

Your New Custom Carpet

When properly maintained, your custom carpet's durability and beauty will last many years. Some shedding is normal within the first few weeks of installation. Sprouts or shoots buried in the pile after the carpet is sheared during the finishing process, may work their way to the surface. This shedding is characteristic of natural fiber carpets and not detrimental to its wear and durability. If shedding persists beyond several weeks, please contact Creative Matters.

Carpet Maintenance

Carpet maintenance is made up of two daily elements: **vacuuming** and **spot cleaning**. Proper vacuuming on a regular basis is the most important of all cleaning procedures and is essential to obtain the longevity of your carpet. A floor plan highlighting the heavy traffic areas should be part of the maintenance program. Heavy traffic areas should be vacuumed daily and medium traffic areas once or twice a week as determined by appearance. DO NOT use a beater bar vacuum.

Shading, Watermarking or Pile Reversal

Permanent pile reversal, or shading is a phenomenon that can appear in any cut pile/carpet. Its occurrence is random and its causes are largely unexplained. Despite extensive research by manufacturers and independent researchers, its cause is unknown and its occurrence cannot be predicted or prevented. Accordingly, its not recognized as a fault of manufacturing.

Periodic Professional Cleaning

The frequency of periodic professional cleaning will depend on how well daily and intermediate maintenance have been performed, as well as location. For on-site cleaning it is important that the carpets are not overly saturated with water. Steam cleaning should be performed by a skilled professional only. We recommend the hot water extraction method to clean our carpets, sometimes referred to as steam cleaning. For loose-lay area rugs, professional machine-washing by a reputable rug cleaning company can achieve excellent results. We do not recommend carpet shampoos or the "bonnet" cleaning system.

Hot Water Extraction: Hot detergent solution (150°F MAX) is sprayed through a nozzle and then followed by extraction of the loosened dirt through a suction slot behind the nozzle. The advantage of this method is that it removes deep-seated dirt. The disadvantage is that it is more operator-sensitive than other methods, since over-wetting can occur and longer drying time is required.

Spot Removal

In order to completely remove the stain, the crucial step is to take immediate action to the spot area. The longer the stain is left untreated, the harder it will be to remove it. For public areas such as hotels or restaurants, the staff should be responsible for local spot removal. In most cases, professional cleaning is preferred. However, the staff can take immediate action to reduce the possibility of staining, while waiting for the professional cleaner to arrive on-site.

Special Recommendations:

- Before applying any cleaning agent, test the solution on a hidden spot on the carpet, to check for color stability and colorfastness.
- To avoid color changes to the carpet, remove every spillage and stain as fast as possible
- Use appropriate spot removal techniques, with particular attention to the type of carpet being treated, materials and type of spill being treated. See the attached table for further instruction
- NEVER RUB STAINS OR SPOTS — it can cause stain enlargement and pile deformation
- Work from the outside inwards to limit the affected area.
- Remove liquid spills with absorbent material (e.g. paper towel or cotton towels)
- Some stains (e.g. food colors, hot beverages, cosmetics, food, etc.) can cause permanent color change, and may react with stain removers differently than intended. Use a professional cleaner whenever possible.

Spot Removers

Local stains (spots) can be divided into three groups: water soluble, chemically soluble and chewing gum. Therefore, a basic spot removal set should contain at least three agents:

- Detergent for water-soluble spots
- Solvent agent for grease spots
- Freezing agent for chewing gum

Instructions:

- Step A** Blot any spills with a clean cloth or paper towel to remove as much moisture as possible.
- Step B** Dip a sponge in the cleaning mixture. Dab the sponge into the stain. It's important to dab the stain and not rub, as rubbing can cause the stain to spread. Continue dabbing until the stain lifts.
- Step C** Blot the area with a damp cloth to remove cleaning residue.
- Step D** Place a towel over the affected area, and lightly press down to remove moisture. Continue this until no more moisture is present.
- Step E** Lightly brush the carpet with a carpet brush to prevent carpet matting. Do not brush hard, as this can ruin the carpet fiber. Always brush the carpet pile in the same direction throughout the carpet.

Recommended Cleaning Method

KEY TO TABLE

1. Use white paper towel or absorbent cloth
 2. Vacuuming
 3. Cold water
 4. Warm water
 5. Carpet shampoo (diluted)
 6. Stain remover for water-soluble spots
 7. Stain remover for greasy / oily spots
 8. Absorbent paper or paper towel and hot iron
 9. Remover for chewing gum (solvent or freezing agent)
 10. Acetone or nail varnish remover
 11. White spirit or turpentine substitute
 12. Surgical spirit (ethyl alcohol or ethanol)
 13. Rub with a coin
 14. Delicately rubbing with abrasive paper (sand paper)
- Spot removal to be carried out by professional cleaning companies:**
15. Disinfectant or deodorizer
 16. Rust remover
 17. Color List of tested agents — see website: www.wool-safe.org for re-coloring kit

SPOTS **EASY** TO REMOVE

SPOT TYPE	STEP 1	STEP 2	STEP 3
Blood	5	6	3
Burn or Scorch Marks	13	14	
Candle Wax	8	7	
Chewing Gum	9		
Chocolate, Cacao	5	7	6
Cola	3	5	6
Cream	7	5	
Egg	5	6	
Floor Wax	7	5	
Fruit Juice	3	5	
Gravy and Sauces	5	6	
Metal Polish	5		
Oil and Grease	7	5	
Paint (emulsion)	3	5	
Shoe / Furniture Polish	7	5	
Tea	3	5	6
Urine (fresh stain)	3	5	15

SPOTS **DIFFICULT** TO REMOVE

SPOT TYPE	STEP 1	STEP 2	STEP 3
Artificially Colored Drinks	3	6	
Bleach	3	17	
Coffee	6		
Glue/Adhesive	10	11	
Ink (fountain)	3	6	5
Ink (ballpoint pen)	12		
Lipstick	7		
Milk	4	5	15
Nail Varnish	10		
Paint (oil)	11		
Rust	16		
Urine (old stain)	6	15	
Vomit	5	6	15
Red Wine	1	6	