



Quality: Silken Velvet Chic Information:

Cleaning & Maintenance

Thank you for your purchase! To maintain the appearance of your chosen carpet and ensure satisfaction for years to come, please find some information on cleaning and maintenance below.

MAINTENANCE

Keep the Dirt Outside:

The biggest enemy of all types of flooring is sand / dust. An entry mat will ensure that most dirt and moisture will not make it into the house, we recommend at least 2 – 3 paces long.

Regular Maintenance:

Regular and thorough vacuuming at least 2 – 3 times per week and more often in heavy traffic area. It is an economical and effective way to remove soil and dirt particles before they become embedded into the pile of the carpet. We recommend an appliance fitted with a beater bar / brush wheel. Please note suction only appliances may be difficult to manoeuvre due to the tight pile construction.

To assist ease of vacuuming ensure your appliance has the following features

- Wattage – this needs to be less than 700
- Large wheels – especially the front
- Adjustable height settings – minimum 6
- Variable suction levels

If an issue occurs we suggest you approach the appliance manufacturers for further information.

Periodic Maintenance:

To ensure lasting beauty and life of your carpet, you may employ the services of a professional cleaning service every year or two years, depending upon traffic density and the proximity to soiling carried in from outside. For Silken Velvet Chic, the cleaning methods mentioned below are suitable. Any other method not mentioned below cannot be used.

Available cleaning methods for periodic maintenance: - Spray Extraction

Please ensure you employ the services of a professional cleaner who has the right qualifications and experience with this type of cleaning.

CLEANING

If a stain or spot should occur, time is of the essence. 90% of all stains and spots are easily removed with water, provided you act quickly. To remove a stain: Always work from the outer edge toward the centre to prevent spreading. Apply a universal stain remover, specifically for man-made fibres, onto a soft, absorbent, non-linting cloth (e.g., a suitable micro-fibre cloth) and loosen the stain using a dabbing action, working from the outer edges towards the centre. Do not rub. Take up any loosened dirt with a dry section

of the cloth. In case of stubborn stains, repeat the process as necessary. Finally treat the area once again with clear water and then dab dry. When treating fitted carpeting, spread out and weight down a dry cloth if necessary to soak up any remaining fluid. Spray a short burst of stain remover onto particularly stubborn stains (red wine, tea, etc.) following treatment and allow the stain remover to stand for a while before using water to perform final work on the stain. Note: do not rub or use a hairdryer as that can cause permanent damage to the pile fibre. Do not use household cleaners, detergents or salt. When the stain or spot has set, special cleaning agents can be used, A universal stain remover specifically for man-made fibres must be used.

Please note: before using any cleaning agent, always test the carpet in a non-visible test area for colourfastness and material suitability.