

# HARDWOOD FLOORS

# DECCA HARDWOOD COMPANY

3376 SE POWELL BLVD.

PORTLAND, OR 97202

503-233-8533

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## Decca Hardwood Company Maintenance & Care Instructions

### Initial Care

Following Installation, clean NO WAX floor cleaner

### Routine Care

Frequently sweep or vacuum the floor to remove loose dirt before it can scratch or be ground into the floor's surface. For spot cleaning, apply cleaner onto a clean cloth and rub onto the spot. Never apply a wax topical to your floor.

### Periodic Care

Follow sweeping and vacuuming instructions for Routine Care. Spread cleaner directly on the floor and wipe with a sponge mop or appropriate cleaning applicator. DO NOT allow puddles a NO WAX cleaner to remain on floor's surface. Excess liquid may damage the fiber of the wood.

### An Ounce of Prevention

- Never clean or wet mop your hardwood floor with water. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may ruin your floor and result in a loss of warranty. Water can dull the finish and permanently damage the floor.
- If your floor abuts exterior doors, put outside doormats at the entrances to keep dirt and moisture from being tracked in. Inside, you may want to add an area rug to further prevent dirt and moisture from being tracked onto your hardwood floor. Don't use rubber, foam back, or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use an approved vinyl rug underlay from a reputable manufacturer.
- Area rugs should be moved occasionally as they block sunlight, which may give the appearance of discoloring under the rug.
- Use floor protectors on the feet of furniture to avoid scratches. There are several sizes of floor protector pads available. When moving heavy furniture or appliances, use extra caution to help avoid scratching, indentations, and gouging. Some objects may be too heavy to be moved across a hardwood floor under any circumstances.

- Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them.
- A humidifier is recommended to prevent excessive shrinkage of wood floors due to low humidity levels. Wood stoves and electric heat tend to cause very dry conditions. A humidity level of 35-55% is recommended.
- In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system during the summer months.
- Spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of slight or average build. Decca Hardwood Company will not accept claims from damages, which arise from such exposure.

### **Tips on Repairing Blemishes**

Most problems can be prevented or minimized by wiping up any spills immediately. We have provided some common first aid procedures for spot cleaning and touch-up/repair of your floor. When removing a spot, always begin at the outer edge and work towards the center to prevent the spot from spreading. Keep a touch-up kit, which blends with your factory-stained floors available. This kit contains all the materials you will need to handle most of the accidents listed here.

### **Repair Tips for Prefinished Floors**

#### **Spots caused by food, water or animals**

Place a NO WAX cleaner on a clean cloth to remove the stain or spot. More stubborn spots may require additional scrubbing with a NO WAX cleaner and a scrub pad.

#### **Greasy spots or ink spots**

Rub grease, tar, lipstick, crayon, rubber scuffs, or oil spots with a cloth or scrub pad dampened with a NO WAX cleaner. If stain remains, rub with a cloth or scrub pad dampened with cleaner and follow up by cleaning area with a NO WAX cleaner.

#### **Cigarette Burns**

Most common burns can be repaired with a standard touch-up kit. Rub area with fine sandpaper, restain with a stain marker and refinish with urethane. For cigarette burns that extend deep into the surface of the wood, individual plank, strip, or parquet boards may need to be replaced.

### **Chewing gum, candle wax**

Apply a plastic bag filled with ice on top of the deposit until it becomes brittle enough to crumble off. A standard cleaner can be helpful in removing stubborn areas. After deposit has been removed from the surface of the floor, clean entire area with a NO WAX floor cleaner.

### **Expansion cracks and squeaks**

Hardwood floors are affected by two distinct humidity seasons - heating and non-heating. Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity, care should be taken to control humidity levels within the 35-55% range. If humid or damp weather causes a slight expansion in your hardwood floor, the edges of boards may rub together, producing a squeak. For solid oak floors, a liberal amount of talcum powder between the squeaking boards will usually quiet things down. For engineered, glued-down floors with squeaking boards or loose popping sounds, inquire about the standard adhesive repair kit at your local retailer. Avoid excessive exposure to water from tracking during periods of inclement weather; do not obstruct the expansion joints around the perimeter of your floors.

