

# CHROMA™

## Global Flooring Solutions

### CARE and MAINTENANCE of CHROMA TONES & COLOURS

Care of your new carpet is a major determining factor in how long it will last. This document provides all the recommendations required for care, stain removal and cleaning to enhance the beauty of your carpet throughout its lifetime. Poor upkeep, more particularly the use of unsuitable stain removers or detergents, can rapidly cause lasting and virtually irreversible damage to the floor covering. In such situations, the manufacturer cannot be held liable. Proper carpet care involves four types of activity: • Protecting entrances. • Vacuuming. • Removing stains. • Regular care.

1. **PROTECTING ENTRANCES** Dry soil and dust brought indoors is by far the most damaging type of contaminant for carpet. All entrances leading to carpeted areas should therefore be protected. In this way, it is possible to stop over 90% of dirt brought in by foot traffic by installing an effective and appropriately sized door mat. Protecting exterior entrances - use "foot-scaper" grilles or rough, hard-wearing mats to remove dirt from shoes. Protecting interior doorways - use damp-absorbing mats large enough to take 3 paces in the direction of entrance. Safety mats should also be placed near car park entrances, lifts, goods lifts, kitchen doors, cafeterias and drinks vending machines, and in general near any place where smooth flooring meets textile flooring. **IMPORTANT:** all such mats should be vacuumed every day if they are to perform their intended purpose.

2. **VACUUM-BRUSH CLEANING** Regular use of a vacuum-brushing cleaner is the best way to care for carpets. The intensity of foot traffic should be clearly identified in each area so that vacuuming activities can be properly planned (refer to the frequency table). It is absolutely essential to use a vacuum cleaner with a rotating brush for best results; this type of vacuum cleaner removes dust efficiently through its mechanical action (for example models from the SEBO XP series). Vacuum cleaners with flat nozzles remove only a limited amount of dust and do not lift the pile. Brushing machines which use pressure to operate are not sufficiently effective for this task. To prevent fine dust being discharged into the air, the vacuum brushing cleaner should be fitted with an additional efficient filter (HEPA filter).

3. **REMOVING STAINS** Choosing cleaning products. Choosing products for cleaning your carpets requires great care and attention. The use of an unsuitable product could lead to irreparable discolouration to the carpet. Indeed, textile floor coverings are sensitive to chemical agents: the fibres of the usable side as well as the reverse could be damaged by aggressive agents, such as alkaline products and whitening agents (bleach, hydrogen peroxide, etc.). As a general rule, only use treatments that are specifically recommended for use on carpet. To do this, carefully read the recommendations on the packaging as well as the technical factsheet. In any case, follow the recommendations for use carefully. We recommend that before using a new product, you check it is harmless to colour by testing it on an offcut or on a small unseen area. Avoid all products with a bleach base and spray foams. The pH of the products used must not be higher than 8. Never directly or indirectly spray a product not designed for cleaning onto the carpet (air freshener, air sanitizer, essential oils, etc.). Furthermore, whatever the product used, it is necessary to take care not to leave any residue from the agents on the carpet. After using a cleaning product agent it is always necessary to rinse with clean water.

Your fitted carpet is a textile item: as you would with any other fabric, act fast and sensibly to solve the problem. It is recommended that you deal with any stains as soon as they occur. Dirt is considerably more difficult to remove once it has settled in. Use a stain-removing product that is appropriate to the particular problem. We recommend that you check that the stain-remover is compatible with the carpet before use, by applying a small amount to a concealed part of the carpet. Spills: Blot spills as soon as possible using a clean, dry and absorbent white cotton pad. Do not scrub the stain, as this may damage the structure of the pile.

Solid stains:

- Remove as much of the substance as possible with a palette knife or a scraper.
- Then use a stain-removing product that is appropriate.
- Apply the stain remover to a white cotton cloth and dab the stain forcefully without rubbing it or over-loading it with stain remover.
- Start from the edge and work inwards to prevent the stain spreading.
- Continue doing as instructed as long as the stain is soaked up by the cloth.
- Then use the upturned glass method to shampoo the carpet: massage the stain by making circles with the upturned glass and removing any foam that forms. Repeat this step until the foam stops appearing.
- Rinse with water by dabbing it vigorously with a damp sponge. Dab with a dry cloth to absorb as much moisture as possible.
- Finally, cover with a white absorbent layer (cotton cloth or kitchen roll) about 1 centimetre thick, weighted down by a heavy object and covered with a plastic sheet to absorb any residual moisture and the remains of the stain.