

## Cleaning and Care Guide

### (Woven and Tufted Wools)

Taking care of your high-quality purchase will ensure its longevity and retain its beauty over the years.

- Regular vacuuming is essential for maintaining your carpet's appearance. A canister vacuum with suction-only is recommended to prevent excessive pilling, fuzzing, and pulls. If this type of vacuum is not available, adjust the settings so that the brush is kept at a distance from the carpet's surface.
- Act promptly to remove spills.
- Professional cleaning should be done as required. Avoid using stain repellent treatments containing silicone as they can accelerate carpet soiling.
- Keep doormats clean and change or launder them when soiled to prevent dirt from entering your home.
- Change the vacuum cleaner dust bag when it is half full.
- Ensure regular replacement of filters in your heating and air conditioning systems.

#### GUIDELINES FOR STAIN REMOVAL:

Efficient spot and spill removal are crucial aspects of carpet maintenance. Prompt action and having the necessary cleaning supplies ready are key.

- Immediately blot spills with white paper towels or a clean absorbent cloth (avoid rubbing). Remove any solid materials.
- Use pH-neutral cleaning agents and conduct a pre-test in an inconspicuous area before use.
- Apply the recommended cleaning agent from the spot removal chart (see right) to an absorbent towel and gently blot the



spill. Change the cloth to prevent reapplying soil.

- Avoid over-saturating with water.
- Work from the edge of the spot towards the center to prevent spreading.
- Allow the cleaning agent to work on the spot for a few minutes as per the instructions.
- After the spot is removed, blot excess moisture with paper towels or a dry absorbent cloth.
- Rinse the area with clear water on a clean cloth and remove excess moisture by applying pressure with paper towels.

#### PROFESSIONAL CLEANING RECOMMENDATIONS:

- Dry cleaning systems like Capture®, Host®, Dri-Mate®, Wool Clean by Wools of New Zealand, and Chem-Dry are suitable.
- Truck-mounted steam extraction is recommended for wall-to-wall installations. Steam cleaning is not advisable for loose lay rugs.
- Portable units, Bonnet systems, and Rug Doctor systems are not recommended.

## Cleaning and Care Guide

### (Nylons and Polyesters)

- Regularly vacuum your carpet. Frequent vacuuming is essential to maintaining its appearance. In most cases, a suction-only canister vacuum is recommended to prevent excessive pilling and fuzzing. If this type of vacuum is not available, adjust the settings so that the brush is kept away from the carpet's surface.
- Address spills promptly.
- Schedule professional cleaning annually. Avoid using stain repellent treatments containing silicone, as they can hasten carpet soiling.
- Keep door mats clean. Use absorbent mats at the main entrances to your home to prevent dirt from entering. Replace or launder these mats when they become soiled.
- Change the vacuum cleaner dust bag when it is half full.
- Regularly replace filters in your heating and air conditioning systems.

#### STEPS FOR STAIN REMOVAL:

Effective spot and spill removal is crucial for carpet maintenance. Acting swiftly when spills occur and having the necessary cleaning supplies on hand are vital.

- Immediately blot (avoid rubbing) spills with white paper towels or a clean absorbent cloth. Remove any solid debris.
- Use pH-neutral cleaning agents and conduct a pre-test in an inconspicuous area.
- Apply the recommended cleaning agent from the spot removal chart to an



absorbent towel and carefully blot the spill. Change the cloth to avoid reapplying soil.

- Avoid over-saturation with water.
- Work from the edge of the spot towards the center to prevent spreading.
- Allow the cleaning agent to work on the spot for a few minutes. Follow the recommended directions.
- Once the spot is removed, blot excess moisture by applying pressure with paper towels or a dry absorbent cloth.
- Rinse the area with clear water on a clean cloth.
- Remove excess moisture by applying pressure with paper towels.

#### RECOMMENDED PROFESSIONAL CLEANING METHODS:

- Dry cleaning systems like Capture®, Host®, Dri-Mate®, Wool Clean by Wools of New Zealand, and Chem-Dry are suitable options.
- Truck-mounted steam extraction is suitable for wall-to-wall installations. Steam cleaning is not recommended for loose lay rugs.
- Avoid using portable units, Bonnet systems, or Rug Doctor systems.