



CARE AND CLEANING

Guidelines for proper care and cleaning of carpets and rugs made of natural fibres

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CONTENTS

1.	Introduction	3
2.	Precautionary Measures	3
3.	Cleaning Intervals	4
4.	Vacuum Cleaning	5
5.	Maintenance Cleaning	6
6.	Basic Cleaning	7
7.	Cleaning Procedures and Cleaning Agents	7
	7.1 Moist Cleaning	7
	7.2 Wet Cleaning	8
	7.3 Cleaning Products	9
8.	Drying	10
9.	Recommended Cleaning Methods for Ruckstuhl Carpets	10
	9.1 Collections WOOL, COCOS, SISAL, LINEN	10
	9.2 Felt of Pure New Wool	11
	9.3 Other Collections	11
10.	Carpet Tiles/Squares	12
11.	Stain Removal	12
	11.1 General	12
	11.2 Utilities	12
	11.3 Stain Removal	13
	11.4 Different Stains	13
12.	Cleaning Service & Hotline	17
	12.1 Cleaning Service	17
	12.2 Hotline	17
13.	Liability	17

1. Introduction

On the following pages we have compiled the essential elements of a professional maintenance and cleaning regime for carpets and rugs of Ruckstuhl.

The various grades of Ruckstuhl carpet differ in terms of processed raw materials and their variety of surface structures. In some cases these are substantially different from the carpets of other manufacturers. Therefore, we have formulated the following pages to provide very specific cleaning instructions. Besides the general items (see recommended cleaning procedures for Ruckstuhl carpets) we provide an overview of current quality maintenance measures. This also describes the appropriate cleaning method for your Ruckstuhl Carpet / Rug.

This informative brochure is aimed at both professional cleaning staff as well as for use in the private home. However, chapters 3, 5, 6 and 10 are principally for professional cleaning experts.

2. Precautionary Measures

Never place houseplants directly on a carpet, even those with a pot and saucer. Condensation leads to irreparable damage. Prolonged exposure to moisture (more than 30 minutes) will form permanent stains in carpets.

Natural fibre rugs require an average humidity between 45% and 60%. With insufficient humidity, dehydration is a risk factor for premature wear of the fibre construction. This is similarly causal for the drying of human skin, mucous membranes and hair when humidity is too low for sustained periods.

Effective precautionary cleaning maintenance of textile floor coverings begins well before the actual carpet surface. This is attributed to the fact that up to 95% of dirt in buildings comes from the outside environment. Therefore, walk entry ranges are important and have to be kept clean, designed to serve as effective flooring dirt traps.

Entrance flooring systems should be sufficiently large. As a rule of thumb, visitors are required to step six strides through special shoe wipers to remove surface dirt from shoes.

Highly recommended is the dirt collector of Porta from Ruckstuhl, a high-quality suede mat woven from the finest yarn of cocos. It is complete with a heavy underside-affixing coat and 100 years in the assortment of Ruckstuhl. Thanks to the natural tannins in the coconut fibre, these unfold to provide an antiseptic effect. Furthermore, Porta is extremely durable and ages beautifully.

These mats have a built-in dirt locking system, trapping dirt particles. Due to its special construction, these floors have a reservoir of dust and dirt and must be regularly vacuumed. These mats can hold up to 10 times its own weight before the dirt is visible on the surface. Therefore, it is important to dedicate extra attention to the cleaning concept/plan of this area during the development of your overall cleaning regime. In addition to textile flooring systems, these should be provided at all crossing points. Such areas include elevators entrances and escalators and areas of dirt heavy exposure.

3. Cleaning Intervals

Properly sized intervals of all cleaning services for professional maintenance of a carpet is vital. This applies both to the vacuuming and spot cleaning as well as for intermediate and basic cleaning. This is of course carpet dependent and requires thought of the presentation and durability of your carpet. We recommend that this object specific cleaning schedule be planned upon the installation of a new carpet.

Firstly, check the usage frequency of your carpet in the different areas of your building (steps on the carpet) and adjust accordingly from the rotation of individual care.

Vacuuming and regular stain removal are elements of a professional cleaning and maintenance plan. This undertaking can be performed by both the owner and by professional personnel. However, qualified personnel or an authorised service provider should always perform intermediate and deep cleaning measures.

