

CARPET MAINTENANCE GUIDELINES HAND-TUFTED CARPETS

This document is a guarantee of authenticity and will provide you with all the information that you will need to properly care for your carpets. Created using a hand-tufted production process, all carpets are manufactured at the highest quality. Being produced by hand, a wide variety of techniques, textures, materials and finishes can be used, creating a quality-orientated product which meets the challenges and functionality of contemporary spaces.

To be considered:

- Due to the nature of handcrafted products, every rug could be between 1% to 3% larger or smaller than the intended size.
- A slight variation in color may occur from dye lot to dye lot.



CARPET MAINTENANCE GUIDELINES

HAND-TUFTED CARPETS

Carpets have excellent wear and soiling characteristics, which are unique and totally unlike those inherent to other floor coverings.

Long-term carpet performance and appearance retention begins with effective and regular maintenance. This document will assist in the development of a maintenance plan suitable for commercial carpet environments.

1. FIRST STEPS

All our carpets undergo a thorough quality check before shipment.

When you receive the carpet, please open it immediately and check that it was not damaged during transportation. Do not store it away without opening it and leaving it to breathe. Should you need to store the carpet for some time please refer to point 4.8 Troubleshooting, Storage.

Once opened let it "breathe" for some time in order for the pile to regain its natural beauty and flatten out properly. During the first few months, the carpet will "give back" some fibers or lint, this is totally natural, and the more the carpet is used, the sooner this will come to an end (see point 4.5 - Troubleshooting, Fluffing or Shedding for more information).

If the carpet does not flatten out properly and shows creases or lines, place a white moist towel on it and iron at a low temperature.

To avoid any indentations and pile depressions, caused by the weight or sharp edges of furniture use pads between the furniture and the carpet. For area carpets, once the carpet is placed, should there be the need to move the carpet, or the furniture on top of it, it is important to take measures to avoid marking or any serious damage of the carpet's pile.

To move the carpet, please remove all furniture first. Do not pull directly from the edges. When moving furniture on the carpet, please use cardboard or a similar material between the rug and the furniture.

Make sure the rug is put in a dry area, do not put it in damp spaces such as in bathrooms, cellars, basements or the outdoors.

2. MAINTENANCE PROGRAM

Not only is a proper maintenance program important for the long-term performance of a carpet, utilizing approved vacuums and cleaning methods will greatly improve the life of a carpet and the quality of air in the interior.

Any treatments to the carpet must be requested before delivery, we do not recommend or approve of the application of post topical fiber sealants or protectants after production.

2.1 PREVENTATIVE MAINTENANCE

Effective preventative maintenance begins from the outside of the interior, areas around entryways must be kept clean and free of any contaminants that may be transferred into the interior. The best way to prevent or decrease carpet soiling is to not allow soil to enter the interior by using walk-off mats at all hard surface entryways.

The following list is an outline of suggested preventive measures that can be taken, where applicable, to minimize any major soiling accelerants:

- Use of outside mats with a coarse texture will brush soil from shoes.
- Create removable entrance mats at thoroughfares. They should be rotated and cleaned regularly.
- Install matting on the floor within revolving doors. People passing through shuffle their feet, thus creating passive wiping.
- Put removable mats in all elevators.
- Install protective mats below/around drink vending machines.
- Always use removable entrance mats in canteen and restaurant areas, especially the areas around kitchens.



- Create protective mats in front of receptions areas and desks, as visitors often stand for several minutes while dealing with the receptionist. This is particularly important in wet weather conditions, where standing time equals absorption time.
- Designate areas of no drink, food and liquid use.
- Create signage to inform people to wipe their feet, as well as information materials on general use conditions of particular main meeting/activity areas.
- Make sure all personnel has access to the contact details for cleaning and care-taking staff, so that they can be called and intervene quickly in the event of an accident.

