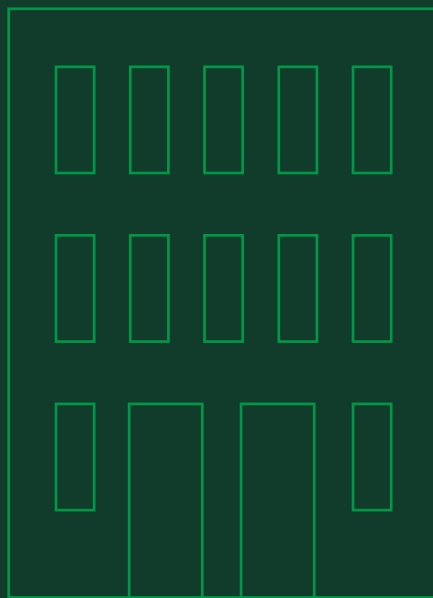


CLEANING AND CARE RECOMMEN- DATIONS



IT'S A VORWERK! WHEN IT ALWAYS LOOKS WELL CARED FOR.

Dear Customer,

You've chosen a Vorwerk carpet because every Vorwerk flooring product offers a unique blend of superior quality, sustainable innovation and global award-winning design. Our determination to provide our customers with the most beautiful and best-quality floor coverings is what motivates us each and every day. To this end, every square metre is tested by many hands and even more eyes with high precision and concentration. We are the only company that does this to make sure your Vorwerk lasts a long time, doesn't smell and makes your life healthier. It has been tested for harmful substances and binds fine dust particles, making it suitable for anyone suffering from allergies.

If you look after and clean your new Vorwerk flooring consistently and carefully, you'll enjoy all of its benefits for many years to come.

GENERAL

People tend to think that the way you have to clean a carpet is one of the drawbacks of this type of flooring, but that is not strictly true. It's a misconception which often arises from negative experiences brought about by the wrong choice of cleaning method, treating stains the wrong way and cleaning the carpet too infrequently.

Choosing the right quality of carpet that suits you and the use you intend to make of it will determine what kind of cleaning you have to do. Our consultants will gladly advise you about this before you buy. Our aim is to preserve for as long as possi-

ble the sophisticated, high-quality appearance of your Vorwerk carpet, and with it its value. That is why we have produced this care guide to give you some advice and recommendations.

It is essential that you use your carpet in an appropriate way, and that you clean it regularly and professionally, and remove stains immediately, so that the quality of your textile flooring is not harmed and your carpet is not damaged in any way.

Please note that visual defects and damage to the carpet caused by a failure to perform necessary cleaning do not constitute defects in the carpet, and can therefore not

be made subject to a returns procedure.

We cannot comment on carpets made by other manufacturers. That's why all of our recommendations apply exclusively to products made by Vorwerk flooring.

OBJECT



AVOID DIRT

The best way to avoid dirt is to install enough mats in the property to begin with. Don't just think about the entrance areas, remember transitions between hard floors and textile flooring and between production and office areas.

Mat areas should be cleaned as and when needed – ideally every day – so that they themselves do not become a source of dirt (ink-pad effect). You should also ensure that residual cleaning and care products do not get carried from hard flooring onto the carpet.

Note: Thanks to the high-grade branded fibres used, you generally do not need to impregnate our carpets.

DAILY CARE

REMOVING DUST

The primary aspect of daily care for a Vorwerk carpet is removing dust. If possible, use a vacuum cleaner with an electrically powered brush roller to clean dust particles off the carpet.

Note: Our Vorwerk vacuum cleaners are an excellent choice thanks to their features. Please read any instructions about settings in the operating manual that comes with whatever appliance you use.

Vacuuming regularly and thoroughly will remove dust and dirt particles lying on top of the carpet so that they do not penetrate deep into the carpet material and settle in the spaces between the fabric threads, which can lead to tread-paths and pile deformation.

Note: Deep-pile carpets – shag pile carpets with a 2 cm pile depth or more – should be vacuumed with a flat fitting, since a rotating brush might damage their fibres.

What's important about cleaning with a vacuum cleaner is to keep carefully to a regular interval. A cleaning plan can help you do this.