Infrequent carpet use: < 500 foot steps per day

Vacuum Cleaning	Walkways; daily, Other Areas; 1 to 2 times weekly
Stain Removal	Daily
Maintenance Cleaning	1 to 3 times yearly
Deep Clean	1 to 2 times yearly

Medium carpet use: 500 to 1000 steps per day

Vacuum Cleaning	Walkways; daily, Other Areas; 3 to 4 times weekly
Stain Removal	Daily
Maintenance Cleaning	3 to 6 times yearly
Deep Clean	2 to 4 times yearly

Heavy carpet use: 1000 to 2500 steps per day

Vacuum Cleaning	Walkways; daily, Other Areas; 4 to 7 times weekly
Stain Removal	Daily
Maintenance Cleaning	6 to 2 times yearly
Deep Clean	3 to 6 times yearly

Extreme carpet use: > 2500 steps per day

Vacuum Cleaning	Walkways: 1 to 2 times daily, Other Areas: 7 times per week
Stain Removal	Daily
Maintenance Cleaning	12 to 52 times yearly
Deep Clean	6 to 12 times yearly

Our cleaning service developed for you a specific maintenance plan for regular professional care by your personnel and/or your service provider. These plans will serve as the basis for cleaning tenders of the appropriate required cleaning service. Please contact us for further information.

4. Vacuum Cleaning

Regular vacuuming is essential for the proper care of any carpet. Vacuuming takes time. However, this element of professional textile floor-care provides ultimate cost efficiency. Furthermore, thorough vacuum cleaning provides a long lasting and clean appearance of your carpet.

Use vacuum equipment that has a built-in rotating brush roller. Such devices usually have two motors, one motor for driving the brush motor and another for vacuum absorption of dirt extracted from the brush. Check the brushes of the vacuum cleaner regularly for wear, and replace the brushes whenever necessary.

The correct speed while vacuuming and its frequency for effective purification is of crucial importance. Generally, one should vacuum clean with a speed of two machine widths per second. Areas that require cleaning, will need three to five vacuum cycles.

Check the frequency of use of your carpet regularly. Accordingly to carpet wear, alter the cleaning regime.

Vacuum Cleaning Guideline:

Infrequent Carpet Use < 500 Steps Per Day

Vacuum Cleaning Walkways: Daily, 1 to 2 times weekly

Medium carpet use: 500 to 1000 steps per day

Vacuum Cleaning Walkways: Daily, Other Areas 3 to 4 times weekly

Heavy carpet use: 1000 to 2500 steps per day

Vacuum Cleaning Walkways: Daily, Other Areas 4 to 7 times weekly

Extreme carpet use: > 2500 steps per day

Vacuum Cleaning Walkways: 1 to 2 times weekly, Other Areas 7 times weekly

Locations of turning points in walkways are areas whereby further damage is incurred to the carpet. These areas include elevators, end of staircases to name a few. We recommend the most accurate determination of the use of the carpet. The following examples will serve as a guideline.

A community healthcare practice with 50 patients per day corresponds to a step frequency of 50 to 100 steps per day i.e. infrequent carpet use.

An office building with 500 employees without a substantial number of visitors corresponds to a step frequency of 500 to 1000 steps per day, i.e. medium usage of your carpet.

A larger hotel with meeting space easily reaches a step frequency from 1000 to 2500 steps per day, i.e. heavy use of your carpet.

Museums regularly reach a very high step frequency of about 2500 steps per day, i.e. extreme carpet use.

Please note that approximately 85% of dirt particles are loose and can be easily removed. This type of dirt is sand, dust and other particulate substances. Only 15% are oily compounds. Furthermore, these oily compounds must be mechanically removed with the aid of solvents. This emphasises the importance of precautionary cleaning regimes via effective vacuum cleaning of textile floor coverings. Brush vacuuming is more effective than passive vacuuming without mechanical disturbance of the suction/brushing nozzle. The simultaneous brushing and suction mechanism removes loose dirt more deeply from the fibres of the carpet.

Velour carpets (e.g., Zand, Get up, Più, Bilevel, Crespo basic) cannot be vacuumed with a brush cleaner, namely due to potential damage of the fibres. These rug varieties require a vacuum cleaning sled. It is important to change the nozzle head. To remove deep-seated dirt and sand, the fibres of carpets regularly raised by hand with a hairbrush and then vacuum treated. Carpet beaters are traditionally used and are still effective.