### **Refurbishing scratched areas**

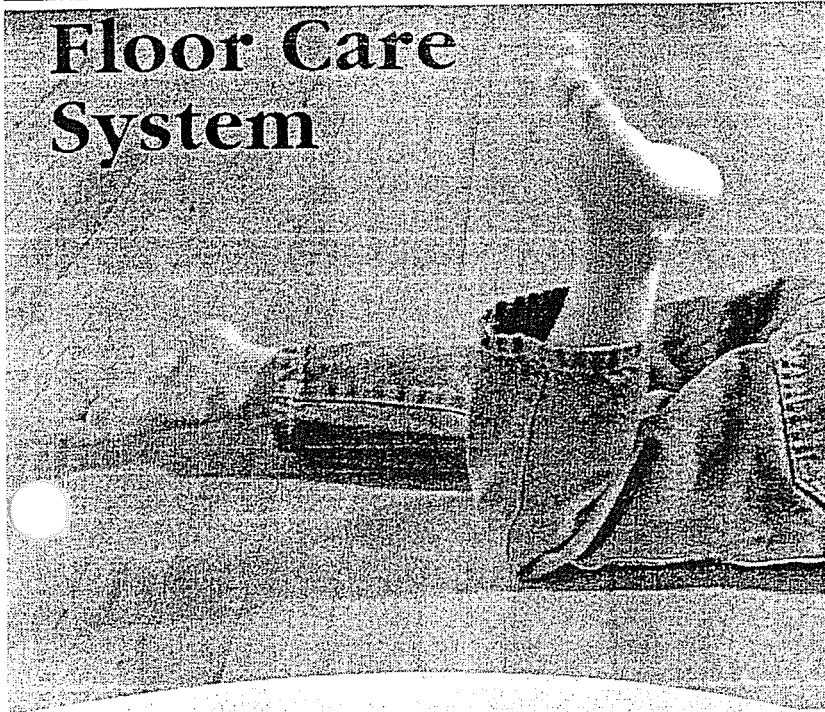
Most scratches can be repaired with the touch-up kit. Since your floors are factory finished, individual planks, strips or parquets that are heavily gouged or damaged can be replaced. If needed, the entire floor can be refurbished by sanding and recoating with an approved urethane. For repairing areas where scratches extend over several boards, tape off repair area at the end of joints and along the outer edge of each plank/strip/parquet surrounding the scratched or worn area with 3M 2090 Blue Mask tape before applying stain/urethane to prevent the stain/urethane from splattering or being transferred to the surrounding undamaged boards.

**Bona** 

SWEDISH FORMULA

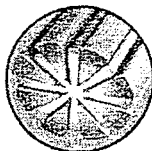
# Hardwood

## Floor Care System



*Bringing out the best  
in hardwood floors*

Featuring  
**MicroPlus™**  
with THE ORIGINAL  
**STARFIBER®**  
Microfiber



### FLOOR CARE ESSENTIALS

#### What To Do



- Vacuum or sweep floor regularly. General cleaning once every week is recommended.



- Remove spills promptly using your Bona® MicroPlus™ mop or MicroPlus™ Floor Cloth and Bona® Swedish Formula® Floor Cleaner.



- Place mats at exterior doors to trap sand and grit. Use area rugs in high traffic pathways, at the ends of steps and near doorways. Avoid rubber backing or non-ventilated rugs.



- Use protective pads or caps such as Bona® FloorGards™ on "feet" of furniture.



- Renew worn surfaces with Bona® Swedish Formula® Hardwood Floor Refresher before the bare wood is exposed. Not for use on Hard Surface floors.

- Maintain a consistent humidity level between heating seasons in all living areas. Excessive swings in humidity levels will cause hardwood floors to swell, shrink, cup, crack and show excessive gaps between boards. The use of humidifier and/or dehumidifier systems is recommended where inconsistent humidity levels occur.

