

quality: Windsor

information: cleaning & maintenance

Thank you for your purchase! To maintain the appearance of your chosen carpet and ensure satisfaction for years to come, please find some information on cleaning and maintenance below.

MAINTENANCE

1. keep the dirt outside

The biggest enemy of all types of flooring is sand. An entry mat will ensure that most dirt and moisture will not make it into the house.

2. regular maintenance

Regular and thorough vacuuming, at least once a week and more often in heavy traffic areas, is an economical and effective way to remove soil and dirt particles before they become embedded into the pile of the carpet.

3. periodic maintenance

To ensure lasting beauty and life of your carpet, you may employ the services of a professional cleaner every year or two years, depending upon traffic density and the proximity to soiling carried in from outside. For Windsor, the cleaning methods mentioned below are suitable. Any other method not mentioned below cannot be used.

available cleaning methods for periodic maintenance:

- powder cleaning
- spray extraction straight

Please ensure you employ the services of a professional cleaner who has the right qualifications and experience with this type of cleaning.

CLEANING

If a stain or spot should occur, time is of the essence. 90% of all stains and spots are easily removed with water, provided you act quickly.

To remove a stain:

1. Always work from the outer edge toward the centre to prevent spreading. Blot up liquids with a paper towel or absorbent cloth; scoop up solids with a spoon or the end of a knife.
2. Take a light, colourfast cotton cloth; make it wet and wring it out.
3. Put the cloth on the stain and leave it there (do not look and do not rub!)
4. Replace the cloth as soon as it is soiled and repeat until it does not soil anymore.

Note: do not rub or use a hairdryer as that can cause permanent damage to the pile fibre. Do not use household cleaners, detergents or salt.

When the stain or spot has set, special cleaning agents can be used, namely *James Stainwater*, *James Stainspray* and *James Water*. For more information about cleaning agents you can visit the website www.james.eu.