5. Maintenance Cleaning

Intermediate, maintenance cleaning measures are effective as these operations are short, without interruption of work and prevent unnecessary spread of dirt particles on clean carpet areas.

So take advantage of the cleaning procedure described below for your Ruckstuhl carpets and ensure that the lion's share of your carpet does not accumulate dirt. Eliminate the dirt with between cleaning operations where the dirt is brought in. This prevents the so-called *Stempelkissen* effect whereby carpet is subject to severe soiling.

Between cleaning measures should always be performed by qualified personnel or authorised service providers. This is vital for the success of a cleaning measures.

6. Basic Cleaning

For the basic cleaning of your Ruckstuhl carpet, deep-seated or dissolved dirt particles will require mechanical extraction with the assistance of cleaning chemicals and solvents. Use these cleaning measures, the cleaning procedure described will provide a robust basic cleaning regime for Ruckstuhl carpets.

Basic cleaning measures are usually very draining of time, staff and financial resources. In contrast to the last point described in the maintenance cleaning measures, only few cleaning services are available to the user. Moreover, depending on the degree of soiling often multiple cleaning cycles are necessary. Furthermore, the issue of drying-time is an important concept to remember.

Qualified personnel or an authorised service provider should always perform basic cleaning. Again, this ensures that the cleaning is performed safely to your carpet.

7. Cleaning Procedures and Cleaning Agents

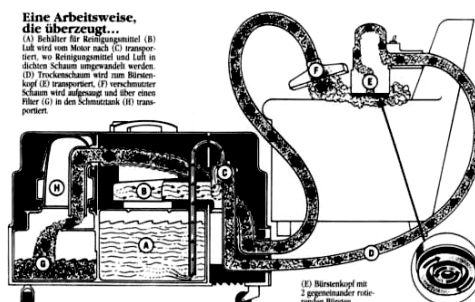
7.1 Moist Cleaning

Probably the most environmentally friendly and simplistic cleaning method is the **Yarnpad cleaning**.



This cleaning method works with a very low water input. The carpet is firstly thoroughly vacuum cleaned. Thereafter, a cleaning detergent especially developed for this cleaning process is necessary. The application of the cleaning solution is done via a mist to the surface layers of the carpet. Thus, reducing the use of cleaning agents and water to a degree not detrimental to the carpet. The cleaning agent is then processed with a yarnpad. This is done with a single rotating pad, which is equipped with a special disc drive that similarly allows adherence of dirt to the yarnpads. The dirt is dissolved by the solvent and simultaneously stripped from the carpet fibre by the rotating yarnpad. The carpet wetness will be minimal and mechanical stress occurs only when brush vacuumed after the yarnpad. A major advantage of this method is that you must enter the carpet during the cleaning process and it can be used immediately after the cleaning.

Another possibility for effective and gentle wet cleaning of carpets is the **VonSchrader - Dryfoam - Cleaning Procedure**.



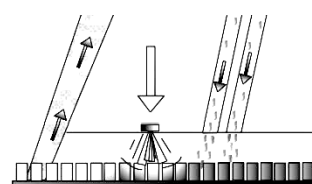
This cleaning process is suitable for intermediate and thorough cleaning of all carpets made of natural fibres. Carpets containing cocos-, sisal-, or linen fibres should only be cleaned by the extensive dry foam cleaning method of VonSchrader. Furthermore, only this cleaning method avoids loss of colour and deep removal of dirt and stains to such carpet materials.

In the basic unit of the cleaning device the cleaning fluid is subject to a high air pressure, this allows the moistened foam to inflate and be transported to the handset of the system via a connecting hose. Here, two brush rings operating in opposite directions massage, in circular movements, the foam into the carpet materials thereby triggering the cleaning effect to extract dirt from the fibres.

Dirt and excess foam can be transported from the carpet via the suction portal sitting adjacent to the rotating brushes. The dirty foam is removed and collected in a dirty tank. Here the collected chemicals, dirt and foam are returned to the environment. Errors that can occur when improper cleaning is performed include excessive wetness, opening of carpet seams and shrinkage of the border tracks. It is therefore vital that experienced cleaning professionals perform dryfoam cleaning.

