tip pens may cause stains that can never be removed.

If you have indoor pets, please be aware your pet leaves skin fat on your carpet or upholstery. This results in dark coloured areas on a light coloured carpet or piece of furniture. Conversely, on a dark coloured carpet or piece of furniture it results in light coloured areas. Your pet's favourite spot will therefore become dirtier than the rest of the carpet or piece of furniture, and thus requires more maintenance.

**Stain removal** - The following recommendations are a guide to the treatment of small isolated domestic stains

- A. Blot with cold water
- B. Treat with detergent solution - Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or strong alkalies) with a cup of luke warm water, the spot must be well rinsed with fresh water.
- C. Treat with methylated spirits or turpentine
- D. Chill with aerosol freezing agent or ice in plastic bag
- E. Blot with warm water
- F. Treat with acetone
- G. Treat with isopropyl alcohol
- H. Apply rust remover
- I. Apply absorbent powder, salt or talc
- J. Treat with absorbent cleaner
- K. Consult professional carpet cleaner

STAIN	TREATMENT		
	Step 1	Step 2	Step 3
Alcoholic Beverages	A	B	-
Bleach	A	B	-
Blood	A	B	-
Butter	C	B	-
Chewing Gum	D	C	-
Coffee	A	B	C
Cola	A	B	-
Cooking Oil	C - K	B	-
Cream	B	C	-
Eggs	B	-	-
Fruit Juice	A	B	-
Furniture Polish	C - K	B	-
Gravy /Sauce	E - K	B	C
Ink	C - K	G	B
Milk	E	C	B
Lipstick	C - K	B	-
Nail Polish	F	C	A
Oil/Grease	C-K	B	-
Paint - Water based	A	B	C
Paint - Oil based	I - K	C	B
Rust	C	B	H
Shoe Polish	C	B	-
Tomato sauce	E - K	B	-
Urine - New	A - K	B	-
Urine - Old	A - K	B	J
Vomit	B	-	-
Wine	I	A	B



## CARPET & RUG PRODUCT INFORMATION (Cont.)

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### **SISAL**

Natural fibre floor coverings are relatively easy to maintain because dirt does not cling to the hard fibres, but rests loosely in the weave. Natural fibres do not show dirt readily.

**Regular vacuuming** - Vacuuming is the best thing you can do to keep the fresh appearance of your sisal flooring. Visible and loose dirt should be vacuumed with a strong brush-suction vacuum. Vacuum the carpet from different directions, making several passes over the area. Although the need may not be visible, this frequent and regular vacuuming will increase carpet life by preventing soil build-up, and will help to eliminate stains caused when spilled liquids dissolve soil accumulations.

**Vacuuming Bound Rugs** - When vacuuming bound area rugs, take special care with the binding border. Do not let the vacuum sit on top of the binding or catch the corner of the rug as it could damage the binding. Also, vacuum in the direction that the binding is sewn so as not to pull up the binding from the rug. Rugs will not be replaced or repaired due to improper vacuuming or care.

**Overall cleaning** - It is important to control the amount of moisture during cleaning. NEVER steam clean, wet shampoo or use any other method that involves water saturation on a natural fibre rug. It is recommended that a dry cleaning process be used.

**Spot cleaning** - Spills and spots need immediate attention. A liquid spill, even if it's only water, will act as a magnet to any dirt particles that are in the rug, causing the dirt to rise to the surface. This dirt may cause a dark stain. To prevent this from happening, try to keep the rug as soil-free as possible by daily vacuuming. If a spill does occur, blot, do not rub, the area with a clean, absorbent white towel.

Never rub the area of the spill. Rubbing can work the liquid deeper into the fibers, making the spill more likely to stain. It can also spread the liquid to a larger area of the rug. To remove spots caused by solid substances, first remove any remaining material. Scrape it up with the dull side of a butter knife or a spoon, always working from the outside of the spot toward the centre. If, after you've followed the steps above, your rug needs further cleaning, we recommend using a dry extraction carpet cleaning system such Microseal cleaning kit for your convenience.

**Permanent protection** - Microseal protection is a multi-dimensional product designed to protect fibres from stains and damaging UVA and UVB rays. Microseal penetrates the fibre by means of nanotechnology, maintaining the appearance and texture of the fibre. Microseal is available on request, and can be applied either at installation, manufacturing stage or at a later date. However, we do recommend applying it prior to use of your rug.