Areas used a lot like entrances, corridors, lifts and mats should be cleaned of dust daily, whereas areas used only moderately can be cleaned at least every two days or as and when required.

Note: With some velour carpets, loose fibres may persist during the first few weeks. These are leftover fibre cut-offs that are still in the carpet; they work themselves loose when walked on. They cannot be avoided in the production process, but they are not a defect and can easily be vacuumed away.

STAIN REMOVAL

Proper stain removal is the second aspect of daily cleaning. It involves the

localised treatment of stains, which you should do as soon as possible (ideally, as soon as they happen). Cleaning a stain immediately makes it more likely that you will remove it altogether.

Most dirt and stains can be removed using lukewarm water and an absorbent, non-colouring cloth or microfibre glove. When removing a stain, don't rub it, twist it out by applying pressure to it from outside in.

Note: You can remove stains in our flatweave carpets by rubbing as well. Rubbing the fibre surface hard with a suitable microfibre cloth or glove will not damage it.

If you need to use a cleaning or stain removal agent, be sure to test it first on a scrap of carpet or an inconspicuous or covered area. And if you do use a cleaning product, make sure you remove every bit of it so that dirt doesn't accumulate there afterwards and the carpet doesn't get damaged.

Note: You should always keep cleaning products out of the reach of children and animals. Always observe the safety and usage instructions supplied by the cleaning agent manufacturer.

INTERIM CLEANING

Interim cleaning involves cleaning the upper pile across the whole area of the

OBJECT



carpet and is recommended whenever deep, intensive cleaning is not necessary or when only parts of the carpet are dirty. It therefore does not replace intensive cleaning, which can only be postponed by interim cleaning. The carpet should be carefully vacuumed using an upright vacuum cleaner before any further cleaning takes place. We generally recommend pad cleaning on flatweave carpets. Here's how to do it.

Note: Interim and intensive cleaning should only ever be performed by professional carpet cleaners.

PAD CLEANING

Use a pressure sprayer to evenly apply a specialised cleaning product to the carpet. You then use a rotating single-disc machine with a thread or microfibre pad beneath to loosen or remove bound-in dirt from the surface, and hold it in the pad. When using single-disc machines, make sure that the speed does not exceed 200 rpm, otherwise you might damage the surface of the flooring.

Also ensure that you change your thread or microfibre pads frequently enough so that they keep cleaning properly. After drying for around 1 to 2 hours, vacuum the textile flooring using a powerful upright vacuum cleaner.

We also recommend this method for flatweave.

POWDER CLEANING

The advantage of this process is that the carpet will not need long to dry and it can be walked on soon afterwards. Use a roller or your hand to spread the moist cleaning powder evenly over the flooring, and massage it in using a specialised roller brush machine. Dirt loosened in that way is picked up and bound by the cleaning powder. Once the powder dries, you can vacuum the carpet using a powerful upright vacuum cleaner. This will remove nearly all of the soiling and powder residue. Vorwerk Kobosan powder was specially developed for this use and is suited to this purpose.

Note: This procedure is only sometimes suitable for loop pile carpets, as the powder may not come right out of the loop pile when you vacuum it.

CLEANING USING READY-MADE FOAM

In this cleaning process, a foam is applied to and thoroughly massaged into the textile flooring using a roller or single-disc machine or similar; this firm foam is ready-made by a compressor in the machine and dries into crystalline form.

After drying for at least five hours, you must vacuum the floor again thoroughly

to remove the residual crystalline residue of the foam, together with the dirt it has picked up.

INTENSIVE CLEANING

Intensive cleaning involves cleaning the entirety of the textile floor all the way through its entire depth. It should be performed at least once a year after laying, depending on the property. The construction of the flooring, the method of laying, the type of flooring beneath and the available drying time all have to be taken into consideration before choosing the cleaning process. A cleaning test should always be performed beforehand on a cut-off or a less visible part of the carpet, regardless of what cleaning processes you use.

Note: Interim and intensive cleaning should only ever be performed by professional carpet cleaners.

