

CLEANING RECOMMENDATION FOR BENTZON SAVANNA/BIZON RANGES

Bentzon carpets are very easily maintained with regular cleaning, which is not only important from an aesthetic and hygienic point of view, but also contributes towards preserving the value of the carpet. Daily removal of the loose and slightly adhesive dirt by vacuuming eliminates the effects of accelerated wear resulting from soil being embedded into the carpet fibre by regular traffic. Dry vacuuming should be carried out in the direction of the weave.

In addition to regular cleaning with a vacuum, spills and stains can be overcome with minimum care and if simple procedures are followed – see table below.

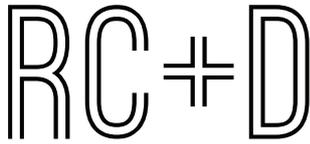
It is recommended that a planned maintenance program include a cleaning system such as “Host” low moisture extraction (available worldwide) – where carpet is sprayed with a cleaning agent and subsequently rinsed using moist cleaning pads and only a small amount of water - most professional carpet cleaners should be aware of this cleaning method. This will ensure maximum appearance retention and performance of the carpet.

Please note the following points:

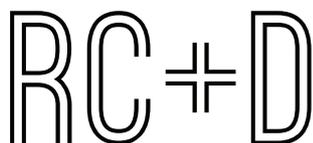
- The use of inappropriate chemicals may cause permanent damage to the carpet. Be cautious about using off the shelf carpet cleaning detergents.
- Do not use shampoos and cleaners with a spirit base. PH neutral non-film forming cleaning agents should be used. Make sure the cleaning agent is completely removed from the fibres to avoid discoloration.
- Before cleaning, make sure the carpet is properly glued down to avoid damage.
- Never rub the carpet when spot cleaning. Solutions should be blotted up or dabbed gently with a colour-fast towel.
- Act quickly – the longer the stain remains unattended the harder it will be to remove.

Some stain removal guidelines:

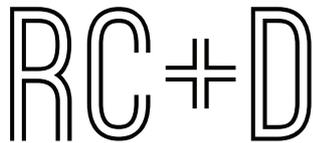
Ball point pen	Dab with a cloth dampened with spirits.
Faeces	Dampen the stain with equal portions water and domestic vinegar. After 10 minutes dab with humid and dry cloths by turns. Dab with water diluted with a disinfectant e.g. Rodalon
Alkyd paint	Absorb immediately with a cloth dampened with turpentine. Old stains cannot be removed.
Asphalt	Soften the stain with margarine for approx. 12 hours. Then remove the stain with as little benzine as possible.



Fungicide	If the fungicide is water-based the stain is to be cleaned with a cloth slightly dampened with water. If the fungicide is alcohol-based the stain is cleaned with a cloth dampened with household alcohol.
Blood	Absorb immediately and dab with a cloth dampened in water with 2 teaspoonful salt added per liter of water.
Ink	On synthetic carpets absorb immediately with a cloth dampened with 8% undiluted ammonia water. On carpets containing wool dab with a cloth dampened with water.
Wax polish	Clean the stain with a cloth dampened with turpentine. The pile will paste if left too long.
Cellulose varnish	Dab with a cloth dampened with acetone.
Chocolate	Dampen cloth with kerosene and dab the stain until you cannot remove any more colour. The treated area can for a short while bulge if the carpet is not fully adhered.
Chocolate ice-cream	Dampen cloth with kerosene and dab the stain until you cannot remove any more colour. The treated area can for a short while bulge if the carpet is not fully adhered.
Chocolate drinks	Dampen cloth with kerosene and dab the stain until you cannot remove any more colour. The treated area can for a short while bulge if the carpet is not fully adhered.
Cola	Absorb as much as possible of the stain immediately with kitchen paper or a dry cloth. Then wash off the stain with a cloth dampened with lukewarm water. Keep on until you cannot remove any more of the stain/colour. Remaining stain/colour residues can be bleached with HelpMate or 3% peroxide
Grease	Scrape off or absorb as much as possible. Dab carefully with a cloth dampened with kerosene. The treated area can, for a short while, bulge if the carpet is not fully adhered.
Cream	Scrape off or absorb as much as possible. Dab carefully with a cloth dampened with kerosene. The treated area can, for a short while, bulge if the carpet is not fully adhered.
Fruit juice	Absorb as much as possible of the stain immediately with kitchen paper or a dry cloth. Then wash off the stain with a cloth dampened with lukewarm water.