#### What Not To Do



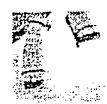
- Don't let sand, dirt or grit build up. They can act like sandpaper and actually abrade and dull your floor finish.



- Don't damp mop hardwood floors. Too much water can cause the floor to swell or warp.



- Don't let your pets' claws go untrimmed. Proper claw trimming helps avoid scratches and gouges.



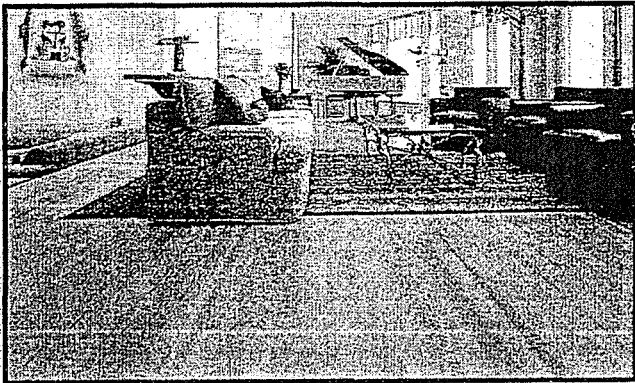
- Don't walk on your hardwood floors in high heels, and keep heels in good repair.



- Don't use wax, oil soap or other household cleaners on polyurethane finished wood floors. They can dull today's floor finishes and make refinishing difficult.

## ADVANCED TECHNOLOGY CLEANING SYSTEM

Keeping your floors beautiful for life—  
the MicroPlus™ way.



For over 85 years, BonaKemi has provided hardwood flooring professionals with the world's finest finishes. Our commitment to keeping your floors looking beautiful doesn't stop after they're finished. Proper floor care is the final step of the Bona finishing system, protecting your investment and ensuring long-lasting beauty.

### New Microfiber Technology

Now, we've added a new dimension to our hardwood floor care system—microfiber technology.

Instead of leaving dirt on the floor like ordinary cotton mops, the electrostatic action of our MicroPlus mop with microfiber attracts dust and common household allergens when used dry. When used with Bona floor cleaners, it actually absorbs dust and dirt, wicking it away from your beautiful floors.

### What is Microfiber?

Microfiber is a thread made up of wedge-shaped polyester filaments and a nylon core. The fibers, oil and water-attracting polymers, are woven into masses of tiny hooks and loops. These hooks and loops actually cut through dried-on stains, attracting and absorbing dirt and microparticles.

### Simple and Environmentally Safe

MicroPlus microfiber cloth is not treated with any chemicals. Its ability to capture dirt, dust and allergens is due to its unique microfiber structure, making it the Environmental Choice® for cleaning.



Revolutionary microfiber threads attract and absorb dirt, microparticles and common household allergens.

## CLEANING

Caring for your floor is as easy as 1, 2, 3.

### Bona® Swedish Formula® Hardwood Floor Cleaner

Our waterbased, non-toxic cleaner is specially designed for polyurethane finished hardwood floors. Unlike all-purpose cleaners and oil soaps, it quickly cleans tough stains and spills—from dried spaghetti sauce and red wine to scuff marks—all without dulling your floor's beautiful finish or leaving any residue. There's no mixing or diluting; Bona Hardwood Floor Cleaner is full-strength and ready to use.



### 1 VACUUM



Vacuum, dry mop or sweep to remove any loose dirt or grit. The method of removing dirt and grit is vacuuming with a soft brush attachment on your vacuum. If using the Bona MicroPlus mop to mop, remove any loose dirt or grit after dry-mopping by rinsing with water and wringing out the mop pad prior to cleaning floor with Bona® Swedish Formula® Hardwood Floor Cleaner.

### 2 SPRAY



Lightly mist a 4' x 6' area of your floor or directly mist the cleaning pad with Swedish Formula® Hardwood Floor Cleaner.

### 3 CLEAN



Using a slightly dampened, well wrung-out Bona MicroPlus cleaning pad, thoroughly clean the floor surface using your Bona MicroPlus mop. Finish one area before moving on to the next.

