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70 Lower Richmond Road
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Email: putneybranch@mr-carpet.co.uk

P28166 – Owners Manual Specification Sheet
for 17 Castelnau, SW13 9RP

Bedrooms 2, 3, 4 & 5 and Dressing Room to Bed 5

Carpet: Signature
Colour: Mink
Fibre: 100% Polyamide Synthetic
Manufacturer: Lewis Abbott Ltd

Cleaning guidelines:-

- Greasy stains: these stains can only be treated with an especially developed product for this kind of stains. Do not apply this product directly to the stained area. Using a piece of cotton wool, apply to the edges of the stain working inwards. Blot with absorbent tissue or kitchen roll. The carpet fibre may darken during this process, but this will disappear afterwards. Repeat this process if required. Using a light soap solution (see dried in water based stains), dampen the area and blot with kitchen roll. Dry with a hair-dryer continually move over the treated area, in order to prevent watermarking.
- Water based stains: soak up immediately using absorbent tissue or kitchen roll. Re-wet the stained area with lukewarm water on small piece of sponge or cotton wool. Blot with kitchen roll and repeat this process if necessary. Dry with a hair-dryer continually moving over treated area, in order to prevent watermarking.
- Dried in water based stains: soap solution (2 litres of lukewarm water with half teaspoon of professional carpet shampoo.) Re-wet stained area using this soap solution applied on a piece of cotton wool. Blot using kitchen roll as in “water based stains” mentioned above and drying with a hair-dryer continually moving over the treated area, in order to prevent watermarking. The final procedure on carpets after allowing the wetting & blotting should be as follows: 6 layers of kitchen roll on the treated area and place a telephone directory on top. Allow to dry for 24 hours. This will absorb any stains in the base of the fibres.
- Scrape or blot excess spill: freeze the area with ice cubes and scrape them up with the blunt edge of a spoon(from the edges of the stain to the middle of it). Vacuum chips./spill away before they melt.



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Master Bedroom and Dressing Room

Carpet: Willingdon
Colour: Dusk
Fibre: 100% Wool
Manufacturer: Jacaranda

Cleaning guidelines:- See Jacaranda Cleaning & Maintenance guidelines attached

CLEANING & MAINTENANCE

jacaranda
CARPETS & RUGS



Taking care of your Jacaranda carpet or rug is a key part of keeping it looking beautiful and lustrous for many years to come. In order to help you do this we have put together the following cleaning and maintenance guidelines.

Carpet & Rug Cleaning

If your carpet or rug needs an overall clean we would always recommend calling in the professionals rather than attempting to clean it yourself.

Carpet cleaning is an unregulated business; anyone can buy a carpet cleaning machine and without any training or experience start advertising themselves as a professional carpet and rug cleaner.

For this reason Jacaranda has set up a network of cleaning companies throughout the UK with the experience and knowledge required to clean your Jacaranda carpet or rug. For the details of your local cleaning company please call our head office on 01536 762697 or e-mail sales@jacarandacarpets.com.

Spillages and Stains

As with many fabrics and soft furnishings, spills of everyday liquids such as red wine or hot drinks will stain and can be difficult to remove. The key to dealing with stains is to act quickly. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain can be almost impossible to remove. Care must be taken as poor attempts at spot cleaning can cause permanent stain setting, pile distortion and loss of colour. Avoid carpet cleaning chemicals sold for home use many of which contain bleaching agents which can discolour carpets, or leave a sticky residue which will attract dirt and only amplify the stain.

Please see the following guide on how to deal with a stain and minimise the damage to your carpet or rug. As all carpet fibres react differently it is very important that you know what your carpet is made from, check via product pages on our website www.jacarandacarpets.com and follow only the instructions for your carpet type. If in any doubt call in the professionals!

Wool carpets and rugs are naturally stain resistant, therefore if you act quickly it is possible for most liquid stains to be removed using a simple blotting process. Removal of fresh spots is always much more successful, in the case of extensive or old set-in stains, contact your nearest Jacaranda approved cleaning company.

If you have a spillage on your wool carpet or rug we recommend the following steps:

STEP 1 Act fast to pick up any solids using a spoon or blunt knife and blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing paper as necessary until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of WoolSafe's online stain wizard www.woolsafe.org/stain-wizard/. If not go straight to STEP 4.