7.2 Wet Cleaning

In the wet process is described below water, also possibly in conjunction with dissolved cleaning agent on the carpet. **The Rug Doctor - Cleaning**. Described below, this is a very effective procedure using the wet basic cleaning procedures.



In a single pass of this machine, small amounts of water is sprayed to the carpet followed by the mechanical stress of a brush sweeper. The dampened floor that remains following this process is exposed to a strong vacuum effect from a suction unit. This allows the water with dissolved dirt to be collected in a collection tank at the rear of the machine. This dual process provides excellent cleaning, but does leave a slightly wet carpet, however this wetness does not penetrate the floor covering thanks to the powerful suction from the vacuum unit. Unlike conventional spray extraction devices, this machine provides retrieval of up to 85% of the initially injected water. Already after 30 - 60 minutes, the carpet is completely usable again. This cleaning method is easily prepared and portable, thus it is an excellent machine for the flushing of staining substances as part of routine cleaning.

NOTE FOR THE CARPET TRAP

To prevent a jute fibred carpet from discolouring during a cleaning procedure with water, we advice in every case to dry with an air blower following a cleaning. This is irrespective of whether it is partial or full carpet cleaning.

7.3 Cleaning Products

In applying the above-described cleaning method only detergents specifically tailored to the machine manufacturer should be used. These cleaning products are tested on all Ruckstuhl carpets and rugs.

ATTENTION

Due to a risk of premature wearing, carpet construction and adhesive bed the cleaning of Ruckstuhl carpets via combination cleaning products including those containing shampooing and cleaning (shampooing followed by spray extraction) is strongly discouraged.

In spite of the qualities that coconut, sisal, or flax fibres enjoy, in no event may these be cleaned with a wet cleaning process. Furthermore, this will cause irreparable damage. It is also strongly recommended against any use of dry compounders as it can lead to a fading of colours.

8. Drying

During periodical and after thorough cleaning, carpets should be completely dry before they can be used.

This is even only small amounts of moisture is used in the cleaning of Ruckstuhl carpets, sufficient time should be given for thorough drying. Even if the moisture was in top layers of a carpet.

Cleaned surfaces should be available rapidly for normal use; we recommend the use of high performance fans to assist with this. These devices are specifically designed for this use and can ensure an extremely short drying time.

9. Recommended Cleaning Methods for Ruckstuhl Carpets

9.1 Collection of WOOL, COCOS, SISAL and LINEN

Since the various qualities of processed raw materials of Ruckstuhl and their surface structure differ significantly, it is not always easy to choose the proper care and cleaning processes. Below, we have therefore listed the current Ruckstuhl carpets and evaluate the cleaning process according to their suitability.

+ Recommended

--- Not Recommended

Yarnpad	VonSchrader Dryfoam	Rug Doctor Spray Extraction
+	+	+
For Collection WOOL: Crespo basic/custom, Capra, Chenille, Element, Feltro Basic, Feltro Colour, Flatwool simple/stripe, Footprint, Get up, Go/Go on, Lantos, Loft, Loop, Più, Plain, Rep, Rollercolor/Rollerwool, Rollertile, Souk, Trap, Updown		

Yarnpad	VonSchrader Dryfoam	Rug Doctor Spray Extraction
---	+	---
For Collection COCOS: Calicut, Colombo due, Porta For Collection SISAL: Flow, Dry, Fresco, Jaipolino, Jaipur, Manila, Net For Collection LINEN: Bilevel, Linteus, Zand		

9.2 Felt of Pure New Wool

Felt still enjoys great popularity and remains in various collections and series of felt rugs Ruckstuhl: Feltro and Feltro basic colour, cut and Feltro the carpets in the collection plus, Edition 2011th. By and large felt rugs are included in previous chapters. However, it is important to note some peculiarities.

Felt carpets can be cleaned with a vacuum cleaner. The initial fluff that results from this is a normal process that decreases with time. This is not correlated with the overall quality of the carpet.