When your mop pad becomes soiled, rinse with water, thoroughly wring out the pad and continue cleaning with Swedish Formula® Hardwood Floor Cleaner. When the mop pad becomes excessively soiled, launder and replace with another clean mop pad. Continued use of excessively soiled pads may cause streaking. Your Bona MicroPlus cleaning pads are reusable and washable.

Do not use any fabric softeners, dryer sheets or bleach on your MicroPlus cleaning pad as these products will diminish the natural cleaning characteristics of the microfiber.

When a spill occurs, soak up the liquid right away. Mist the area with cleaner and wipe with your Bona MicroPlus mop or a MicroPlus Floor Cloth.

TILE

# Pacific Stone Installers

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## CARE INSTRUCTIONS FOR YOU NATURAL STONE TILES

Dear Customer:

To maintain the beauty of natural stone, it is necessary to use natural, wax-based products for protection and cleaning. With proper care and regular maintenance, your Natural Stone Tiles will maintain their beauty for years.

Cleaning and Maintenance:

- Initially wash your floor before applying any treatment
- Use a neutral soap for the general cleaning of all surfaces, both polished and unpolished.
- Apply wax (a wax specifically made for natural stone) in two coats in opposing directions leaving at least 4 hours between coats.
- Polish frequently: A well polished floor is less susceptible to dirt and requires less washing.
- Wipe up any spills immediately, especially acidic items such as tomato juice, wine, vinegar etc.

Do not:

- Use strippers, acid or alkaline products.
- Use abrasive pads.

<b><u>Material</u></b>	<b><u>Finish</u></b>	<b><u>Maintenance</u></b>
Marble	Polished	Wash: Neutral soap Protect: Apply Wax Maintain: Neutral Soap
	Honed	Wash: Neutral Soap Protect: Sealer Maintain: Neutral Soap
Limestone	Honed	Wash: Neutral Soap Protect: Seal Maintain: Neutral Soap
Travertine	Honed/Filled Honed/Unfilled Brushed	Wash: Neutral Soap Protect: Apply Wax Maintain: Neutral Soap

We hope that you enjoy your Natural Stone Tiles for years to come.

Sincerely,

Pacific Stone Installers



# CARPET

**STANDARD & UPGRADED**

## Standard Carpet Care

### Vacuuming

A proper vacuuming program is essential to maintaining commercial carpet, and it will reduce the required cleaning frequency. It's important that you use a heavy-duty commercial-grade vacuum with cylinder brush and bar. For adequate pick-up make at least five passes.

Canister-type machines, with wand and power-driven brush, are generally not recommended. Although suitable for very low traffic areas, trash pickup, and hard-to-reach areas, they're ineffective for pile agitation.

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### Spot Removal

Immediately removing spots and spills not only helps retain your carpet's appearance, it helps reduce the probability of a permanent stain as well. Don't depend on periodic shampooing to remove stains. Foods, beverages and other sticky spills, if left unattended, will retain soil and can be tracked elsewhere.

Spot removal kits, which you can buy at retail stores, can be quite effective if used properly. Before using any spot remover, test the product on an inconspicuous area, watching for color or texture disturbance. If you don't detect a change, follow the package directions for spot removal. If a change occurs, **DO NOT USE THE PRODUCT!**

You can dissolve large stains using water or a detergent solution, then quickly remove them with a wet vacuum to minimize the chance of spreading. Heavy, concentrated spills might require repeated applications. After drying, the stain will continue reappearing as it wicks up from the base of the pile. Simply repeat the procedures until the stain has been completely removed. Be patient—over-wetting the carpet can cause the stain to spread.

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## Removal Procedures

The best method for preventing stains from setting is to remove them as soon as possible.

Promptly blotting up liquids or scraping off solids dramatically increases the success rate of removing the spot.