STEP 3 The online stain wizard will guide you to the best cleaning process to remove your type of spot/stain. They also have video links showing how to deal with the most common household spills on wool carpets such as ice cream, food, coffee, juice, cola and wine. We recommend only using WoolSafe approved spot removers, never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Before applying any spotting agent, pre-test on an inconspicuous area or off-cut of the carpet
- Always apply the spotting agent via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Never over wet the carpet
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, NEVER rub stains as this will burst the pile
- Use solvents with care and ensure good ventilation
- Rinse out water-based spotters with clean water

STEP 4 Contact a Jacaranda approved cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance we would expect the company to recommend either a wet extraction clean, or a dry clean, but not a steam clean.

The TENCEL® yarn used by Jacaranda has the same beautiful lustre as viscose but is more hard-wearing and easier to clean. Small water spills dealt with straight away should not affect its texture, and if it leaves a slight yellow ring or textural difference in the pile, this should disappear with time and wear. However TENCEL® is still a water sensitive fibre therefore do not use water or water based products which can compound the problem.

If you have a spillage on your TENCEL® carpet or rug we recommend the following steps:

STEP 1 Act fast to pick up any solids and to blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing the paper as necessary continuing until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of the following steps. If not go straight to STEP 4.

STEP 3 Jacaranda recommends using Host's 'Emergency Spot Cleaning Kit' available to buy from our head office. Please be aware that some colour loss may occur. Never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Always carry out a test of the dry compound and spot cleaner on a hidden part of the carpet prior to treating the stain
- Make sure you follow the instructions with the care kit carefully
- Apply the dry compound to absorb as much of the spill as possible, allow to dry and vacuum away
- If the stain remains use the spot remover. Apply the spot remover via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover at a time and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Use detergent very sparingly
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, never rub stains as this will burst the pile
- It is not necessary to rinse this spot remover it can simply be blotted out using a clean dry white cloth

STEP 4 Contact a Jacaranda approved cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance the safest way to clean TENCEL® is by using a dry extraction method, however experienced professionals can cold wet clean TENCEL® as an overall clean rather than a spot treatment.

Viscose carpets are more delicate than wool. Water changes the texture of the viscose, causing the pile to reflect light differently to give the appearance of a stain. It is very important when cleaning your viscose carpet or rug that you do NOT add any water or water based products as this could compound the problem. Please be aware that when cleaning a viscose carpet it is unlikely you will be able to remove all of the stain and you will need to call in a professional cleaning company.

If you have a spillage on your viscose carpet we recommend the following steps:

STEP 1 Act fast to pick up any solids and to blot up liquid with plain, white, absorbent paper such as kitchen towel. Blot gently, changing the paper as necessary continuing until the paper comes back dry when pressed on the stain. Never rub or scrub as this will 'burst' the pile surface causing permanent damage.

STEP 2 If the stain remains, decide whether you want to tackle the removal yourself with the help of the following steps. If not go to straight to STEP 4.

STEP 3 Jacaranda recommend using Host's 'Jacaranda's 'Emergency Spot Cleaning Kit' available to buy from our head office. Please be aware that some colour loss may occur. Never use washing up liquid or other cleaning agents as they may leave sticky residues and cause rapid re-soiling.

- Always carry out a test of the dry compound and spot cleaner on a hidden part of the carpet prior to treating the stain
- Make sure you follow the instructions with the care kit carefully
- Apply the dry compound to absorb as much of the spill as possible, allow to dry and vacuum away
- If the stain remains use the spot remover. Apply the spot remover via a clean white cloth, do not pour directly onto the stain. Always wear rubber gloves
- Use small quantities of spot remover at a time and repeat application if necessary. 2 or 3 light applications are more effective than 1 drastic action. Use spot cleaning liquid very sparingly
- Always work from the edge of the stain towards the middle to avoid spreading it. Blot, never rub stains as this will burst the pile
- It is not necessary to rinse this spot remover it can simply be blotted out using a clean dry white cloth

STEP 4 Contact an approved Jacaranda cleaning professional in your area, please call our head office on 01536 762697 for details. For your guidance the safest way to clean viscose is by using a dry extraction method, however experienced professionals can cold wet clean viscose as an overall clean rather than a spot treatment.

