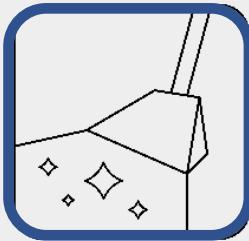


# kapsul

## Levels

### 1. General maintenance

By following these cleaning and care instructions, you will ensure perfect hygiene of your runner carpet and preserve its aesthetic characteristics, which are essential in the decoration of your interior; and this without much effort!



### 1.2. Preventive measures

Carpet protectors under furniture: if you place heavy furniture on the carpet, place carpet protectors under the feet of the furniture to distribute the pressure on multiple small points rather than on a single larger surface. Place barrier mats by doors to catch most of the dirt before entering a room. Clean these often.

### 1.3. Regular vacuuming

Regular vacuuming is indispensable for the maintenance of any kind of carpet. This takes time, but in the end it is the most economical way of maintaining the clean appearance of your carpet for as long as possible and removing loose dust and dirt (like sand, for instance).

We recommend that you use your wool carpet for a while before vacuuming it; you can remove the lint and fiber balls that will inevitably form when you vacuum it a first use; after one or two months you can regularly vacuum your carpet, however always with a smooth head vacuum cleaner (especially no brush), to avoid the removal of the twisting of the yarns, which helps to prevent your carpet from “stuffing”.

To achieve an optimal result it is best to always vacuum in different directions. This also avoids the formation of lines or corridors.

Note: an environment that is too dry can harm your carpet. Normal humidity (between 50% and 70%) will extend its life.

# kapsul

## Levels

### 2. General advice for removing a stain

Act immediately. Always start by removing a maximum amount of the spilled product. Another prerequisite for a successful removal of stains is the identification of the stain type and the correct approach. The sooner a stain is treated, the easier it is to remove.



#### 2.1. Removing the stain

Remove solids with pliers, spoons or other means, starting from the outside towards the center of the stain so as not to spread it.

Sponge liquids with a clean white cotton cloth, absorbent paper or sponge. Never rub to avoid getting the stain in. After having proceeded as follows above, clean with cold clear water. Dab and then sponge. Above all, never rub to avoid widening the stain. Repeat operation 3.4 if necessary.

Dry with a dry cloth or clean absorbent paper. Never use a hair dryer but let it dry in the open air. If stains persist, consult a cleaning specialist.

#### 2.2. General Treatment of stains

Before treatment, do a trial application on a small inconspicuous area, to see how the color and the material react.

The substance of the stain must be carefully removed at once, and the area dried with a hair dryer, so as to go easy on the fibers - otherwise permanent changes to the yarn may result. You cannot always count on achieving perfect results.

If a larger stain is involved, you should have the carpet cleaned (after having removed the substance of the stain as described above) by a professional cleaner. Professional cleaners will have the right cleaning equipment and resources to clean the soiled areas carefully and effectively.

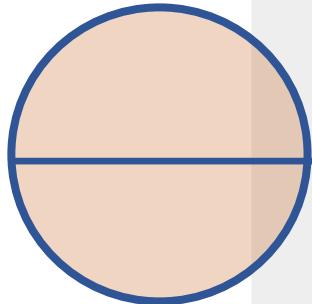
Please be aware that the incorrect treatment of stains frequently results in damage to the fiber, which will then be an irresolvable problem even for the cleaning professional.

\* Older concentrated substance residue that has dried into the carpet and is no longer recognizable can be detached with a spatula or knife, and carefully brushed out or vacuumed up.

# kapsul

## Levels

### 3. Maintenance of your carpet by fiber



#### 3.1. Maintenance of your TENCEL/WOOLEN carpet

Vacuum the carpet thoroughly about once a week with a smooth nozzle. We recommend that you use your woolen carpet for some months before vacuuming it for the first time, you can remove the lint and fiber balls that will inevitably form when you vacuum it for the first time. After one or two months you can regularly vacuum your carpet, however always with a smooth head vacuum cleaner (especially no brush), to avoid the removal of the twisting of the yarns, which helps to prevent your carpet from "stuffing". These are loose fibers that work their way up to the surface. Don't panic; this is perfectly normal and the phenomenon disappears after a few months. As with everything; the more you take care of your carpet, the longer it will last.