Proper identification is the key to stain removal. If the stain can't be identified, treat it as "an undetermined stain" (see below). An undetermined stain should be treated first with a volatile solvent, followed by other agents as required. If you're uncertain about the effect of an agent on carpet fiber or dye, apply a small amount, press an absorbent cloth to the stain for 10 seconds, and see if there is any dye transfer or fiber damage. If a change occurs, do not use the product. Always work from the outside of the stain to the center to prevent the stain from spreading. Avoid rubbing, which can spread the stain and cause pile distortion. Don't rush the job either, because many stains require time to respond.

Remove liquid spills with an absorbent clean cloth or a cellulose sponge. Place the cloth on the spill and put a book or other heavy object on the cloth. Periodically remove the cloth, flush with water, and reapply the clean cloth. Repeat this procedure, making certain that the substance continues being transferred to the cloth. Continue until the stain is removed.

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## Dried Stains

The following method is effective on spots or stains that have already dried and hardened. Mix 1/2 teaspoon of mild laundry detergent to one pint of lukewarm water and apply the detergent mixture to the spot. Using a soft bristle brush to help break up the stain, work from the outside of the spot toward the center. Blot the stained area with water, then extract the water and detergent with a wet/dry vacuum. Repeat the process of flushing with water and vacuuming until the spot is satisfactorily removed. Avoid using excess detergent.

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## Undetermined Stains

Begin stain removal procedures from the edge of the stain and work towards center. Most stains can be removed by using one of two solutions: a mixture of one teaspoon of liquid synthetic detergent, one quart of warm water, and one teaspoon of vinegar, or a dry cleaning solvent fluid. For treatment of "undetermined stains," try removal in the following order

1. Mix together water and detergent and apply suds to spot with cellulose sponge or clean cloth. Absorb stain with clean dry cloth.
2. Apply water and detergent solution with a cellulose sponge sparingly, using a blotting action. Repeat if necessary. Using a clean dry cloth, blot areas as dry as possible. Avoid rubbing motions.
3. Dampen a clean cloth with dry cleaning fluid and apply to spot with a blotting motion. Allow area to dry. If spot is reduced, repeat this procedure. If not, continue to Step #4.
4. Apply cleaning fluid as in Step #3, and follow with detergent and water as in Step #2.

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## **Kool-Aid or Hawaiian Punch**

We recommend the following procedure for removing beverage stains such as Kool-Aid or Hawaiian Punch.

For fresh stains:

1. Blot up excess spill with clean cloth.
2. Sprinkle baking soda over stained area. Allow to dry and vacuum out.
3. Rinse stained area with regular tap water by using a white cloth or sponge, being careful not to over wet the carpet, then blot dry.
4. Mix one teaspoon of detergent to one cup of warm water and apply to stained area with a white cloth. Allow mixture to stand on carpet for thirty minutes, then blot out.
5. If stain is removed, rinse area with water two or three times and allow to dry.

If stain is not removed, use the following procedures:

- Mix one teaspoon of mild detergent, such as Joy, Dawn, etc., to one cup of warm water. Apply to stained area with a cloth or sponge.
- Let mixture set five minutes, then blot.

- Mix four parts of hydrogen peroxide, 3% strength, to one part household ammonia.
- Wet stain area with mixture and cover with dry towels. Place weighted object over towels for approximately one hour. Repeat this step until stain is removed.
- Once stain is removed, apply white vinegar with a white cloth or sponge and blot out.

If you know the origin of the stain, please refer to the stain chart for recommended stain removal procedures.

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## Cleaning

Soil is visible on the top 1/3 of the carpet tufts only. Don't wait until the carpet is visibly dirty before cleaning. Cleaning the carpet after it has become unsightly is called corrective cleaning. Because dirt is abrasive, waiting until the last minute to clean will shorten the life of your carpet. The ideal method is preventative maintenance, which involves regularly scheduled soil extraction along with spot cleaning.

There are many different types of carpet cleaning systems on the market. The most effective for deep cleaning is the hot water extraction\* method, also known as steam cleaning. Hot water extraction systems may be in the form of a portable unit or truck mount unit and should be operated by a knowledgeable carpet-cleaning professional. While these units remove most of the water, the carpet will be damp after cleaning. **VERY IMPORTANT: Allow adequate time for drying. During this time, the carpet should not be walked on because moisture will remove any soil from soles of shoes.**

\*The maximum water temperature should not exceed 150 degrees Fahrenheit.

