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CARE AND CLEANING INSTRUCTIONS

At Moooi Carpets we print high resolution designs on high quality material. With the right care and cleaning, your carpet will keep its appearance and its good qualities for many years to come.

Please read these instructions and follow our instructions carefully. This will ensure that you get the greatest possible benefit from your Moooi Carpet.

Correct and regular care and cleaning is necessary to extend the lifetime of your new Moooi Carpet, maintain its appearance and ensure a healthy indoor climate.

We strongly recommend that the carpet's ongoing maintenance and cleaning are undertaken by a professional service partner that uses maintenance equipment and methods which are tested and approved by the Carpet and Rug Institute with a "Seal of Approval".

Defective or incorrect care and cleaning can lead to a number of problems, such as: Poor cleaning quality – discolouration – long drying times – odour – rapid soiling – chemical residue in the carpet – poor indoor climate – delamination of the carpet's backing – bulges – shrinkage, etc.

CARE & CLEANING PROGRAMME

Before the carpet is installed, a maintenance programme should be prepared concerning the factors requiring special attention. This includes such factors as budget, personnel and specially exposed areas.

THE MAINTENANCE PERSONNEL ARE RECOMMENDED TO:

- Obtain a detailed floor plan of buildings and rooms.
- Identify the areas particularly exposed to soiling:
- Entrances and other heavy-duty areas where soil carried in from outside is accumulated, and transitions from hard flooring types.
- Heavy-duty areas with a high concentration of walking traffic, including door openings, staircases and areas at water dispensers and coffee machines.
- Main traffic areas with the highest concentration of walking traffic.

A complete and effective maintenance programme should include the following three Care & Cleaning categories:

1. Preventive maintenance
2. Daily maintenance
3. Regular carpet cleaning.
4. Professional cleaning

A Care & Cleaning programme will ensure maintenance that is matched to the individual carpet and local conditions. The purpose of the programme is to ensure an attractive carpet on a day-to-day basis, at a reasonable cost level.

We advise you to leave this intensive cleaning to the professional: professional cleaners work thoroughly and safely and guarantee an optimal result.

A Care & Cleaning programme will consist of:

- Vacuuming plan
- Maintenance plan
- Cleaning plan
- Work plan
- Cost overview

NB! Misuse or deviation from Moooi Carpets Care & Cleaning instructions may cause damage that will not be covered by Moooi Carpets guarantee.

ANTI-SOILING MEASURES

In the project design phase, it is important to establish an effective cleaning zone in the building or room where the carpet is to be installed. The purpose of the cleaning zone is to prevent dirt and soiling of the carpet. An effective cleaning zone will not only protect the floor covering, but also reduce your cleaning costs.

A cleaning zone bordering on outdoor areas should start with a scraper mat which, in the first instance, will protect the carpet from coarse particles. A cleaning mat will also retain moisture and smaller particles. A cleaning mat should also be placed at other heavy-duty areas such as between factory and office, between kitchen and restaurant, and at and inside lifts.

To achieve the most effective result, the cleaning zone should have a length of at least 6-7 steps. Cleaning zones should also be vacuumed daily using a rotating brush nozzle. This nozzle should be cleaned at regular intervals to ensure maximum suction of moisture and dirt. Gapa lamella mats and Amtico Entryway are recommended for cleaning zones.

DAY-TO-DAY CLEANING - VACUUMING

Vacuuming is one of the most important elements of an effective and economic maintenance programme. Daily vacuuming can remove more than 80% of all dry soiling from the carpet. Carpet vacuuming should be planned according to the amount of soiling that may potentially accumulate in the area in question.

We recommend the following vacuuming frequency:

Heavy-duty areas: Daily

Medium-duty areas: Twice a week

Light-duty areas: Once or twice a week.

RECOMMENDED VACUUM CLEANERS

Vacuum cleaners with high performance are of great importance to cleaning efficiency and air quality in the indoor environment.

Vacuum cleaners which effectively remove dust and soiling, and also retain the dust in the vacuum cleaner, are of great importance to keeping the carpet clean. These types of vacuum cleaners also help to extend the carpet's lifetime. There are many different types of vacuum cleaners, with

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individual benefits and drawbacks. According to our recommendations, you should consider a number of key characteristics when choosing your vacuum cleaner:

- How efficiently the vacuum cleaner removes dust and soiling
- How efficiently the vacuum cleaner retains the dust inside the vacuum cleaner, so that it is not blown back into the room
- How the visual appearance of the carpet changes as a result of repeated vacuum cleaning

The independent American "Carpet and Rug Institute" performs a number of tests of vacuum cleaners. Vacuum cleaners are tested for the aforementioned characteristics and, if approved, are granted a "Seal of Approval". Vacuum cleaners that have been granted a "Seal of Approval" are recommended for Moooi Carpets products.

