



EDITION
BOUGAINVILLE

LUXURY RUGS - FRANCE

CARE GUIDE
CARPET AND RUGS



VACUUMING

Properly vacuuming carpet is the easiest and most effective way to keep your carpet clean. It may be surprising, but something as simple as regular vacuuming can also have the largest impact on the cleanliness of your home and the air you breathe.

We recommends vacuuming areas often that receive the most traffic, such as hallways, stairs, and exterior entryways in the home. Ideally, vacuum all the floor coverings a minimum of once a week, and the high-traffic areas more often, based on the usage. If you have pets, you may need to vacuum some areas daily. Removing loose soil while it remains on the carpet's surface is important so that it is not walked into the carpet pile.

VACUUM CLEANER SELECTION

For maximum effectiveness, use a vacuum cleaner with adjustable and rotating brushes that can loosen ground-in soil and has a strong enough airflow to penetrate to the backing, removing all particles.

The vacuum cleaner should have an enclosed, high filtration bag that limits particles re-circulating into the air. For the best cleaning results, no matter what type vacuum cleaner you purchase, inspect it periodically to be sure it is functioning properly:

- Keep brushes clean and replace them when worn.
- Keep vacuum hoses and attachments free of obstructions that restrict airflow.
- Inspect the vacuum head for rough edges or bent metal that may damage your carpet.
- Inspect belts frequently to make certain they are working properly.
- Always keep a spare belt for replacement as needed.
- Follow the vacuum cleaner manufacturer's instructions, and change the filter bag when it reaches the "full line."



TEXGUARD TREATMENT

Texguard treatment is designed to repel most acid-based dyes in many, but not all, foods and beverages. With proper patience and prompt attention, most common household spills can be removed.

Spot Removal Procedures if your carpet. The Texguard.

Act Quickly! If your carpet has been treated with a Texguard treatment, so many spills can be removed if immediate action is taken. The longer the delay, the higher the probability of a spill becoming a permanent stain.

Remember, staining is influenced by many factors, and no carpet is completely stain proof. Complete removal of many common spills may require repeated use of a single solution, or the use of a combination of solutions. Always use the solutions in the concentrations recommended. Continue using each solution as long as there is noticeable improvement or transfer of the spill. Follow the simple steps carefully, in sequence.

Edition Bougainville is an official Texguard's agent. We are able to apply Texguard treatment on your rug after request.

For successful spot removal, the following suggestions should be followed. It may be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.



DEEP CLEANING

Daily vacuuming is the most important cleaning activity, but restorative cleaning must be performed to remove stubborn or embedded soil. Edition Bougainville recommends that carpet be cleaned using a restorative cleaning method every 12 months before soiling shows.

Professional Cleaning Services should be considered before your carpet and rugs begin to show soil. Letting carpet and rugs become excessively soiled will make cleaning more difficult and shorten the carpet's useful life.

IN ORDER TO DETERMINE THE AMOUNT AND TYPE OF CLEANING SERVICES NEEDED, CONTACT THE CLEANING REPRESENTATIVE CLOSEST TO YOUR HOME.

STORAGE

Our recommendations for the storage and the use in terms of temperature and humidity / hygrometry are :

- A temperature between 10 and 30 degrees
- Hygrometry between 40 and 60%

The storage must be carried out flat with no load on the rollers.



CLEANING METHODS

The majority of our carpets are manufactured with natural fibers, such as, wool, pure silk, linen, bamboo silk or artificial silk.

SYNTHETIC FIBERS can be cleaned by different methods, rely on the carpet cleaner's recommendations.

When choosing any cleaning method, select cleaning agents, and follow the directions for dilution and application. Never use soap, laundry detergent, automatic dishwasher detergent, or any of the strong household cleaning agents intended for use on hard surfaces, such as woodwork, linoleum, or tile.

NATURAL FIBERS may require specialized care, therefore rely on the carpet cleaner's recommendations for cleaning:

WOOL FIBERS - Excessive agitation and excessive heat should be avoided. Wool is easily damaged by bleaches and alkalis. Clean wool with neutral detergents (pH 5.0 - 8.0) and dry quickly to limit yellowing or browning.

SILK should be cleaned using a dry cleaning process. These fibers may be damaged by high temperatures, high pH (>9) and sunlight, and will lose strength when wet. The cleaning of silk fibers is best left to carpet-cleaning professionals.

PLANT FIBERS include sisal, jute, coconut (coir), pineapple, ramie, and hemp. For these fibers, it is best to use a carpet-cleaning professional.

For any do-it-yourself cleaning method, the following points are critical:

- Always vacuum first to remove as much dry soil as possible.
- Follow instructions carefully! Consider the following precautions with a wet-cleaning method:
- Remove furniture from the room before cleaning or, if impractical, place plastic film under and around the legs of chairs, tables, and other furniture to prevent rust or furniture stains from developing on the carpet.
- Use only the recommended cleaning solution strength. Stronger solutions may cause accelerated re-soiling. Be sure to rinse all detergent from the carpet to prevent accelerated resoiling.
- Do not over wet the carpet. Over wetting may cause separation of the backing, separation of the seams, shrinkage, discoloration, and odor.
- The carpet should be dry within 12 hours. Provide proper ventilation or use fans to accelerate the drying process and exhaust any existing solution-related fragrances.
- Allow the carpet to dry completely before walking on it.