2.1.1 HARD SURFACE TRANSITIONS

Carpets adjacent to hard surface areas are susceptible to abuse from the harsh cleaning agents typically used to clean the hard surfaces. The hard surface cleaners and cleaning equipment must not be allowed to come into contact with the carpet as the pads or brushes will damage the pile. Buckets, mops, etc used for the maintenance of hard floors should not be set on the carpet as residues may cause soiling or staining.

2.1.2 CLEANING FREQUENCY

The following guidelines have been established by the Institute of Inspection, Cleaning and Restoration Certification (www.iircr.org). They are to serve as guidelines on recommended cleaning frequencies for carpets from a public health perspective in addition to appearance retention. Although these are generally followed traffic-rating guidelines, users of this information should be aware that the condition of every building differs in traffic, soiling rates and usage. Common sense, experience and good judgment help dictate the best carpet maintenance program. Each individual facility should be assessed based on use, climate and desired appearance level.

AMOUNT OF FOOT TRAFFIC PER DAY	FOOD SERVICE	OFFICE	DEPARTMENT STORE	HOTEL
MODERATE (Less than 500)				
Vacuum	3-5 Days	5-7 Days	2-3 Days	1-2 Days
Spot Removal	Immediately	Immediately	Immediately	Immediately
Interim Cleaning	3-6 Months	3-6 Months	3-6 Months	3-4 Months
Restorative Cleaning	8-12 Months	8-12 Months	8-12 Months	8-12 Months
HEAVY (500 to 1000)				
Vacuum	2-3 Days	3-5 Days	1-2 Days	Daily
Spot Removal	Immediately	Immediately	Immediately	Immediately
Interim Cleaning	2-4 Months	2-4 Months	2-4 Months	2-3 Months
Restorative Cleaning	4-6 Months	4-6 Months	4-6 Months	6-8 Months
EXTRA HEAVY (1000 or more)				
Vacuum	1-2 Days	1-2 Days	Daily	Daily
Spot Removal	Immediately	Immediately	Immediately	Immediately
Interim Cleaning	1-2 Months	1-2 Months	21-28 Months	1-2 Months
Restorative Cleaning	2-3 Months	2-3 Months	1-2 Months	4-6 Months
WALK-OFF MATS				
Vacuum	Daily	Daily	Daily	Daily
Spot Removal	Immediately	Immediately	Immediately	Immediately
Launder	7 Days	7 Days	7 Days	7 Days

2.1.3 VACUUMING

Effective, routine vacuuming is a must for good commercial carpet performance, so a proper vacuuming program is essential in a well designed maintenance program. The most important features of the vacuuming maintenance program will be identifying high, medium, and low traffic areas by continually monitoring carpet performance and making any necessary adjustments to the schedule.

The Carpet and Rug Institute identifies vacuum cleaners that meet strict standards for soil removal, dust containment within the vacuum filter, and carpet appearance retention with an Indoor Air Quality (IAQ) 'Green Label'. Choose vacuums that bear this label for assurance of effective cleaning and good air quality.

2.1.4 BRUSHING

The agitation provided by a brush facilitates pile opening, causes the carpet to vibrate, and makes the grit particles accessible to airflow. Pay particular attention to heavy tracked areas which will absorb a bigger quantity

of grit particles. If ignored, they will be compacted into the pile fiber below the surface and will eventually contribute to reducing the performance and wear of the carpet. Remember that, when the carpet is new, there will be some loose fiber shed from the pile surface, which necessitates daily or regular vacuuming. This shedding is a perfectly normal phenomenon exhibited by high quality wool cut pile carpets.

This procedure should be followed by vacuuming across the extent of the carpet and periodic application of fine water mist.

2.1.5 CONDITIONING

When the carpet yarn becomes too dry, there is a tendency that it will become brittle and shed more readily. Wool and wool blends in particular benefit from having a low amount of moisture in the surrounding atmosphere. The moisture allows yarn pile to retain good condition and perform better in the long time.