If a microfilter (HEPA filter) has been installed on the vacuum cleaner's exhaust fitting, the amount of particles released from the vacuum cleaner will be reduced significantly. Vacuum cleaners with a good and effective HEPA microfilter system will ensure that no fine dust is blown out with the exhaust air, thereby affecting the indoor climate. The HEPA filter system developed in cooperation with the Danish Asthma & Allergy Association captures 99.997% of all pollen, dust, animal dander and similar particles.

DAY-TO-DAY MAINTENANCE - STAIN REMOVAL

Spillage stains can be removed if immediate action is taken. As soon as the spillage takes place, the spilled liquid should be mopped up with a white cloth. Keep doing this until all of the spilled liquid has been completely absorbed.

We recommend professional cleaning agents to clean stains. If other cleaning agents are used, the instructions provided should be followed, and the necessary precautions taken.

Light suction machines may be used when more effective treatment is needed. These machines can be used to rinse off and suck up spillages. It is important to follow the manufacturer's guidelines in order to comply with current guarantees.

RECOMMENDED STAIN-REMOVING AGENTS

There are many different cleaning agents that can be used to remove stains. When you choose a stain remover, you should consider a number of important characteristics:

- Stain-removing ability
- Re-soiling tendency after cleaning
- PH value
- Content of optical brightener
- Effect on the carpet's colour

NB! Never use chlorinated agents or bleaching agents.

FIRST AID STEPS TO REMOVE STAINS

The faster you take action to remove a stain, the greater the chances of successfully removing the stain. Please follow these 4 steps to make sure you get the optimal result.

1. Remove any loose dirt If the stains are new, first remove any loose particles and then wipe up spills with a dry, white cloth or non-dyed absorbent paper. It is important not to rub the stain. Instead, the stain should be blotted off. Dried or concentrated stains should be treated with a brush and a vacuum cleaner.
2. Dissolve in lukewarm water The next step is to apply lukewarm water (without soap, washing powder, liquid detergent or any similar agents). Dab the area gently with a damp cloth and then absorb as much of the liquid as possible by blotting with a dry, white cloth. Then drizzle potato starch on the stain and leave to dry for 24 hours before vacuuming.
3. Carpet stain remover If the stain cannot be dissolved in water, your next step is to try a universal stain-removing agent (James). See the instructions for use on the product's packaging for further guidelines.
4. Special agents If none of the preceding three "first-aid" steps works, the stain must be treated using a special stain-removing agent. In general, the use and dosage instructions must be followed closely, and treatment should not take place on moist areas. Instead, the area should be left to dry before the special agent is applied to the stain. If the treatment leaves a mark, this may indicate that the carpet is generally soiled and needs to be cleaned. If the stain re-appears after treatment, this is usually because there is still some stain-removing agent or stain residue left in the carpet. In this case, the area should be treated again according to the guidelines described in step 3.

The first time a new cleaning agent or stain remover is used on the carpet, you should check whether the agent may damage the carpet. Damage may occur as a result of colour bleed, discolouration, bleaching or dissolution. It is therefore recommended to test both cleaning agent and stain remover on an area the size of a postage stamp. This might be in a corner, under a radiator or in a similar area. The test should be made according to the prescribed dosages and action times.

IMPORTANT

Always work from the edge of the stain towards the centre. To prevent the cleaned area from quickly becoming soiled again after treatment, it is important to rinse off and blot up the remaining stain-removing agent. To remove stains from larger areas, an extraction machine should be used.

The faster you take action to remove a stain, the greater the chances of successfully removing the stain. Note that certain types of stains are very difficult to remove, and that such stains will often be more visible on a light, plain-coloured carpet than on a similar darker, patterned carpet. Some types of stain, such as coffee, tea, soft drinks and red wine may still be visible, due to remaining colourants, even after cleaning with a universal stain remover or special agent.

NB! Never use chlorinated agents or bleaching agents.

MISUNDERSTANDINGS

Many stains are caused by a well-intentioned but incorrect treatment. Soap-containing cleaning agents (dishwashing detergent, wool detergent, green soap, ox gall soap) cause discolouration and at best remove the stain temporarily. For example, the use of salt and white wine on red wine stains is such a persistent misunderstanding. It is often thought that a once cleaned carpet "attracts dirt". That is not true. After a professional cleaning carried out by a professional, no soap residue remains in the carpet.

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If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart. Always use only clean, white cloths for the following procedures.

ASH

Avoid using liquids on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

BEETROOT JUICE

Treat the stain with sodium dithionite. Dissolve 1 tsp. in 1 cup of lukewarm water. Dab the stain using the solution. Then dab with water and wipe with a dry cloth.