By removing stains immediately. Never let a stain dry, but act on it right away. The best way to do this is to moisten a towel and dab it on the stain. Do not try to rub, this will only make the stain larger. Lukewarm water with a little vinegar is often very effective. If the stain is still there and you haven't finished, you can always have the carpet professionally cleaned.

Never rub! Solid stains can be removed with a spoon, while dry stains can be removed by using a vacuum cleaner. Then use a good carpet cleaner, which does not damage the fibers and follows the instructions. Dab until the stain is gone. Do not apply too much force. Protect your carpet from the sun to prevent fading of the colors.

**Attention:** We advise to contact a professional carpet cleaning company when a stain occurs, they can always give professional advice and the right products to use for the clearing of your carpet.

# kapsul

## Levels

### 4. Stain removal by type of stain

#### 4.1. Cola, coffee, red wine

Fresh, moist or liquid stains should be dabbed immediately with a kitchen towel (do not rub). The best method is to press the kitchen towel into the stain with your heel until it stays completely dry. Dry water-soluble residual stains should be dabbed off with a water-impregnated white cloth until the cloth stays white. Dab the spot dry with another dry white cloth or a piece of kitchen towel. Never pour water directly on the stain. Dissolved substances must be dabbed off, otherwise they will penetrate more deeply into the carpet, resulting in a counterproductive effect. Use of too much solvent, or leaving the solvent on the carpet for too long, may result in a bleached appearance. If you blow the spot dry with a hair dryer, this will interrupt the chemical process at any time.

Depending on the strength of the color, some visible discoloration may remain all the same. You should only appraise the result after 48 hours have passed. The above working steps can then be repeated if necessary.

#### 4.2. Asphalt, shoe polish, cooking oil, chocolate

Dry, non-water-soluble residual stains should be first dissolved with a white cloth impregnated with pure petroleum spirit, and then dabbed with a second, dry white cloth until the second cloth stays clean.

#### 4.3. Vomit, urine

For the removal of dry stains caused by acid corrosion/discoloration, special techniques of stain removal are called for. Such stains can never be entirely removed and may damage the carpet. Please consult a specialist cleaner.

Attention: Urine and vomit are harmful to your carpet. They contain corrosive acids and cause damage that is virtually impossible to remove. Contact a professional cleaning company as soon as possible.

# kapsul

## Levels



### 4.4. Candlewax

Candlewax can be removed with a knife when cold. Residual wax can then be removed with an absorbent kitchen towel and an iron. Lay the towel over the spot, and go over it with a hot iron.

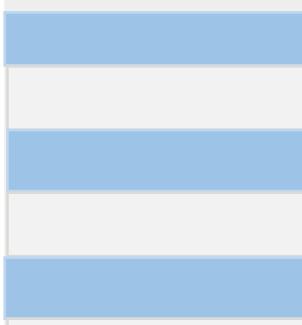
### 4.5. Chewing gum

The stain should be powerfully treated with ice spray, and detached with a knife when cold and hard.

### 4.6. Nature of the stain is unknown

Dry water-soluble residual stains should be dabbed off with a water-impregnated white cloth (never use water on your Tencel carpet) until the cloth stays white. Dab the spot dry with another dry white cloth or a piece of kitchen towel. Easily removable stains can be treated with readily available cleaning agents or can be easily removed by quick action (before the liquid dries).

Hard to remove stains are usually stains caused by strongly colored or hot liquids or combinations of both. Stains that have had a chance to dry are also difficult to remove. Such stains can often only be removed with great difficulty (after repeated treatments), or only partially removed, or by professional carpet cleaners.



# kapsul

## Levels

### 5. Thorough maintenance

We recommend dry cleaning only.

For this reason we advise you to contact a professional carpet cleaning company in your area.

### 6. Your attention please

Attention: If your carpet is made of Tencel or any other kind of yarn of vegetable origin never use water or any other kind of liquid for cleaning.

Attention: your carpet does not support dry cleaning; contact only companies specialized in carpet cleaning.

Attention: Permanent discoloration may result from a stain caused by the urine of domestic animals.

Attention: Some chemicals are dangerous (corrosive, flammable, toxic, etc.) and should only be used in strict compliance with the applicable use and hygiene standards. safety instructions. Special care should be taken when using dissolving cleaning agents, because the solvent can cause damage to the carpet backing.