SPRAY EXTRACTION

Loose and lightly adhering dirt is first sucked up using an upright vacuum cleaner. After preliminary stain removal, spray a suitable cleaning product for textile flooring onto the surface of the carpet. A spray extraction machine and clean water are then used to extract the loosened dirt from the textile carpet.

OBJECT



Multiple rinses are required, followed by at least 12 hours of drying.

Do not put cleaning products into the spray extraction machine! If cleaning product finds its way into the clean water container, rinse any remaining cleaning agent from the textile carpet using sufficient clean water

Note: This cleaning method is unsuitable for water-sensitive flooring, adhesives and underfloor constructions. Nor should this method be performed on any carpet which is not permanently stuck down or fixed in place. You can clean small areas, but only using a small amount of liquid.

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COMBINATION PROCESS

Loose and lightly adhering dirt is first sucked up using an upright vacuum cleaner. After preliminary stain removal, use a single-disc, triple-disc or roller machine to work a suitable cleaning product (crystalline-drying carpet shampoo or low-surfactant cleaning products for pre-shampooing) into the flooring. After allowing it to take effect for a short time, use a spray extractor machine and a sufficiently strong water supply to drive the dirt upwards and suck it up at the same time. Multiple rinses are required, followed by at least 20 hours of drying.

Do not put cleaning products into the spray extraction machine!

LIVING

AVOID DIRT

The best way to avoid dirt is to install enough mats to begin with. Don't just think about the entrance areas, remember transitions between hard floors and textile flooring, such as from the kitchen to the corridor.

Mat areas should be cleaned as and when needed so that they themselves do not become a source of dirt (ink-pad effect). You should also ensure that residual cleaning and care products do not get carried from hard flooring onto the carpet.

Note: Thanks to the high-grade branded fibres used, you generally do not need to impregnate our carpets.

DAILY CARE

REMOVING DUST

The primary aspect of daily care for a Vorwerk carpet is removing dust. If possible, use a vacuum cleaner with an electrically powered brush roller to clean dust particles off the carpet.

Note: Our Vorwerk vacuum cleaners are an excellent choice because they feature exactly the right kind of brush roller. Please read any instructions about settings in the operating manual that comes with whatever appliance you use.

Vacuuming regularly and thoroughly will remove dust and dirt particles lying on top of the carpet so that they do not penetrate deep into the carpet material and settle in the spaces between the fabric threads, which can lead to tread-paths and pile deformation.

Note: Deep-pile carpets – shag pile carpets with a 2 cm pile depth or more – should be vacuumed with a flat fitting, since a rotating brush might damage their fibres.

What's important about cleaning with a vacuum cleaner is to keep carefully to a regular interval.

Areas used a lot like entrances, corridors and mats should be cleaned of dust regularly using an upright vacuum cleaner, whereas areas used only moderately can be cleaned as and when required.

Note: With some velour carpets, you may still be vacuuming up loose fibres during the first few weeks. These are leftover fibre cut-offs that are still in the carpet; they work themselves loose when walked on. They cannot be avoided in the production process and are not a defect.

STAIN REMOVAL

Proper stain removal is the second aspect of regular cleaning. It involves the localised treatment of stains, which you should do

as soon as possible (ideally, as soon as they happen). If you treat a stain immediately using a suitable, low-surfactant, crystalline-drying cleaning product, you will usually be able to remove it entirely. When stains dry, chemical reactions can occur between the stain and the carpet fibres and permanently damage the carpet's looks.

Note: Even if cleaned carefully, not every kind of stain can be removed without trace, e.g. strongly colouring substances such as coffee, red wine, tea, mustard, toner and so on.

Most dirt and stains can be removed using lukewarm water and an absorbent, non-colouring cloth or microfibre glove. When removing a stain, don't rub it, twist it out by applying gentle pressure to it from outside in.

Note: You can rub our flatweave carpets as well. Rubbing the fibre surface hard with a suitable microfibre cloth or glove will not damage it.

If you do need to use a cleaning or stain removal agent, be sure to test it first on a scrap of carpet or an inconspicuous or covered area. It is also important to apply the cleaning agent to a cotton or unprinted paper cloth, and never to apply the product directly to the carpet. And if you do use a cleaning product, make sure you remove every bit of it so that dirt doesn't accumulate there afterwards

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and the carpet doesn't get damaged. Using the wrong substance or doing it wrongly can exacerbate the problem and cause irreparable damage to your carpet.