SPOT REMOVAL STEPS

1/ Blot liquids with a dry, white, absorbent cloth.

2/ Do not scrub the area! Scrubbing can cause pile distortion in the affected area. Continue to use a dry cloth until the area is completely dry. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed. If the spot can be identified, locate the substance in the Spot Removal Guide and follow the directions carefully.

3/ Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye in carpet.

After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, select another cleaning solution.

Unusual spots and stains may require specialized removal procedures to avoid permanent damage to fibers or dyes. A carpet-cleaning professional may be able to restore the original appearance with special treatments, re-dye the affected area, or replace the damaged area.

ANIMAL URINE, FECES, AND VOMIT –

Blot the excess liquid and use a rounded spoon to scrape up semi-solids. Apply several applications of water, and then apply a solution of one part white vinegar and one part water. Blot excess liquid and dry rapidly. If the spot remains, apply a detergent solution and blot. Reapply the vinegar solution, and allow it to remain on the spot for about 15 minutes. Blot excess liquid and dry rapidly.

Not all urine stains can be easily removed and may require enzymes (found in pet shops or from veterinarians) to remove the lingering odor.

The preceding treatment is effective on the majority of fresh spots. If a color change takes place, consult a carpet-cleaning professional about possibly re-dyeing the area.



TROUBLE SHOOTING

Following carpet installation, questions may arise pertaining to common characteristics of carpet. These characteristics are usually for a short duration or are easily remedied.

DEPRESSIONS - The weight of heavy pieces of furniture can put indentations in carpet. Use furniture glides or cups under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur, spritz the indentations with water in a spray bottle. Hold a hair dryer, set on medium, a few inches above the indentation. As the spot is drying use your fingers to gently work the pile upright and in the opposite direction.

FADING OR COLOR LOSS - Give carpet the normal protection from direct sunlight that you give any colored fabric. Fading can be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items. Direct sunlight can cause the carpet to fade after few years and may damage the pile. We recommend changing the orientation of the rug regularly, to avoid such trouble.

FILTRATION SOILING - Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents, and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface, and sometimes may be attributed to an improperly balanced ventilation system. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet-cleaning professional for assistance.

FLUFFING OR SHEDDING - The balls of fluff found on carpet or in the vacuum cleaner bag, are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet life or quality. Because of the large micron size, these particles are too large to become airborne or respirable. With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

MATTING - Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified cushion or cushion failure, can also be the cause. Matting is not considered a manufacturing defect unless specifically cited in the manufacturer's warranty.

MOTH AND BEETLE CONTROL - Wool and wool-blend carpet can be treated on request to be permanently moth resistant. Carpet and rugs made of man-made fibers are naturally resistant to insects. Synthetic carpet fiber is resistant to beetles, commonly called "carpet beetles," because it is not a food source. However, beetles already in the home may lay eggs in the carpet pile, and hatch in eight to fifteen days. For assistance in removing carpet beetles, contact a professional pest control specialist.

ODOR - During and immediately following the installation of new carpet, there may be a slight odor. This is harmless and may result from the removal of your old carpet and cushion, or from the new carpet, cushion, adhesives or seaming tape. Ventilation with fresh air is recommended. Open windows or doors and run the fan of the HVAC system for up to 72 hours.



TROUBLE SHOOTING

RESTORATIVE CLEANING - Scheduled frequent deep cleaning to assist in the removal of residues and trapped soils.

RIPPLES AND BUCKLING - Carpet installed over separate cushion must be power stretched.

Shading, Pile Reversal, "Watermarking" or "Pooling" - Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet or rug. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut pile carpet than in patterned and textured styles. This is not considered a manufacturing defect and is usually permanent and has no known cause.

SOILING - The secret to maintaining the beauty of your carpet is to vacuum often and conduct restorative cleaning regularly before it becomes excessively soiled. Excessive soiling has a tendency to dull the original color which may be restored after cleaning. In addition to tracked-in soil, greasy, sooty, environment pollutants may be deposited on carpet, causing dulling. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, causing them to take on a yellow cast. Frequent cleanings are important to avoid this difficulty. Entry mats that trap soil at exterior entrances, combined with routine cleaning, provide extra protection for all floor coverings.

SPROUTING - Occasionally a yarn tuft will rise above the pile surface of a carpet. Just snip these tufts off level with other tufts. Do not pull them out.

TOPICAL TREATMENTS - The use of topical treatments without the expressed approval of Edition Bougainville prior to application may void applicable warranties. Topical treatments include soil retardants, stain repellents, anti-static treatments, anti-microbials, deodorizers, and de-foamers.

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WEAR - Edition Bougainville offer a "wear" warranty. "Wear" is defined as the loss of pile weight or pile fiber up to 15% percent due to abrasive wear only. What appears to be wear may be an appearance change in the carpet related to traffic, matting, cushion, or permanent fiber damage caused by soiling, rather than a loss of fiber (See Matting, Crushing).

YELLOWING - Yellowing is caused by a variety of outside influences, such as pollutants from heating fuels, changes in alkalinity, cleaning solutions, and atmospheric or environmental contaminants.



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