- In summer or dry times, the use of air-conditioning allows some humidity into the atmosphere. This small amount of water vapor helps carpet conditioning.
- It is also beneficial to mask areas of direct sunlight on the carpet, to reduce color fading and localized focused heat.

2.1.6 SPOT REMOVAL

For best results, spots, stains and spills should be addressed immediately in order to prevent permanent staining. Most stains can be dealt with effectively if they are treated early, rather than once they have dried. Most stains can be spot cleaned. This is simply paying attention to one spot or area of the carpet, as opposed to the whole.

Each natural fiber has its own unique characteristics, please refer to xxx- Composition for details. Cleaning agents designed to tackle specific soiling are available from wholesale cleaning product suppliers.

Before applying any cleaning agent to the carpet, surface tests should be conducted on spare pieces of carpet provided at the moment of the installation if wall to wall, or in hidden parts of the carpet should it be an area one.

Knowledge of stain remover in advance of the stain occurring can save valuable time when attending emergencies. Finally, an in house "action list" should be circulated to the appropriate staff.

In the case of a heavy spill we recommend contacting a rug cleaning specialist.

3. COMPOSITION

3.1 WOOL

Wool is a natural fiber characterized by a scaly surface that makes it naturally soil resistant. Soil will be held high in the carpet pile, enabling easy removal by vacuuming. Furthermore, its fiber's natural lanolin coating prevents penetration by water-based liquids. Wool has natural elasticity, so it stands up to everyday wear-and-tear and resists unsightly marks from furniture.

3.1.1 CLEANING: TREAT STAINS BEFORE THEY DRY

For small stains, vacuum first, removing any excess liquid/dirt.

Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. If necessary, a diluted detergent for woolen artifacts can be used. Afterwards, dry with a clean cloth. Use as little water as possible as it will decrease the shine.

If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.

3.2 VISCOSE

Viscose is a cotton base semi-synthetic fiber, with a shine similar to silk. It is a delicate fiber, it tends to shed more abundantly than other fibers and is very sensitive to water.

3.2.1 CLEANING: TREAT STAINS BEFORE THEY DRY

Excessive moisture or a prolonged drying time can create physical and/or aesthetic problems that may not be correctable. For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. Attention: the fibers can be damaged by high temperatures. Alternatively, use carpet cleaners which are pH neutral (= 7). Carpet cleaners should be tested first before being applied to large areas. If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.

3.3 BAMBOO SILK

Bamboo silk is a vegetal material which has a beautiful shine similar to pure silk. It is a delicate fiber, it tends to shed more abundantly than other fibers, and is very sensitive to water.

3.3.1 CLEANING: TREAT STAINS BEFORE THEY DRY

Excessive moisture or a prolonged drying time can create physical and/or aesthetic problems that may not be correctable. For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. Attention: the fibers can be damaged by high temperatures. Alternatively, use carpet cleaners which are pH neutral (= 7). Carpet cleaners should be tested first before being applied to large areas. If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.

3.4 SHINY NYLON

Shiny nylon is characterized by toughness, good abrasion resistance and durability. It is a material with a high resilience when compared to other man-made fibers and has a very good texture retention to maintain its original appearance. Suitable for heavy traffic conditions.

3.4.1 CLEANING: TREAT STAINS BEFORE THEY DRY

For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. Carpet cleaners should be tested first before being applied to large areas. If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.

3.5 PURE SILK

silk is a natural material which comes from the silk-worm and is characterized by an intense shine. It is a delicate fiber and tends to shed more abundantly than other materials.

3.5.1 CLEANING: TREAT STAINS BEFORE THEY DRY

Excessive moisture or a prolonged drying time can create physical and/or aesthetic problems that may not be correctable. For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. If necessary, a diluted detergent for woolen artifacts can be used. Afterwards, dry with a clean cloth. Use as little water as possible as it will decrease the shine. If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.

3.6 LINEN

Linen is a natural material made from fibers of the flax plant. It is a rich and thick material which has a beautiful and subtle shine.

