

**Daily maintenance cleaning**

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

The smooth suction nozzle of the vacuum cleaner is suitable for carpet qualities such as FLATWOOL, ELEMENT, LOFT, MADISON, MAGLIA as well as for cut pile carpets like BILEVEL, CRESPO, PIU, ZAND and acoustic elements. A vacuum cleaner with a separately driven rotating brush roller is more efficient when it comes to the hard fiber coir, sisal and for stronger structure carpets (CALICUT, CAPRA, JAIPOLINO, MANILA, PORTA, WAIKIKI). Compact cut pile woolen carpets like ANTIGUA, HAMPTON, SOHO and the carpets from Ruckstuhl's Edition 2013, can be cleaned with a brush vacuum from time to time. We also advise you to use a brush vacuum cleaner with carpets in the home office sector, to counteract possible pilling. You should check the brushes of the vacuum cleaner at regular intervals.

**FELTRO**

The formation of fluff in the initial stages is quite normal and will diminish with time. These loose fibers can simply be vacuumed up, and do not represent any kind of quality defect.

**MAGLIA**

Maglia is only suitable for domestic use. You should turn your knitted carpet from time to time. Turning will cause loose particles of dirt to fall to the floor, where they can easily be vacuumed up. If you have a carpet beater, you can beat dust out of the carpet carefully.

**PORTA**

Clean the brush regularly, using a brush vacuum cleaner. PORTA can also be turned and beaten.

**FELTRO-LEGNO and LEGNO-LEGNO**

These carpets consist of massive wooden slats and felt strips made from pure virgin wool compounded with polyurethane. The different woods vary in robustness, so careful use is advised. To avoid scratching, we recommend that you put felt pads on table and chair legs. As with parquet flooring, shoe heels and the like are also liable to leave marks. We recommend that you moisten the wooden elements with the parquet oil Polish 4584, and after a long period of use, re-oil them with the matt oil 1410 of the NOBS company or a similar product. To avoid the formation of a grey film, please check the calcium content of your water.

**Removing stains**

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.

- Always treat the stain working from the outside inwards, to avoid enlarging it unnecessarily.
- 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. Except in the case of viscose, 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.
- In the case of viscose carpets, only the material causing the stain can be removed or absorbed. The rest, around 30%, remains in the carpet and modifies the fibers. Liquid causes the viscose fiber to swell, and the increased weight makes it turn to the side. When it is dried, the fibers stick together, making them look like a stain.
- 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

**Notes on stain removal****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.

**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.

**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.

**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.

**Chewing gum**

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

**Nature of stain is unknown**

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.

**Cleaning service**

Ruckstuhl AG and KRINGS ECS (Exclusive Cleaning Service) have been working together for over a decade. KRINGS ECS offers a cleaning service, which will maintain the value of your carpet. We will be happy to give you any advice you need – during office hours: 8.00 - 17.00 – on anything to do with cleaning and maintenance. Please contact us on the following number: +41 62 919 86 66.

**Liability**

The present recommendations on CARE AND CLEANING answer to the present-day state of the art, and are furthermore based on decades of experience accumulated by Ruckstuhl and KRINGS ECS. As we are unable to establish subsequently whether our recommendations have been carried out or not, we regret that we must decline any liability for damage, discoloration etc. to carpets and rugs as a result of CARE AND CLEANING.