Intermediate and Deep Cleaning

For the intermediate and deep cleaning of felt rugs, yarnpad treatment is typically used involving wet cleaning with very little water. The use of specific felt yarnpads is recommended as this provided less rubbing strips, reducing wear. Micro-fibre is recommended to avoid visual impairment caused by the rotating yarnpad, and the carpet should be brushed when still in a damp condition.

Stain Removal

For felt carpets, similar rules apply to professionals during stain removal procedures. For the removal of smaller patches we recommend the Ruckstuhl AG special cleaning cloth. Although carpet qualities of Ruckstuhl AG carpets remain intact following cleaning, aggressive rubbing of a stain should always be avoided in felt rugs to avoid unnecessary structural changes. Should there even be a slight change in structure, correction with an iron on a medium heat allows for an easy correction. A neutral coloured linen cloth should be placed between the iron and carpet.

Greater depth stains must be washed out. The Rug Doctor (medium wet treatment) using the recommended supplied handset should be used in this instance. Before washing the affected area, the stain should be sprayed with a surfactant cleaner. Following absorption of 2-3 minutes the area is rinsed and vacuumed with the Rug Doctor hand tool.

9.3 Other Collections

For carpets from other collections:

- Ruckstuhl Edition 2010
- Stripes, carpets and Feltro Legno Legno-Legno

there are detailed instructions for use and care provided. Please ask if these are required.

10. Carpet Tiles/Squares

Unlike roll-laid carpets, these tiles are sensitive to moisture of any kind. The reason for this lies in the multitude of cut/bonding areas that are disturbed through moisture. This affects the substructures and the overall quality and appearance of the carpets.

It is recommended to clean the carpet tiles as previously described with use of the Garnpad. Stains and stain-removal, with such problem areas great caution should be taken and limited water should be used. For cleaning stains, we recommend the use of the Rug Doctor. This unit has been proven to thoroughly clean the top carpet layer and avoids water intrusion into the carpet construction. The underside adhesive and floor grids are therefore protected and penetration to the floor base is prevented. Shampooing of carpet tiles and any subsequent spray extraction, so called 'combination cleaning' should be avoided in any case.

11. Stain Removal

11.1 General

The earlier one finds a spot treatment, the greater the success of purification. If one needs large areas to clean, leave the spots or heavily stained areas to the work of a cleaning specialist. These specialists will use appropriate, custom cleaning solvents, materials and machines for this. The same goes for colouring substances such as coffee and tea stains and hygienically detrimental substances of vomit, urine and faeces.

11.2 Utilities

For removing stains described below, you need the following:

- Paper towels
- Absorbent Cloth (White)
- Brush
- Knife
- Mineral Water
- Clean Benzene
- Stain removal after consultation with Ruckstuhl AG – s. Hotline
- Cleaning Wipe
- Ice Spray
- Iron
- Hair Dryer

11.3 Stain Removal

Stain removal action is always from the outside rather than inside, such to unnecessarily enlarge the spots. Thickened or dried substances are removed with a spatula or knife, then brushed or vacuumed.

Fresh, still wet stains are blotted with an absorbent cloth or paper towel and soaks-up the stain substance thus. Please note that fresh and still wet stains can be soaked with up to 90% removal.

Your effort is finished when a dry piece of tissue paper when laid upon the fresh stain absorbs no moisture. This may take some time, yet this is the most effective immediate action to take on a fresh stain.

ATTENTION

Carpets and rugs from Coconut, Sisal, or Linen fibres must always be completely dried as quickly as possible with a hairdryer. Otherwise, this wetness will cause irreparable damage fibre damage. This also applies when fresh water is spilled on such a carpet.

In order to permanently remove stains, it is important to loosen the stain substance but also to completely remove it from the fibre in its entirety. This prevents visual and structural changes that occur in fibres and colours.

Stains from various dissolved substances must initially be treated with an absorbent cloth or paper towels to absorb without rubbing. This process must be repeated several times if necessary.

