

GENERAL CLEANING & MAINTENANCE GUIDELINES (HANDTUFTED)

WOOL

DAILY CLEANING – REGULAR VACUUMING

Regular vacuuming of the whole rug / carpet should take place even when the rug / carpet does not look particularly dirty.

Areas where heavy foot traffic is directed through fairly restricted zones such as doorways, entrances and at the edges of the rug / carpet where it joins hard floors require special attention.

Proper vacuuming requires 3 to 5 passes at slow speed over the same area.

INTERIM CLEANING METHODS

Absorbent Powders: in this system the absorbent powder cleaning compound is sprinkled evenly over the surface of the rug and brushed in using a counter rotating brush. After about 20 minutes the dry compound is vacuumed away using a powerful vacuum cleaner. This system works very well on greasy stains and, being a dry compound, it is safe to use on all types of carpet and tile installations. We do not recommend this system for use in areas prone to wet spillages.

SPILLAGES/STAINS

Wet Spillages: should be mopped up immediately. Most spillages respond well to immediate treatment, thereby preventing permanent staining. Please follow RC & D Stain Checklist and Treatment Guide for further information.

DO NOT WALK ON THE CARPET UNTIL IT IS COMPLETELY DRY.

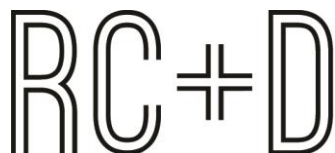
High Foam Shampoos: the high foaming shampoo is brushed over the pile surface using a special applicator with brushing action. The carpet is left to dry thoroughly, and the dry shampoo crystals are vacuumed away. RC & D prefer the use of a machine applicator with counter rotating brushes to lift the pile. Flat rotating bonnet mop or brush applicators can untwist, mat and flatten the pile of the carpet and we do not recommend their use.

PROFESSIONAL CLEANING

Hot Water Extraction Systems: In this system, the carpet pile is sprayed with a shampoo solution, which is lightly agitated with a grooming brush for an appropriate time, next the surface is passed over several times with a cleaning tool to thoroughly rinse out the pre-conditioner and soils, using an acetic acid solution, lower the Ph of the fabric to a neutral state. Finally, the surface is dried sufficiently to avoid any possibility of saturation.

Barrier Matting: where fitted, should be vacuumed daily and cleaned out regularly in order to prevent build up and transfer of soil or greasy substances to the carpet.

For cleaning and maintenance of barrier matting, please contact the manufacturer of the particular product.



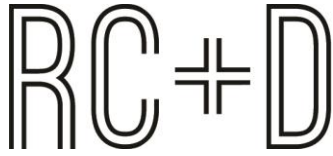
CARPET PROTECTION RECOMMENDATION (FOR RESIDENTIAL USE ONLY)

Application of Teflon protection is recommended for residential use and should be re-applied every twelve months. Teflon should be applied on to the pile strong and firm.

STAIN CHECKLIST AND TREATMENT GUIDE for RUGS/carpets in wool products:

| TYPE OF STAIN | ORDER OF TREATMENT | | |
|-------------------------|--------------------|-----|-----|
| | 1st | 2nd | 3rd |
| Beer | 1 | | |
| Beetroot | 1 | | |
| Bleach | 1 | | |
| Blood | 10 | 6 | |
| Burn or scorch mark | 5 | | |
| Butter | 2 | 1 | |
| Candle wax | 3 | | |
| Chewing gum | 7 | | |
| Chocolate | 1 | 2 | |
| Cocoa | 2 | 10 | 1 |
| Coffee (black or white) | 2 | 10 | 1 |
| Cooking oils | 2 | 1 | |
| Crayon/colour marker | 2 | 1 | |
| Cream | 2 | 1 | |
| Egg | 1 | | |
| Excrement | 1 | | |
| Fruit juice | 9 | 1 | |
| Furniture Polish | 2 | 1 | |
| Grass | 4 | | |
| Gravy/sauce | 9 | 1 | |
| Grease | 2 | 1 | |
| Ice-cream | 1 | | |
| Ink – ballpoint | 4 | 1 | |
| Ink – fountain pen | 9 | 1 | 6 |
| Lipstick | 2 | 1 | |
| Metal polish | 2 | 1 | |
| Mildew | 1 | 5 | |
| Milk | 9 | 2 | 1 |
| Mustard | 1 | | |
| Nail polish | 8 | 2 | |
| Oil | 2 | 1 | |
| Paint – emulsion | 2 | 10 | |
| Paint – oil base | 3 | 2 | 1 |
| Rust | 2 | 1 | 11 |
| Salad Dressing | 2 | 1 | |
| Shoe Polish | 2 | 1 | |
| Soft Drink | 9 | 1 | 5 |
| Tar | 3 | 2 | 1 |
| Tea (black or white) | 2 | 10 | 1 |
| Urine | 1 | | |
| Vomit | 1 | | |
| Wine – red | 12 | 9 | 6 |
| Wine - white | 1 | | |