Vacuuming

When your Jacaranda carpet is first fitted, vacuum lightly and frequently, daily if possible, to remove the surface lint, dust and fluff. Regular vacuuming will extend the life of your carpet and keep it looking beautiful and fresh. Vacuuming should be proportional to the amount of soiling to which the carpet is subjected – the more adults, children and pets you have walking and playing on the carpet, the more often you are advised to vacuum.

For the average household it is good practice to vacuum daily in high traffic areas such as hallways, near entrances or busy living spaces, and 2 or 3 times a week for the rest of your home.

For any carpets containing a loop pile, we would recommend a cylinder machine with a smooth nozzle and no beater bar as this can pull the loops. For cut pile carpets use an upright cleaner, for everyday use we recommend any beater bars are off or on a gentler setting, and occasionally increase to a stronger setting to lift pile that may have flattened in higher traffic areas.

Use Barrier Mats

To help control the amount of dirt tracked onto your carpet from outside and other areas of the home, we recommend using doormats at entrances and also barrier mats from hard floor to carpeted areas.

Makes sure any mats used are colourfast, off-cuts of the carpet make good barrier mats. It is important to vacuum all barrier mats regularly and keep them clean, for them to work effectively.

Adhesive Carpet Protector

Please do NOT use any adhesive carpet protectors on your Jacaranda carpet. The adhesive properties in these sheets can be very damaging especially to our hand-woven products and may pull fibres proud damaging the pile of your carpet.

Indentations

Furniture can depress or crush carpet pile over time. Furniture cups under the legs of furniture can reduce indentations. Alternatively this effect can be reduced by re-arranging heavy furniture regularly so that the weight is not concentrated in one place for a sustained period. On wool carpets and rugs it is possible to lightly moisten to help indentations disappear, it usually takes 12 – 24 hours. Do not wet TENCEL® or viscose.

Rug care

We recommend putting a quality underlay beneath your rug, this helps to protect it from damage, wear and slippage. It is important to make sure the underlay is suitable for your rug and floor. Jacaranda offers quality non-slip rug underlay suitable for both hard floors and carpets.

As with carpet, rugs should be vacuumed regularly to maintain their appearance. Every few months turn the rug face down on a clean, dry, smooth surface and vacuum to vibrate out embedded dry soil.

To ensure even wear, your rug should be rotated regularly. Depending on the traffic, the rotation may vary from every six months to once a year.

Shedding

All cut pile carpets will shed fibres when new to create fluff. The amount of fibre shedding in the first few weeks of installation can look dramatic; but is simply fibres released from the yarn ends where they are cut to create the pile. This is normal and will not affect appearance or durability of your carpet. By vacuuming regularly the shedding will soon cease.

Sprouting or pulled loops

Uneven tufts can sometimes occur in hand woven carpets. Dogs, cats or stiletto heels can catch and pull loops proud of the pile. Carefully cut these tufts or loops at the base with sharp scissors, do not pull as you may damage the carpet.

Moths

All Jacaranda wool carpets and rugs are moth proofed at the production stage. Our ranges Milford, Midhurst, Mayfield, Mavora, Portofino, Positano, Taormina and Tapanui all come with a 5 year moth proof guarantee. All our handwoven and other machine made products have a 12 month guarantee against moths.

We recommend reapplying moth proof treatment whenever you get your carpet professionally cleaned. If you do spot moths in your carpet it is important to act fast and call in professional pest control.

Our viscose and TENCEL® products do not attract moths and therefore contain no moth resisting treatments.

Stain proofing

We recommend stain proofing on all of our TENCEL® and viscose carpets and rugs, as although it will not make them invincible it will lessen the staining caused by everyday spills. It is still very important that you act quickly to remove spills and stains on your carpets and rugs even if they do have a stain protective treatment. Stain proofing should always be applied by a professional, please contact Jacaranda for recommended companies or your retailer as they may offer a stain proofing service. As these fibres are sensitive to moisture, solvent based protectors in most cases are preferable. It may be necessary to apply several layers to ensure the optimum level of protection is achieved. If using water based protectors these should be misted on using multiple applications, allowing time to dry in-between, until the required coverage is achieved.

Wool carpets are naturally more stain resistant than viscose or TENCEL® fibres however it is still possible to add a stain proof treatment. Please bear in mind it is normal for new wool carpets to 'shed' fibres especially where footfall is heaviest. If protective chemicals are lost with these fibres, carpets can soil faster in heavy traffic areas leading to an uneven appearance.

