

# Empire Collection

## Maintenance Instructions for Empire Collection 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.

### About Wool Carpets

Wool fiber is a product of nature and as with all natural products, a slight deviation in texture and color may occur from dye lot to dye lot. 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.

Wool carpets must be cleaned regularly. Naturally, lighter rugs need to be cleaned more often than darker ones. When placing the order, clients should request a waterproofing treatment in order to preserve the rug's original quality and extend its durability.

### About Tencel and Linen Carpets

Tencel and linen carpets also have some specific features. One of them is the different color effect that it presents, especially when it is a plain carpet. Along the surface of the carpet, slight variations of color occur (similar to what occurs with velvet), which gives a different effect which becomes more evident in lighter carpets. This does not constitute a defect; this is simply a characteristic of these cellulosic raw materials.

Tencel and linen are made of natural fibers. In this type of raw materials, a slight deviation in texture and color may occur from lot to lot. 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.

### Pilling and recovery of the pile

During the first months it is normal that pilling may occur. This is not a manufacturing defect; it is another common characteristic of fibers. The quantity of the pilling will start diminishing after some weeks of use and it does not affect in any aspect the carpet's resistance or quality. It is very important to vacuum the carpets often in order to clean it and to recover the pile, which might present some height differences due to high traffic and wear. Vacuuming the carpets not only cleans it but it also helps to recover the pile and improve the quality of the carpet. It is not advisable to use central vacuum or low power vacuums. Please use a vacuum with at least 2000W of power.

### 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.

### General Cleaning

Regular cleaning is essential to maintain the appearance of your carpet. Use a good vacuum cleaner, which has at least 2000W of power. If there is a beater-bar, it should be turned off. We recommend dry cleaning method for cleaning. Steam cleaning or any other methods which involve a substantial increase of moisture or temperature are not recommended.

For a deeper cleaning, please use a specialized carpet cleaning company.

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Type of spot	Step 1	Step 2	Step 3
Alcoholic beverages	1	2	-
Bleach	1	3	-
Blood	1	2	-
Butter	4	2	-
Candle Wax	-	-	-
Chewing Gum	5	4	-
Chocolate	2	3	-
Coffee	1	2	4
Cola and Soft Drinks	1	2	-
Cooking Oil	4	2	-
Cream	2	4	-
Egg	2	-	-
Floor Wax	4	2	-
Fruit Juice	1	2	-
Furniture Polish	4	2	3
Gravy and Sauces	7	2	-
Ink (Fountain pen)	1	2	-
Ink (Ball point)	4	9	2
Ink (Felt tip)	7	2	8
Ketchup	7	2	-
Lipstick	4	2	-
Mercurochrome	2	3	6
Milk	7	4	2
Mustard	2	-	-
Nail Polish	8	4	-
Oil or Grease	4	2	-
Paint (Latex)	1	2	4
Paint (Oil)	9	4	2
Rust	4	2	10
Salad Dressing	2	4	-
Shoe Polish	4	2	-
Soot	4	2	3
Tar	4	-	-
Tea	1	2	4
Urine (Fresh)	1	2	-
Urine (Old)	2	3	6
Vomit	2	-	-
Wine	11	1	2
Unknown Material	4	12	2

### Spot Cleaning Key

1. Cold water
2. Detergent solution or Carpet Shampoo Solution
3. Ammonia Solution
4. Solvent
5. Chill with aerosol freezing agent or ice cubes in a plastic bag.
6. Vinegar Solution
7. Warm water
8. Clear nail polish remover (preferably acetone)
9. Alcohol
10. Rust remover
11. Absorbent powder (e.g. Salt, talc or proprietary powders)
12. Absorbent cleaner (Host®, Dri-Matic® or Capture®)

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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.

#### Solvent

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

#### Absorbent Cleaners

Host®, Dri-Matic®, or Capture

### Warranty Conditions & Terms of Use

It is very important to stress that 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 2 year 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:

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