1. Solution of 1 teaspoon of approved wool detergent (e.g. softly) with 1 teaspoon of white vinegar and 1 litre of warm water. It is recommended to wash out fast with vinegar and water mixture before it has time to set into the pile, and then sponge out by taping gently the pile. Do not scrub/rub
 2. Dry cleaning fluid, lighter fluid or mineral turpentine. Caution: ensure that no flame or lighted cigarette is near and use in well-ventilated area.
 3. Mineral turpentine effectiveness is increased if mixed with an equal quantity of dry-cleaning fluid. Caution: ensure that no flame or lighted cigarette is near and use in well-ventilated area.
 4. Methylated spirits. Caution: ensure that no flame or lighted cigarette is near and use in well ventilated areas.
 5. Hydrogen peroxide (20 vol). Dilute 10 to 1 with cold water. Caution: do not use on dark or patterned carpet.
 6. Dye stripper. Dilute 50 to 1 with cold water. Caution: do not use on dark or patterned carpet.
 7. Chewing gum remover (freezing agent).
 8. Nail polish remover.
 9. Clean, warm (not hot) water.
 10. Cold water.
 11. Weak solution of white vinegar or lemon juice with cold water.
 12. Absorbent powder (e.g. salt or talc). Sprinkle on spillage; leave overnight and vacuum next day.
- Notes:** Remember, for best results, it is important to act quickly, as stains left in for a prolonged period will set and be more difficult to remove. Haphazard attempts at spot removal can cause permanent setting of stain, pile distortion, matting and loss of colour. The solvents normally used in dry cleaning are perchlorethylene, white spirit fluorocarbons. Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.



CARPET CLEANING & MAINTENANCE GUIDELINES – 100 % VISCOSE & WOOL VISCOSE STIPPLE

Viscose is a manmade fibre produced to emulate the look and lustre of silk. Viscose adds a luxurious shimmer and soft feel whilst retaining brilliant colours to any carpet/rug.

When using viscose, the intensity/amount of lustre/shading is increased dramatically and becomes part of the characteristic of the luxurious look of the rug / carpet.

Viscose - Please note If moisture is applied to viscose fibre, it tends to contract and lacks the natural bounce to the original condition as wool does.

For care and maintenance of viscose we recommend 2 methods:

1. **Dry cleaning:** The recommended form of dry cleaning must be a moisture free process for optimum care. The procedure is to mist onto the carpet a soil release pre-spray which helps to free the soil from the fibres. We recommend this to be a mist only procedure and not a wetting application.
2. **HBS Encapsulation Method**

Both cleaning methods need to be completed by professionals

CARPET CLEANING & MAINTENANCE GUIDELINES – 100 % NYLON SILK & WOOL NYLON SILK STIPPLE

Nylon silk is a manmade fibre produced to emulate the look and lustre of real silk. Nylon Silk adds a luxurious shimmer and soft feel whilst retaining brilliant colours to any carpet/rug.

When using nylon silk the intensity/amount of lustre/shading is increased dramatically and becomes part of the characteristic of the luxurious look of the rug / carpet.

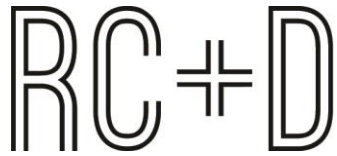
Nylon Silk - Please note If excessive moisture is applied to nylon silk fibre, it tends to contract and lacks the natural bounce to the original condition as wool does hence the amount of moisture used should be minimal and should be totally removed from the Rug / Carpet during the cleaning process and all the pile should be brushed lightly to the same direction whilst drying.

CARPET CLEANING & MAINTENANCE GUIDELINES – 100 % SILK & WOOL SILK STIPPLE

Cleaning of Silk and/or Wool/Silk Stipple: It is recommended to clean the carpets regularly when soiled, recommendation is dry cleaning clean using neutral detergent. Do not agitate/scrub or rub the pile surface, it is also possible to conduct wet cleaning on the carpet providing that the level of moisture is very low, and the drying of the fibres is to be controlled by brushing the pile in the same direction whilst drying.

PROTECTION – AFTER INSTALLATION

RC&D recommend you protect your rug/carpet after installation and before use.



The protection process is invisible and acts as a layer of film / that stops any potential stains penetrating the carpet pile and gives you sufficient time to remove the stain before it touches the fibre.

RC & D have tested the nano technology protector and finds it very effective in protecting all types of carpets used commercially or residential and needs to be reapplied every 3 – 5 years.

THINGS TO BE MINDFUL OF.....

SPROUTING

It is a characteristics of hand tufted carpets where a variety of natural and manmade fibres are tufted together and separately to create high density / quality carpets.

Some thinner and slippery tufts / fibres such as viscose, silk and nylon may be bent and hidden in between the tufting lines and only show up once the pile is walked on / stimulated.

These phenomena is easily fixed by trimming tuft / thread to the same level of the carpet pile and this will not occur again.