The dry extraction method, such as HOST, can be used to keep traffic lanes clean between each wall-to-wall cleaning. Because of the minimal amount of moisture in this method, the carpet is usable immediately after cleaning.

Very Important: Many people are under the misconception that after the carpet is cleaned for the first time, the stain protection barrier is broken down and will cause the carpet to quickly re-soil.

What actually happens is that too much detergent is left in the carpet. If excessive amounts of detergent are used, the carpet will feel "sticky" to the touch after it has dried. This dried detergent will then capture dirt particles from anything it comes in contact with. When using any cleaning system, it's essential to remove all of the detergent solution.

Another concern should be overly saturating the carpet with water. Leaving excess water in the carpet will "relocate" the dirt to the carpet backing, where it can't be seen. Several days later, the soil, which was not actually removed, will "wick" back up the tufts. This is what happens when a spot disappears after cleaning, but reappears several days later.

## UPGRADE CARPET



# Unique Carpets Ltd.

## Wool cleaning and maintenance recommendations

Page 1

### Congratulations!!

Your choice of wool is the first step to having an attractive, easy-to-care-for carpet in your home. You can ensure your wool carpet will last longer and look better by following the three basic rules of carpet maintenance:

1. Vacuum regularly.
2. Remove spills immediately.
3. Professionally clean as required (usually not more than once every one or two years).

*Maintenance procedures pertain to wool rugs and carpets. If you have a hand-made product, seek assistance from a professional, reputable oriental rug cleaner.*

### Vacuuming

The most important maintenance step is proper vacuuming. Regular and thorough vacuuming at least once a week and more often in heavy traffic areas will remove soil and dirt particles before they become embedded into the pile of the carpet. An upright vacuum cleaner with rotating beater bar and brush or canister type with a power head are the most efficient cleaners. Do not use a self adjusting vacuum as they adjust too deeply into the pile and will cause excess fuzzing. Do not use an overly stiff brush on the beater bar as this will also cause excess fuzzing. The head of the vacuum cleaners should be adjusted so that the brushes just barely touch the face of the carpet. The easiest way to do this is to place a sheet of paper under the vacuum and adjust it until you hear the beater bar hitting the paper.

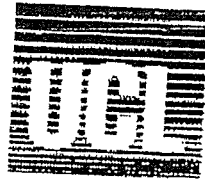
It is important to remember to move the vacuum cleaner slowly to allow time to get dirt out, and above all, make sure that the dust bag is never more than half full. **Remember you cannot over-vacuum, and vacuuming should begin the day the carpet is installed.**

### Spot and Spill Removal

One of the most crucial areas of carpet maintenance is removal of spots and spills. Acting quickly when anything is dropped or spilled and always having the necessary cleaning materials on hand are of the utmost importance.

#### Steps for successful spot removal:

1. Immediately blot (do not rub) spills with white paper towels or a clean absorbent cloth. Scoop up solids with a knife or spoon.
2. Pretest spot-removal materials in an inconspicuous area. Place a few drops of the cleaning agent on the carpet (on each color, if multicolored). Blot after ten minutes with a paper towel, or if the color of the carpet has changed, do not use this cleaning agent.
3. Apply the cleaning agent listed on the spot removal chart to an absorbent towel, not the carpet, and begin to blot up the spill with blotting motions.
4. Do not over-wet the carpet.
5. Work inward from the edge of the spot to prevent excessive spreading.
6. Have patience.



## Unique Carpets Ltd.

### Wool cleaning and maintenance recommendations

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7. Once the cleaning agent has removed the spot, blot excessive moisture by applying pressure with paper towels or dry absorbent cloth.
8. Rinse by applying clear, tepid water using a clean cloth, again working from the edge to the center. Do not rub.
9. Remove excessive moisture by applying pressure with the paper towels or absorbent cloths.
10. Drying. Place ½" layer of white paper towels over the wet areas and weigh them down. Change, as the towels become wet. Brush the pile with your fingers to restore the texture **after** the area has dried.