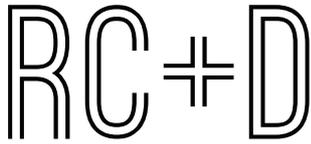
Street dirt	Leave the stain to dry and vacuum-clean the carpet once the dirt has dried completely.
Grass	Absorb as much as possible immediately with kitchen paper. Then wash off the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. In case of dried grass stains these are first to be softened with stain remover, after which the stain/colour is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues can be bleached with HelpMate.
Resin	Dab carefully with a mixture of equal parts of turpentine and spirit.
Dessert wine	Absorb as much of the stain as possible immediately with kitchen paper or a dry cloth. Then wash off the stain with a cloth dampened with lukewarm water.
White wine	Absorb as much as possible immediately with kitchen paper, then wash off the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. In case of dried stains these are first softened with stain remover after which the stain is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues are best bleached with HelpMate or possibly 3% peroxide.
Ice	Dampen a cloth with kerosene and dab the stain until no more stain/colour can be removed.
Coffee	Absorb as much as possible immediately with kitchen paper. Then wash off the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. In case of dried coffee stains these are first to be softened with stain remover after which the stain/colour is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues can be bleached with HelpMate.
Cocoa and chocolate drinks	Dampen a clean cloth with kerosene and dab the stain until no more stain/colour can be removed. The treated area can, for a short while, bulge if the carpet has not been fully adhered.
Liqueur	Dampen the stain with a cloth dampened with lukewarm water and absorb with a dry cloth.



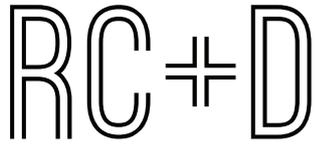
Lipstick	Dampen a cloth with kerosene and dab the stain until no more stain/colour can be removed. The treated area can for a short while bulge if the carpet has not been fully adhered.
Cooking oil	Scrape off or absorb as much as possible. Dab carefully with a cloth dampened with kerosene. The treated area can, for a short while, bulge if the carpet has not been fully adhered.
Paint	Absorb immediately with a cloth dampened with turpentine. Old stains cannot be removed.
Mascara	Dampen a cloth with kerosene and dab the stain. The treated area can, for a short while, bulge if the carpet has not been fully adhered. If there is still a remaining stain/colour residue it is possible to bleach the stain with HelpMate or 3% peroxide.
Motor oil	Dampen a cloth with kerosene and dab the stain immediately until no more stain/colour can be removed.
Milk	Absorb as much as possible immediately. Dampen the stain with stain remover and dab with a cloth dampened with lukewarm water with ammonia added to it. Use 1/2 dl. 8% ammonia to 2 1/2 l water. Dab with clean water and after this with dry cloths.
Nail polish	Dab with a cloth dampened with acetone.
Oli - black lubricating oil	Dampen a cloth with kerosene and dab the stain immediately until no more colour can be removed.
Vomit	Dampen the stain with equal parts of water and white vinegar. After 10 minutes dab alternately with dampened and dry cloths. Dab with water with a disinfectant. e.g. Rodalon
Rust	Dampen the stain with stain remover and leave for a couple of hours. Dab with a dry cloth, then dab with clean water.
Beetroot juice	Absorb as much as possible of the stain immediately with kitchen paper or a dry cloth. Then wash the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. In case of dried stains these are first softened with stain remover after which the stain/colour is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues are bleached with HelpMate or 3% peroxide
Red wine	Absorb as much as possible with kitchen paper immediately, then wash off the stain with a cloth dampened with lukewarm water.

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	Keep on until no more stain/colour can be removed. In case of dried stains, these are first softened with stain remover after which the stain is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues are best bleached with HelpMate or possibly 3% peroxide.
Juice	Absorb as much as possible of the stain immediately with kitchen paper or a dry cloth, then wash off the stain with a cloth dampened with lukewarm water.
Shoe polish	Dampen a cloth with kerosene and dab the stain. In case of a stain/colour residues it is possible to bleach with HelpMate or possibly 3% peroxide.
Butter	Scrape off or absorb as much as possible, then dab carefully with a cloth dampened with kerosene. The treated area can bulge for a while if the carpet is not fully adhered.
Lubricating oil	Dampen a cloth with kerosene and dab the stain immediately until no more stain/colour can be removed.
Soot	Dampen a cloth with kerosene and dab the stain. If there are still stain/colour residues left it is possible to bleach with HelpMate or possibly 3% peroxide.
Soft drinks	Absorb as much as possible of the stain immediately with kitchen paper or a dry cloth. Then wash off the stain with a cloth dampened with lukewarm water. Remaining stain/colour residues can be bleached with HelpMate or possibly 3% peroxide.
Gravy	Scrape off or absorb as much as possible, then dab carefully with a cloth dampened with kerosene.
Crayon	Dampen a cloth with spirit and dab the stain.
Paraffin	Remove as much as possible with e.g. a blunt knife. Dampen a cloth with kerosene and dab the stain until you can remove no more. Try to bleach a coloured stain with HelpMate alternatively with 3% peroxide.
Tea	Absorb as much as possible with kitchen paper, then wash off the stain with a cloth dampened with lukewarm water. Keep on until no more colour can be removed. In case of dried stains, these are first softened with stain remover, after which, the stain is washed off with