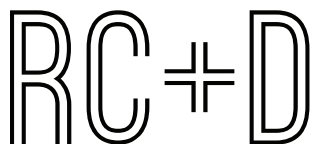
If a large amount of sprouting occurs this can be trimmed with a hand shearing tool quickly and efficiently, it is not recommended to pluck the treads out.

BE GENTLE

You want to be very particular with your scrubbing and grooming so that you do not create any scarring in the field. Using soft brushes during the cleaning rather than stiffer rotary scrubbers is generally a better choice.

PROFESSIONAL CLEANING

RC&D recommend professional cleaning for all carpets and rugs.



CARPET CLEANING & MAINTENANCE GUIDELINES – WOOLEN & VISCOSE (HANDLOOMED)

PROFESSIONAL CLEANING

Hot Water Extraction Systems: In this system, the carpet pile is sprayed with a shampoo solution, which is lightly agitated with a grooming brush for an appropriate time, next the surface is passed over several times with a cleaning tool to thoroughly rinse out the pre conditioner and soils, using an acetic acid solution, lower the Ph of the fabric to a neutral state. Finally, the surface is dried sufficiently to avoid any possibility of saturation.

It is important that the cleaning motion is in the same direction as the weave so that no lines are left in the pile and a controlled drying method is used, followed by raking of the pile.

Barrier Matting: where fitted, should be vacuumed daily and cleaned out regularly in order to prevent build up and transfer of soil or greasy substances to the carpet.

For cleaning and maintenance of barrier matting, please contact the manufacturer of the particular product.

PROTECTION – FLUOROCARBON: AFTER INSTALLATION

RC&D recommend you treat your silk rug/carpet with a soil/stain fluorocarbon protector. We recommend you only use a fluorocarbon protector that is water based. This invisible protective film acts as a barrier so that any potential stains/soiling cannot penetrate the carpet pile immediately.

To avoid any stains/soiling potentially penetrating the protective film please attend to the spillage sooner than later.

For maximum protection in general traffic flow areas re-apply the protective film every 12 months as the coating does wear off progressively.

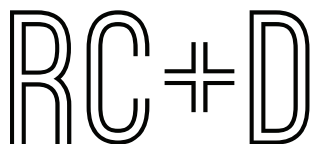
LOW MOISTURE CLEANING

Contains a unique crystallising polymer technology which enables remaining soil to be extracted from the carpet with subsequent post vacuuming. The crystallising detergent residue cannot attract soil so re soiling is minimised. Fast cleaning production rates. Deep penetrating cleaning. Dries to a crystallised residue. No rinsing required safe for all carpets. Dries with in 2 hours.

SPILLAGES/STAINS

Wet Spillages: should be mopped up immediately. Most spillages respond well to immediate treatment, thereby preventing permanent staining. Please follow RC & D Stain Checklist and Treatment Guide for further information.

DO NOT WALK ON THE CARPET UNTIL IT IS COMPLETELY DRY.



CARPET CLEANING & MAINTENANCE GUIDELINES – WOOLEN & VISCOSE

DAILY CLEANING – REGULAR VACUUMING

The most important maintenance step is proper vacuuming. regular and thorough vacuuming at least once per week and more often in heavy traffic areas will remove soil and dirt particles before they become embedded into the pile of the carpet. Remember you cannot over vacuum and vacuuming should begin the day the carpet is installed. frequent vacuuming is a carpets best friend.

REMOVAL OF STAINS / SPOTS WITH ACID BASE (VOMOT/URINE, ETC.)

It is recommended to wash out fast with vinegar and water mixture before it has time to set into the pile, and then sponge out by taping gently the pile. Do not scrub/rub

BE GENTLE

You want to be very particular with your scrubbing and grooming so that you do not create any scarring in the field. Using soft brushes during the cleaning (such as window washing brooms) rather than stiffer rotary scrubbers is generally a better choice.

SPROUTING

Sometimes a thread may come loose. In this case trim the tread to the same level of the carpet pile. It is not recommended to pluck the treads out.

THINGS TO BE MINDFUL OF.....

If a spill occurs try to attend to it straight away by gently dabbing the spillage/liquid from the rug using a clean white damp sponge.

Avoid using chlorine bleach to clean silk; chlorine will damage the silk fiber. Bleach will cause permanent yellowing, colour loss and weakening of the silk.

Avoid drying silk in direct sunlight as sunlight for a prolonged period will damage the silk fabric Substances containing alcohol will damage silk fiber.

Extremely high temperatures can scorch silk fibers. The scorching or yellowing occurs as the fibers begin to burn. Burned fibers cannot be revived.

Do not use an alkaline shampoo or one which contains ingredients such as wax, petroleum, or their derivatives, as these products will leave a residue on your silk and may cause "oil" spots

Should you require any advise on your carpet or cleaning requirements, please do not hesitate to contact us on 03 98505333. Pristine Service Group, or you could visit our web page www.pristineservicegroup.com.au.