BIRO/BALLPEN INK

Dab using a cloth dipped in ethanol.

BITUMEN

Use margarine to soften the stain for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

BLOOD

Blot immediately and then dab with a cloth dipped in a solution of cold water and salt (2 tbsp. salt per litre of water).

BRICK DUST

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

BUTTER

Dab using a cloth dipped in a solvent containing n-heptane.

CANDLE WAX

Remove as much candle wax as possible using e.g. a blunt knife while vacuuming at the same time. Dab using a cloth dipped in a solvent containing n-heptane.

CELLULOSE VARNISH AND ADHESIVE

Dab using a cloth dipped in acetone.

CHEWING GUM

Place an ice pack on the stain until it freezes hard. Remove as much as possible using e.g. a blunt knife. Then dab with a cloth dipped in a solvent containing n-heptane.

CHOCOLATE AND CHOCOLATE ICE CREAM

Dab using a cloth dipped in a solvent containing n-heptane.

COFFEE

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

COOKING OIL

Dab using a cloth dipped in a solvent containing n-heptane.

CREAM

Dab using a cloth dipped in a solvent containing n-heptane.

DE-ICING SALT

Stains caused by de-icing salt must be removed using an extraction machine. Use a solution consisting of 15 litres of water and 1 litre of acetic acid 25 %.

EGG

Dab the stain with a cloth dipped in a solution of lukewarm water and ammonium hydroxide. Use 50 ml ammonium hydroxide 8% in 2.5 litres of water. Then dab with clean water and finally blot with a dry cloth.

FAECES

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then blot alternately with moist and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride has been added.

FAT

Dab using a cloth dipped in a solvent containing n-heptane. Felt pen If the ink is water-based, dab the stain with a cloth dipped in water and gently wrung. If the ink is alcohol-based, dab the stain with a cloth dipped in ethanol.

FRUIT JUICE

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

GRASS

Any colour residues can be bleached using Moooi Carpets bleaching recipe.

GRAVY BROWNING

Dab using a cloth dipped in a solvent containing n-heptane. Ice cream Dab using a cloth dipped in a solvent containing n-heptane.

INK

On synthetic carpets, dab using a cloth dipped in ammonium hydroxide 8%. On carpets containing wool, dab using a moist cloth (dipped in water). Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

LAMP OIL (PETROLEUM-BASED)

Dab using a cloth dipped in a solvent containing n-heptane. If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart. Always use only clean, white cloths for the following procedures.

LIPSTICK

Dab using a cloth dipped in a solvent containing n-heptane.

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LIQUEUR

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

MASCARA

Dab using a cloth dipped in a solvent containing n-heptane.

MOTOR OIL

Dab using a cloth dipped in a solvent containing n-heptane.

NAIL POLISH

Dab using a cloth dipped in acetone.

OIL - BLACK LUBRICANT OIL

Dab using a cloth dipped in a solvent containing n-heptane.

PAINT

If the paint is water-based, follow steps 1-3 of the first-aid guide. If the paint is solvent-based, remove using the agent recommended on the packaging.

PLASTER

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

RESIN

Dab gently with a solution of equal parts turpentine and ethanol.

RUST

Treat the stain with a proprietary rust remover. Follow the manufacturer's instructions.

SAUCE

Dab using a cloth dipped in a solvent containing n-heptane. Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

SHOE POLISH

Dab using a cloth dipped in a solvent containing n-heptane. Any coloured residue can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

SILICONE

If the silicone is only on the surface of the carpet, leave it to harden and then scrape off using a blunt knife. If the silicone is trodden into the carpet, scrape off as much as possible using a blunt knife. If necessary, use silicone remover (although not on carpets containing polyamide). Follow the manufacturer's instructions carefully.

SOFT DRINKS

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

SOOT

Dab using a cloth dipped in a solvent containing n-heptane.

TAR

Dissolve the stain in margarine for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

TEA

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

TOMATO KETCHUP

Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

URINE

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride (without chlorine bleaching agent) has been added.

VOMIT

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Remove any odour using a disinfectant containing benzalkonium chloride (without chlorine bleaching agent).

WAX POLISH

Dab using a cloth dipped in turpentine. Wine Any colour residues can be bleached with Moooi Carpets bleaching recipe or Chemspec Dye Gone.

WOOD STAIN

If the wood stain is water-based, clean the stain using a cloth dipped in water and gently wrung. If the wood stain is alcohol-based, clean the stain using a cloth dipped in ethanol.

WOOD PRIMERS

If the product is water-based, follow steps 1-3 of the first-aid guide. If the product is solvent-based, remove using the agent recommended on the packaging. 14 STAIN-REMOVING AGENTS We recommend a number of different cleaning ag