

# Empire Collection

## Maintenance Instructions for Outdoor rugs

In order to keep the original quality, colors and brightness of the carpets, it is essential to follow the manufacturer's suggested maintenance instructions. This booklet includes the different and specific measures that must be taken in order to preserve carpets in their original conditions.

### Color & Outdoor Carpets

Our products are made manually and, therefore, there may be slight variations in the dimensions of the carpet (up to about 3% - value considered acceptable in our industry). Being a product made out of rope (consisting of hundreds filaments), from lot to lot, there may be a color change up to 5%. Where exact color match is required, please let us know and we will forward a cutting from actual production for customer approval prior to shipment.

### Avoiding marks and color changes

It's very important that the carpets are turned regularly, so that the effects caused by light and normal wear might be equivalent in the whole surface of the rug. When there is furniture placed on the carpet exercising pressure, a carpet protection must be used so it won't damage the pile and the aspect of the rug.

### Important Maintenance Tips

To extend the life and original aspect of your carpet, there are some steps to consider:

- Use a non-skid pad under your rug to prevent slippage.
- Beating or shaking the rug can damage the fibers. That is why we recommend that you vacuum clean or air it instead.
- We recommend regular monthly cleaning using cold water with a neutral pH soap or a non-ionic detergent. Make sure to clean both sides of the carpet to remove all dirt. Rinse the carpet on an inclined surface so that water can drain away.
- When removing stains, be careful not to wet the rug too much, which can cause them to shrink and lose their shape.
- Dry the carpet in sunlight to prevent mold: To prevent your carpet getting moldy after washing, it should be hung in the sunlight and allow drying. Turn it over to make sure that both sides of the carpet are completely dry. The Outdoor carpets are typically resistant to molding, but humidity can still cause the growth of mold if the rug is not properly cared for.
- For a deeper cleaning, please use a specialized carpet cleaning company. The manufacturer recommends that a professional dry cleaner uses the extraction method on a flat surface. The quantity and temperature of the water will depend on the material and pile length. Good ventilation during the drying process is essential. Shrinkage will be about 3-5%. Do not machine wash.
- A steam cleaning or any other method that involves a substantial increase in temperature is NOT recommended. Avoid cleaning with chlorine detergents and bleaches because the color can fade and also accelerate the wear and tear of the carpet.
- Store the carpet when not in use. Wrap it, cover it with a plastic bag and secure it with bungee cords or tape.
- Avoid vacuums over 1200W on woven rugs.

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### Cleaning Agents for Spot Removal

#### Detergent Solution

Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or strong alkalines) with a cup of warm (not hot) water. The solution must be well-rinsed with clear water.

#### Ammonia Solution

Mix one teaspoon of clear household ammonia (3% solution) with 1/2 cup of water. This solution must be neutralized with vinegar solution.

#### Vinegar Solution

Mix 1/3 cup white vinegar with 2/3 cup of water.

#### Solvents

Mineral Spirits or Turpentine (\*Should not be used on bonded carpets)

#### Absorbent Cleaners

Host®, Dri-Matic®, or Capture

### Warranty Conditions & Terms of Use

The Empire Collection warranty does not cover any damages caused by negligent maintenance or incorrect and inadequate handling or cleaning. As so, Aronson's Floor Covering cannot be held responsible for any damage that might occur in the carpets resulting from misuse and non-compliance of maintenance, cleaning and handling instructions, not even if the carpet is still in the warranty-period.

Our products are hand-made and therefore slight variations in dimensions and sizes may occur (between +/- 5%). If precise and exact measures are not required at the moment of placing the order and that information is not mentioned in the purchase order, our company cannot be held responsible for any variation or difference in sizes.

The warranty will not cover any inconvenience related to size and dimensions of the products, unless those indications are mentioned and specified in the purchase order. The same applies to color: slight variations might occur from dye lot to dye lot (because wool, tencel and linen are natural raw materials). When an exact match of color is required, indications must be given to our customer service and that information must be included in the purchase order sent by the client.

Any contact or correspondence with Empire Collection must be done through the following address, telephone number or e-mail:

Aronson's Floor Covering  
135 West 17th Street  
New York, New York 10011  
T +1 212 243 4993  
info@empirecollectionrugs.com

Distributed exclusively by:  
Aronson's Floor Covering  
135 West 17th Street New York, NY 10011  
T +1 212 243 4993 F +1 212 675 5939

empirecollectionrugs.com