Note: You should always keep cleaning products out of the reach of children and animals. Always observe the safety and usage instructions supplied by the cleaning agent manufacturer.

Removing stains properly from carpets, especially velour carpets, requires a lot of care and patience. People often take drastic steps to remove a stain. But that can damage the surface so badly that the carpet no longer looks the same in that area.

If you follow these instructions, you will be able to remove most stains from our products without using any chemical cleaners.

If dirt is difficult to remove, it is important to know what caused the stain so that you can use the right method to get rid of it.

REMOVING STAINS OF DIFFERENT TYPES

WATER-BASED STAINS

Step 1: Carefully absorb the stain as quickly as possible using absorbent, white (unprinted) paper or cotton cloths, working from the outside edge towards the

centre. Do not rub. Only press the stain lightly with the paper or cotton cloths, so that you absorb fluid from the lower layers. Keep going until you're hardly soaking up anything at all.

You may need to change the cloths often to make sure they keep absorbing properly.

Please note:

- *If a lot of liquid has spilled onto the carpet, remove as much of it as you can beforehand using a spoon. Ideally you should begin from the outside and work inwards. You may need to make the remaining stain wet again using a little water, and then continue as described above (step 1).*
- *For stains that tend to form a crust when drying (such as drinks containing sugar), begin by soaking them up using absorbent paper or cotton cloths as described above (step 1). After that, carefully wipe the stain surface using a damp cotton cloth so as to soak out the sticky substances and prevent dirt collecting there later.*

Step 2: Next, place multiple layers of paper or cotton cloths onto the whole stain and weigh down using an object such as a book.

Step 3: Remove the paper or cotton cloths after 24 hours and vacuum the carpet there thoroughly.

Step 4: If the stain has not been entirely removed by this procedure, you can treat it using a suitable stain remover and follow the manufacturer's instructions. Make sure you remove every trace of cleaning chemicals so that the area you have treated does not become dirty again.

Note: If the stain is dry, begin by spraying it with plenty of water, then perform steps 1 to 4 as described above.

COFFEE / RED WINE STAINS

Step 1: If you spill coffee or red wine, treat the stain first. Surrounding splashes can be treated later because they are usually easier to remove. Soak up the stain first using absorbent cloths. Only press the stain lightly with paper or cotton cloths, so that you absorb fluids from the lower carpet layers as well. Keep going until you're hardly soaking up anything at all. You may need to change the cloths often to make sure they keep absorbing properly.

Step 2: After that, spray clean tap water on the stain until it's really wet.

Step 3: Place two layers of cotton cloth on the stain and weigh them down with a weight of around 5 kg (such as a stack of books).

Step 4: After waiting for around five hours, repeat steps 2 and 3, but this time leave for around 24 hours.

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Step 5: The area you have treated should be dry the next day, and cleaning will be complete.

Step 6 (red wine stains only): If you can still see the stain after 24 hours, moisten it again and treat it again with a cleaning agent designed for wine stains. It is important to ensure that any residual cleaning product is removed from the carpet so that dirt does not accumulate at that place again afterwards.

GREASE, OIL, AND OIL-BASED PAINTS

Step 1: Remove stains of this kind by dabbing with a white cotton cloth soaked in cleaner's solvent.

Step 2: After that you must remove any residual cleaner's solvent from the carpet so that the area you have treated doesn't attract dirt again afterwards.

If you have any questions about how to treat particular kinds of stain on your Vorwerk, or if you have difficulty doing what we recommend, then our experts are ready to assist you:

Telephone switchboard:

0049 (0) 5151 103-0

Telephone Service:

0049 (0) 5151 103-734

E-Mail: info@vorwerk-teppich.de

The aforementioned information, particularly suggestions about how to clean and care for our products, is based on our knowledge and experience. We cannot be held liable on the basis of these instructions, nor on the basis of verbal advice, unless we have acted intentionally or with gross negligence.

Subject to changes resulting from technical progress.