### General Cleaning

If you have taken good care to vacuum your carpet regularly and remove spills, you may not need to clean your carpet for several years. However, when the carpet does start to look soiled, we would strongly recommend having it professionally cleaned by the dry foam, dry extraction, or spray extraction method.

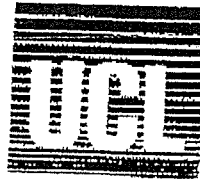
If you prefer to do the cleaning yourself, make sure the products and equipment are of good quality and that the instructions are followed carefully. As with spot removing chemicals, shampoos and cleaners should be pre-tested in the concentration they will be used in the most inconspicuous area of your carpet. Here are the carpets cleaning methods commonly used:

**Aerosol Foam Shampoo:** For light cleaning of small areas, aerosol foam shampoos can be used. It is advisable to test the shampoo residue first for tackiness as with ordinary carpet shampoos. The foam is usually sprayed sparingly onto the carpet and worked into the pile with a moistened sponge or brush. After the carpet is dry, which generally takes less time than the liquid shampoos, the carpet is vacuumed as before. Again, it is important to use a shampoo with a pH balance of 5 to 8.

**Dry Extraction (Absorbent Powder):** There are several cleaning agents available whose absorbent particles contain water, detergent, and solvents. After vacuuming, the powder is sprinkled liberally on the carpet, brushed into the pile, and then vacuumed out - although it is virtually impossible to remove all the powder from the pile at once. Because the carpet is not wet, the room is ready to use more quickly. This system is an excellent way of periodically cleaning traffic lanes that show soiling first.

**Spray Extraction Cleaning:** In the spray extraction method, sometimes incorrectly referred to as steam cleaning, the carpet pile is injected with a warm water and detergent solution under pressure so that the soil is suspended in the water and extracted almost at once by a high suction wet vacuum system. This method is particularly useful for very dirty carpets because it removes deep-seated dirt. Although spray extraction machines can be rented, it is best to have this type of cleaning done by a professional, because a certain amount of care is needed not to over-wet the carpet and distort the pile and backing.





# Unique Carpets Ltd.

## Wool cleaning and maintenance recommendations

Page 3

### Wool Wisdom

- Frequent vacuuming is a wool carpet's best friend.
- An upright vacuum with beater bar/brush is the best type for cut pile carpet.
- A suction-only vacuum may be required for loop pile Berber carpets to prevent excessive fuzzing.
- Vacuum cleaner dust bag should be emptied when half full.
- Exercise preventive maintenance by placing absorbent mats at the most frequently used entrances to your home. Change or launder when these mats become dirty.
- Filters in your heating and air conditioning systems should be changed regularly.
- Clean traffic lanes and in front of frequently used chairs periodically with an absorbent powder (such as Host® or Capture®).
- Keep absorbent cloth or paper towels and cleaning solutions on hand for quick response to spills and accidents.
- **DO NOT** apply stain repellent treatments that contain any silicone because they tend to accelerate carpet soiling. (Some carpet manufactures do not accept responsibility for complaints where such treatments have been used.)
- When having your wool carpet professionally cleaned, use a reputable company and check references.
- For office use chair pads are highly recommended to reduce excessive wear under rollers or casters.

### Cleaning Agents for Spot Removal\*

**Detergent Solution** - Mix one teaspoon of clear dishwashing liquid or detergent powder (containing no bleaches or strong alkalis) with a cup of warm (not hot) water.

**Ammonia Solution** - Mix one tablespoon of clear household ammonia (3% solution) with ½ cup of water.

**Vinegar Solution** - Mix ½ cup of white vinegar with ¾ cup of water.

**Solvent** - A dry-cleaning solvent (available at grocery, drug and hardware stores) such as Carbona®, Energine®, or K2R®. Chemically 1.1.1. Trichloroethane preferred).