When considering stain protection for your new carpet, please consider that stain proof treatments:

- Should be applied by a professional company with a good reputation
- Must be reapplied at regular intervals, and always after your carpet is cleaned
- Can slow the rate of soiling and buy extra time to deal with spillages
- Can never offer complete protection and can lead to a false sense of security



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P28166 – Owners Manual Specification Sheet
for 17 Castelnau, SW13 9RP

Stair runners – All stairs from basement to top floor including 2 x ½ landings

Carpet: Plain Loop
Colour: 639/29
Fibre: 100% Wool
Manufacturer: Lano
Cleaning guidelines:- See Lano cleaning & maintenance guidelines attached

RESIDENTIAL

CARPET CARE

By Lamo





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PROPER INSTALLATION

Proper installation is as important as the original quality and durability of the carpet. Your carpet must be installed by a professional installer following the Lano Carpets' installation manual. Make sure to check the texture, style and colour when the carpet is delivered.

Apparatus for transport

Make sure that only approved transport vehicles, equipped with low pressure pneumatic tires, are allowed on the installed carpet.

CARPET CARE AND GUIDELINES

PREVENTION

Soiling (dirt, dust and abrasive matter) is the greatest threat to carpet. We highly recommend the use walk-off mats at entrances and other areas to protect your carpet. Walk-off mats should be cleaned frequently to prevent them from becoming a source of soiling.

VACUUMING

Most dirt, even dust, has the form of a hard particle and is as abrasive to the pile as sand paper when left in the carpet. The best way to increase the life of your carpet is to vacuum regularly meaning at least once a week in most areas and even daily in medium to high traffic areas. More use means more vacuuming but beware that some vacuums can be aggressive to the pile and damage the surface of the carpet. For cut pile carpets we recommend an upright vacuum cleaner with a cylindrical brushing action, or a cylinder vacuum cleaner with a power brush attachment. However, the exception to this is for carpet with loop textures, shag style and soft qualities as they may become fuzzy or worn with use of the rotating brush. For loop pile carpets, it's best to use a cylinder vacuum cleaner without a brushing action or an upright machine with the brushes raised or turned off.

Height adjustment of the brush is critical and is correct when the brush contacts the pile enough to vibrate the carpet lightly. Keep brushes clean and replace when worn and follow the manufacturer's instructions and change the filter bag when it reaches the "full line".

SPOT AND STAIN REMOVAL

Spills are likely to happen and if you treat spots and stains immediately, they will be easier to remove. However, it is important to note that no carpet is completely stain proof. Certain carpet qualities are stain resistant which allows time for removal. Be aware never to scrub the area because this can cause pile distortion.

Certain products can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, etc can have strong chemicals which discolour or dissolve carpet fibers. Products containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet.

Blot liquids with a dry, white, absorbent cloth or plain white paper towel. To prevent the spill from spreading, please work from the edge of the spot to the center. Continue until no additional spot shows on the cloth or towel.

For food and other non-liquids, start by gently scraping up with a spoon or knife blade and vacuum until completely removed.

If the stain remains, you can treat it with one of the following procedures.

Note: Do not get the carpet too wet. Wetting through to the backing may result in shrinkage, discoloration, odour and delaminating. Never walk on a cleaned area before it has thoroughly dried. Always pretest spot cleaners in an inconspicuous area to make sure that the agent will not damage the carpet.

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

- | | | |
|--|--|---|
| 1 Mix 1/2 teaspoon of dish detergent (with no bleach or moisturizer) to 2 cups of mildly warm water. Follow spot cleaning by blotting with clear water. | 4 Isopropyl Alcohol | 7 Mix 2 tablespoons of household ammonia with 1 cup of water; Follow spot cleaning by blotting with clear water. |
| 2 Warm water rinse: Dampen with mildly warm water and blot the stain | 5 3% Hydrogen Peroxide. Follow spot cleaning by blotting with clear water. | 8 Nail Polish Remover with Acetone |
| 3 Dry Cleaning Solvent or Citrus Solvent (available in local hardware store or supermarket) | 6 Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water. | 9 Vacuum |

This advice is offered in good faith. No responsibility is accepted for claims arising from the proposed treatments and if stains fail to respond or if you have doubts about what caused the spot and how to remove it, please contact a professional carpet cleaner. It may anyhow be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Beer	1	2
Blood	7	5
Butter	3	7
Candy	1	7
Carbon Black	9	3
Chocolate	3	7
Chocolate Milk	3	7
Chewing Gum	3	
Clay	3	6
Cola	1	7
Coffee	1	6