3.6.1 CLEANING: TREAT STAINS BEFORE THEY DRY

Excessive moisture or a prolonged drying time can create physical and/or aesthetic problems that may not be correctable. For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. If necessary, a diluted detergent for woolen artifacts can be used. Afterwards, dry with a clean cloth. Use as little water as possible as it will decrease the shine. If the stain remains, do not persist, please refer to a professional carpet cleaner, as for large spills. Never dry-clean.



4. TROUBLESHOOTING

4.1 BURNS

Burn damage can be remedied only by re-weaving, re-tufting, or re-sectioning the damaged area. However, in some cases, the appearance of an area of charred carpet can be improved by carefully clipping off blackened ends of tufts using small, sharp scissors. Trim surrounding tufts to minimize indentation. Remember, clipping blackened ends of tufts is permanent. Burn marks in wool-based products can generally be simply rubbed away to reveal the original color. The help of a professional is always recommended.

4.2 CRUSHING

Crushing is the loss of pile thickness due to foot traffic. It is not a manufacturing defect. Regular vacuuming can help reduce crushing. For area carpet, it is highly suggested to turn the carpet around every once in a while, to keep the patina of time as uniform as possible.

4.3 DEPRESSIONS

The weight of heavy pieces of furniture can put indentions in carpets. Use furniture glides or cups under heavy pieces of furniture or occasionally move your furniture a few centimeters/inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur gently vacuum the pile upright and in the opposite direction or, if the material allows it, apply water to the indentions with a spray bottle. Hold a hair dryer, set on medium, just above the indentation. As the spot is drying use your fingers to gently work the pile upright and in the opposite direction.

4.4 FADING OR COLOR LOSS

Protect rugs from direct sunlight to minimize fading or color loss. In case of area carpets, if exposed to direct sun light, make sure, if possible, to turn the rug around every once in a while, to keep the patina of time as uniform as possible. Fading can be caused also by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.

4.5. FILTRATION SOILING

Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents, and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet cleaning professional for assistance.

4.6 FLUFFING OR SHEDDING

The balls of fluff found on carpet or in the vacuum cleaner bag are merely loose bits of fiber left in the carpet from the production process. The removal of loose fibers does not affect the carpet life or quality. With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first months after installation. This process is characteristic of natural fiber products and it is not detrimental to the wear ability of the carpet.

4.7 MATTING

Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified cushion(pad) or cushion failure, can also be the cause. Matting is not considered a manufacturing defect.

4.8 SHADING, PILE REVERSAL, 'WATERMARKING' OR 'POOLING'

Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet or rug. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut pile carpet than in patterned and textured styles. This is not considered a manufacturing defect and is usually permanent and has no known cause.

4.9 SOILING

The secret to maintaining the beauty of your carpet is to vacuum often and clean it regularly before it becomes excessively soiled. Dulling is caused by the deposits of all types of soil that abrade the carpet's fibers. Still, the original color is not lost, but is present under the soil film. If the soil is allowed to remain, the carpet is much more difficult to clean. Frequent cleanings are important to avoid excessive soiling.

4.10 SPROUTING

Occasionally yarn tufts will rise above the pile surface of a carpet. Do not pull them out. Just snip these tufts off level with the carpet. If a long run has occurred, consult a professional as it is frequently possible for the yarn to be re-tufted or glued back into place.

4.11 STATIC

The static electricity generated by some carpets is aggravated by low humidity. That is why it is most bothersome in colder weather when the relative humidity is low. The use of a humidifier can help by reducing the build-up of static and reducing annoying shocks.

4.12 STORAGE

Should you need to store the carpet for some time, roll it up and keep in a dry place horizontally, never place anything on top of it. Never store a carpet vertically. If stored for long periods of time, it is essential to open it regularly and check that there has not been any damage caused by moths or insects. The use of insect repellent is recommended. A special transpiring recycled bag to store the carpets may be provided upon request. Please contact our sales department for information and costs (sales@cc-tapis.com)