**Absorbent Cleaners** - Host® and Capture®.

### Type of Treatment\*

1. Cold water.
2. Detergent solution.
3. Ammonia solution.
4. Solvent.
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
6. Vinegar solution.
7. Warm water.
8. Clear nail polish remover (preferably acetone).
9. Alcohol or mentholated spirits mineral turpentine.
10. Rust remover.
11. Absorbent powder (e.g. salt, talc, or proprietary absorbent powders).
12. Absorbent cleaner (Host® or Capture®).



# Unique Carpets Ltd.

\*Reference to proprietary products or specific companies is for informational purposes only. These are recommendations only. Unique Carpets, Ltd. cannot be responsible for improper application of products.

## Wool cleaning and maintenance recommendations

**Spot Removal Chart**  
 (See Type of Treatment Key on Page 3)  
**The very first step should always be to scoop up or blot excess**

Spot	Order of Treatment			Other treatments
	1	2	3	
Alcoholic beverages	1	2	---	
Bleach	1	3	---	
Blood	1	2	---	
Butter	4	2	---	
Candle wax	---	---	---	
Chewing gum	5	4	---	Absorbent paper and hot iron
Chocolate	2	3	6	
Coffee	1	2	4	
Cola and soft drinks	7	2	---	
Cooking oils	4	2	---	
Cream	2	4	---	
Egg	2	---	---	
Felt tip pen	7	2	8	
Floor wax	4	---	---	
Fruit juice	1	2	---	
Furniture polish	4	2	3	
Gravy and polishes	7	2	---	
Ink (fountain pen)	1	2	---	
Ink (ball point)	4	9	2	
Ketchup	7	2	---	
Lipstick	4	2	---	
Mercurochrome	2	3	6	
Milk	7	4	2	Repeat Step 2
Mustard	2	---	---	
Nail polish	8	4	---	
Oil and grease	4	2	---	
Paint (latex)	2	3	4	
Paint (oil)	9	4	2	
Rust	4	2	10	
Salad Dressing	2	4	---	
Shoe polish	4	2	---	
Soot	4	2	3	
Tar	4	---	---	
Tea	1	2	4	
Urine (fresh)	1	2	---	
Urine (old)	2	3	6	
Vomit	2	---	---	
Wine	11	1	2	
Unknown material	4	12	2	



October 7, 2004

## *Unique Carpets Ltd.*

### **IMPORTANT CONSUMER INFORMATION, GIVE TO HOMEOWNER**

#### **VACUUMING**

The most important maintenance step is proper vacuuming. Regular and thorough vacuuming at least once a week, and more often in heavy traffic areas will remove soil and dirt particles before they become embedded into the pile of the carpet. An upright vacuum cleaner with rotating beater bar and brush or canister type are the most efficient cleaners. Do not use an overly stiff brush on the beater bar as this will cause excess fuzzing. The head of the vacuum should be adjusted so that the brushes just barely touch the face of the carpet.

It is important to move the vacuum cleaner slowly to allow time to get the dirt out, and above all make sure that the dust bag is never more than half full. **DO NOT USE A VACUUM THAT AUTOMATICALLY ADJUSTS AS THIS WILL CAUSE EXCESS FUZZING.**

**DO NOT USE ANY VACUUM MADE BY DYSON VACUUM AS THESE WILL CAUSE EXCESS FUZZING. NO CLAIMS WILL BE ACCEPTED WHEN A DYSON VACUUM CLEANER IS USED.**

**Warranty.** Seller warrants that goods sold hereunder will be free from defects in workmanship or materials for one year from date of invoice. **Such warranty is in lieu of and excludes all other warranties by Seller, expressed or implied of operation of law or otherwise including without limitation warranties of merchantability and fitness for a particular purpose.** Seller's liability and Buyers sole remedy for defective goods shall be replacement, repair, or refund of the purchase price or grant of an allowance, at Sellers election. Pile crushing, matting, pilling, shading, soiling, and watermarking are not defects and will not be considered for claims. Return products shall be shipped to Sellers facility at Buyers expense.

Unique Carpets, Ltd.