Cologne	1	7	6	Margarine	3	1	2	
Cooking Oil	3	1	7	Mayonnaise	3	1	7	
Cosmetics	8	3	1	Milk	3	1	7	
Cough Medicine	1	7	6	Mud	1	2		
Cranberry Juice	1	7	5	Mustard	1	6	5	
Crayon	3	1	4	Nail Polish	8	3	1	
Dye	4	3	2	Oil	3	1		
Egg	1	7	6	Paint (acrylic)	3	6	2	
Feces	1	7		Paint (oil based)	3	2	1	
Felt Marker	8	3	5	Paint (water based)	1	7	2	
Food Dye	4	3	2	7	Rust	1	2	
Fruit Juice	1	7	6	Salad Dressing	3	1		
Furniture Dye	8	3	1	Sauces	3	1	7	
Furniture Polish (oil based)	8	3		Shoe Polish (liquid)	3	8	1	
Glue	3	2		Shoe Polish (paste)	3	1		
Graphite	9	3	2	Shoe Polish (wax)	3	1	2	
Gravy	3	1	7	Soft Drinks	1	7	6	5
Grease (black)	3	1		Syrup	1	7	2	
Grease food stains	3	1	7	Tea	1	6	2	5
Hair Shampoo	2	7	4	Tomato Juice/Sauce	1	6	2	5
Hand Cream	3	1	7	Urine (dry)	1	6	2	5
Ice Cream	3	1	7	Urine (wet)	1	7	6	
Iodine	3	1	5	Varnish	3	1		
Ink	8	3	2	Vegetable Oil	3	1	2	
Jelly	1	7	6	Vinegar	7	2		
Ketchup	1	7	6	Vomit	1	7	6	
Liquor (alcohol)	1	7	6	Wax	3	1	6	
Make-up	3	1	2	Wine	1	6	7	5

PROFESSIONAL CLEANING

Periodic professional cleaning is necessary to remove the oil and soil which cannot be removed by vacuuming. The frequency may vary depending on the level and type of traffic and the conditions to which the carpet is exposed. This may range from 6 to 18 months between cleanings.

Professional cleaning should be considered before your carpet begins to show soil. Letting the carpet become excessively soiled will make cleaning more difficult and shorten the carpet's useful life. You must provide your receipt for proof of service.

CARPET APPEARANCE

Even with regular maintenance, some changes in appearance can occur:

Fading

Direct sunlight can cause fading. Protect the carpet with the most appropriate window covering.

Shedding

is an effect of all new carpets, in particular cut-pile qualities, and is not a defect of the carpet. Shedding is caused by the short fibers within the pile that work loose during service, most likely in high traffic areas. The total fiber loss during use is relatively small and the length of time required to eliminate shedding will depend upon the type and amount of vacuuming. Shedding is more apparent in staple products than continuous filament products.

Shading

is not a true colour change but a visual effect as a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. Shading, which is normal in luxurious, cut pile carpet qualities, is not a manufacturer's defect.

Seams

Qualified installers from professional carpet stores know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.

Footprints

Most deep, cut pile carpets will show shoe or foot impressions. A low pile carpet with a denser construction can help minimize this condition.

Pile crush

Crushing is unavoidable and will occur to some degree, mainly in high traffic areas and under the legs of pieces of furniture. Crushing is the compression of the carpet tufts. Vacuuming and gentle brushing of the area with the hand will hasten the recovery.

Tip bloom

Over time, day-to-day foot traffic can cause the tips of cut pile carpet tufts to untwist and open up. This is a normal occurrence.

Static discharge

This can be an annoying problem, especially when your carpet is new. Static discharge is caused because the natural moisture content is removed during manufacturing. When the natural moisture returns, static should greatly subside and also the amount of static will minimize through daily use.

Indoor Air Quality

When properly installed and maintained, Lano Carpets will be a significant part of a safe and healthy interior, providing years of beauty and comfort. Extensive studies showed that carpet is completely safe and non-toxic to humans and pets when properly installed and maintained. Providing ventilation (opened window/door) will diminish and possibly eliminate any initial temporary odours which emit from padding, seam sealers, glue, subfloor treatments and other finishes or components related to the carpet installation process.



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