

HAUTE COUTURE
DESIGN

CLEANING INSTRUCTIONS - HAUTE COUTURE DESIGN COLLECTION

SOILING : HOW TO PREVENT

The answer is simple: try to prevent the contact of dirt with your carpet.

The best way to do this is with a good BARRIER MAT which absorbs the dirt from your shoes when you enter the house. A good BARRIER MAT works in two ways: it has a brushing-moisture absorbing function. A coco-mat for instance brushes away coarse dirt from your shoes but doesn't have a moisture absorbing function. Especially with bad weather it would be convenient to add a moisture-absorbing BARRIER MAT to your entrance as humidity causes visible pollution.

Also think about the transitions from your hard floors to your Haute Couture carpet.

DAILY MAINTENANCE

Vacuuming: it is important for the life span of your carpet that you vacuum this daily from the day you purchase it. It's advisable to use a brushing powered vacuum cleaner. A brush vacuum cleaner removes dust and dirt more efficiently than a vacuum cleaner with a nozzle.

Vacuum cleaning can cause fluff, especially in the first few months. The fluff doesn't have an effect on the quality of your carpet, it's only a fraction of the total pile weight. A full vacuum bag of 3 litres contains approximately 22 grams of fluff. That's about 0.25g/m².

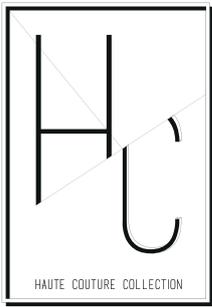
Check at least once a month if your dust filter needs to be cleaned or the vacuum bag needs to be replaced. In the first few weeks you should preferably check this weekly.



VACUUM CLEANING



BRUSHING POWERED VACUUMING



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STAIN REMOVAL

Step 1:

Wet a terry towel with cold water, wring the towel and place this on the fresh stain, leave the towel on the stain, without looking underneath, till this is completely dry. Never dab or rub the stain with the towel because this way you can damage the structure of the carpet. Never use soap or other detergents.

Step 2:

If the stain remains visible after stain removal mentioned outlined in step 1, please contact a professional cleaning company or your supplier for further information. Do not use products which are not prescribed for this particular type of stain.

PERIODIC MAINTENANCE BY A PROFESSIONAL CLEANER

The carpet will require periodic maintenance when localised soiling in walkways cannot be removed satisfactorily with vacuuming cleaning. You can proceed by yourself or hire a specialist. If you decide to undertake this task use only JAMES products. <https://www.james.eu/en/products>

However it is preferable to engage the service of a professional carpet cleaner. Also think about the transitions from your hard floors to your Haute Couture carpet.

MAJOR MAINTENANCE BY A PROFESSIONAL CLEANER

Major maintenance is only necessary when the entire surface is dirty after a number of years of usage. This method must be carried out by a professional maintenance company from skirting board to skirting board.

For major maintenance we advise straight spray extraction, as this method ensures that impurities are removed under high water pressure. The dirty water is sucked up immediately after this with a nozzle. As water is used for this method, the carpet must be dry before the cleaned areas can be walked on once again. For badly soiled carpet this method needs to be repeated after several intervals till the desired result is achieved.

This method of spray extraction can only be used if the carpet is fitted according to the "Haute Couture" installation instructions available from the manufacturer. Only 5 liter of water per m² should be used.



STRAIGHT SPRAY EXTRACTION

Please Note: Rotating spray extraction cannot be used, because the rotating brushes can cause irreversible damage to your carpet.

The above mentioned maintenance instructions represent general advice. Depending on the use intensity, nature, the degree of soiling and the demands of the consumer, additional maintenance instructions may be necessary. We therefore advise you to contact your professional cleaning company.