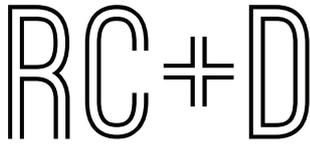


	a cloth dampened with lukewarm water. Remaining satin/colour residues can be bleached with HelpMate or possibly 3% peroxide.
Tar	Soften the stain with margarine for 12 hours, then remove the stain with as little gasoline as possible.
Ketchup	Absorb as much of the stain as possible with immediately kitchen paper or a dry cloth, then wash off the stain with a cloth dampened with lukewarm water.
Wood Preservatives	Absorb immediately with a cloth dampened with turpentine.
Pen for Indian ink on water base	Absorb as much of the stain as possible with immediately kitchen paper or a dry cloth. Then clean off the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. Remaining stain/colour residues can be bleached with HelpMate or possibly 3% peroxide.
Pen for Indian ink on spirit base	Dampen a cloth with spirit and dab the stain.
Chewing gum	Put a bag with ice on the stain to harden it, then scrape off as much as possible of the stain. After which, dab with a cloth dampened with gasoline.
Urine	Dampen the stain with equal parts of water and white vinegar, then after 10 minutes dab by turns with moist and dry cloths. Dab with water and a disinfectant added, e.g. Rodalon. Follow instructions as to how much to use. Remaining stain/colour residues can be bleached with HelpMate or possibly 3% peroxide.
Wine	Absorb as much as possible with immediately kitchen paper, then wash off the stain with a cloth dampened with lukewarm water. Keep on until no more stain/colour can be removed. In case of dried stains, these are first softened with stain remover after which the stain is washed off with a cloth dampened with lukewarm water. Remaining stain/colour residues are best bleached with HelpMate or possibly 3% peroxide.
Egg	Dry as much as possible, then dampen the stain with stain remover and dab with a cloth dampened with lukewarm water and a little ammonia added. Use 1/2 dl. 8% ammonia for 2 1/2 litres of water. Dab with clean water and after that with dry cloths.



Beer	Dampen the stain with stain remover, then dry with water and a dry cloth.
Stain	Removal Guide

The information in these instructions is only a guide and because there are so many variables to consider, no claims for compensation can be made on the basis of these recommendations.



CLEANING RECOMMENDATION FOR BENTZON OMEGA & ZETA RANGES

Bentzon carpets are very easily maintained with regular cleaning. This is not only important from an aesthetic and hygienic point of view, but also contributes towards preserving the value of the carpet. Daily removal of the loose and slightly adhesive dirt by vacuuming eliminates the effects of accelerated wear resulting from soil being embedded into the carpet fibre by regular traffic. Dry vacuuming should be carried out in the direction of the weave.

In addition to regular cleaning with a vacuum, spills and stains can be overcome with minimum care and if simple procedures are followed – see table below.

It is recommended that a planned maintenance program includes a cleaning system such as “Host” low moisture extraction (available worldwide) – where carpet is sprayed with a cleaning agent and subsequently rinsed using moist cleaning pads and only a small amount of water - most professional carpet cleaners should be aware of this cleaning method. This will ensure maximum appearance retention and performance of the carpet.

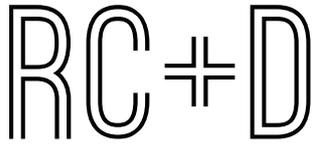
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- Do not use shampoos and cleaners with a spirit base. PH neutral non-film forming cleaning agents should be used. Make sure the cleaning agent is completely removed from the fibres to avoid discoloration.
- Before cleaning, make sure the carpet is properly glued down to avoid damage.
- Never rub the carpet when spot cleaning. Solutions should be blotted up gently with a colourfast towel.
- Act quickly – the longer the stain remains unattended the harder to remove.

Some spot removal guidelines:

Stain	Removal Guide
Grease, Ink (Biro), Shoe Polish, Paint	Solvent, blot, detergent, blot, water, blot.
Soil, Glue (white), Excrement.	Detergent, blot, ammonia blot, detergent blot, water, blot.
Coffee, Tea, Wine, Soft Drinks, Fruit.	Detergent, blot, vinegar, blot, detergent, blot, water, blot.

The information in these instructions is only a guide and because there are so many variables to consider, no claims for compensation can be made on the basis of these recommendations.



CLEANING & MAINTENANCE GUIDELINES – 100 % WOOL CARPET

DAILY CLEANING – REGULAR VACUUMING

Regular vacuuming of the whole carpet should take place even when the rug does not look particularly dirty. A standard commercial vacuum cleaner can be used.

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 rugs. 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.

PROFESSIONAL CLEANING

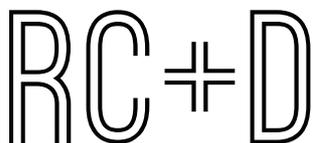
Hot Water Extraction Systems: in this system the pile is sprayed with a shampoo solution which is then immediately vacuumed back up into another tank of the machine. Sometimes a counter rotating integral brushing action takes place after spraying and before the solution is vacuumed away. Both systems are suitable for use on RC & D rugs as long as the machines are correctly maintained and operated by a skilled person to avoid over wetting. Using this method, the rug should be dry in approximately 4 hours.

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.

RUG PROTECTION RECOMMENDATION (FOR RESIDENTIAL USE ONLY)

Application of Teflon protection is recommended for residential use and should be re-applied every twelve months.



STAIN CHECKLIST AND TREATMENT GUIDE for 100% WOOL

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.
 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.