11.4 Different Stains

We distinguish different stains as follows:

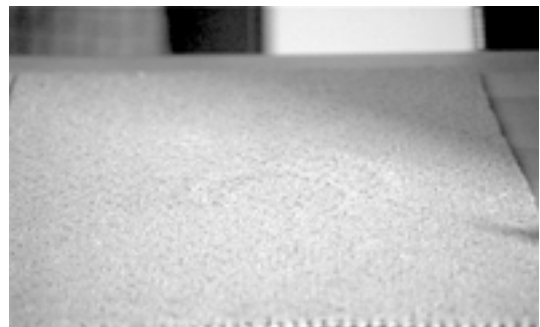
1. Water-soluble stains
2. Non-water soluble stains
3. Coloured stains
4. Special stains
5. Stains from discolouration, burns and fibre damage discolouration

1. Water Soluble Stains

Approximately 80% of stains are removable with mineral water.

Unknown spots are therefore firstly to be treated and assumed as water-soluble. If this is not successful, the stain should be re-cleaned after sufficient drying time with a stain remover. The removability of a patch is therefore always done in a small test area and never applied to the entire soiled area.

Water-soluble stains are moistened with a little mineral water and dabbed with a second dry cloth. When the absorption of the mineral substance migrates into the second dry absorbing cloth. The treated continues and dried with the use of a hair dryer.



2. Non Water Soluble Stains

Only a few types of stains are not water soluble. In this case a special treat with clean benzene is required, this fluid is available at your local pharmacy. Also, clean benzene should never be placed directly on the textile floor covering but only applied via a soaked white cloth. Here the colourfastness remains and the adhesive bonding agent is unaffected.

Non water-soluble stains are moistened with pure benzene, and a second dry cloth to dab once again. With the absorption of the stain, the solvent migrates stain particles into the second dry cloth. The treated areas are then dried with a hair dryer.

3. Coloured Stains

Colouring stain substances must be treated with special stain removers. This technique is as already described in Section 2. Depending on the intensity of the stain colorant substance, this can cause a discolouration that is irreparably damaged.

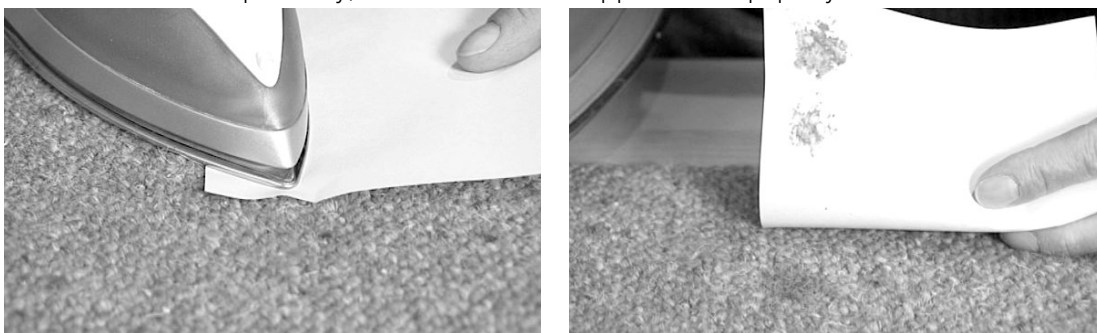
Cloth for the removal of stains of Ruckstuhl

Wipes contain the same cleaning agents, such as those offered by manufacturers in bottles. This cloth is Ruckstuhl AG tested, specifically for Ruckstuhl carpets. To treat these stains, the moistened wipes are applied just as described above with a second dry cloth to dab once again. With the absorption of the stain, the stain material migrates into the second dry cloth. The removal of a patch with only a cleaning cloth is not possible, this will result in driving the dissolved substance stain deeper into the top layer of the carpet instead of removing them.

4. Special Stains

Special stains are described below. These are stains that cannot be removed with mineral water, pure gasoline or commercial stain removers and their removal requires specific stain removal techniques.

Candle wax is removed when cold with a knife back. After removing as much as possible of the cold wax, place several layers of absorbent paper on the waxed spot and rest a hot iron on this area. Importantly, this method is not applicable to paper yarn.



Chewing gum is removed with an ice spray (available at your local pharmacy). Spray the area vigorously and scrape in this cold state with a knife back as pictured below.



Rust is blotted with a commercial rust remover to the manufacturer's instructions.

5. Stains from discolouration, burns and fibre damage discolouration

Discoloration, burns, and fibre damage are stains that cannot be removed. However, a Stain Remover Specialist can often bring an improvement to the affected area. Generally speaking however, these kind of stains will never be never be blemish free. Novice treatment of such discoloured, burned or fibre damage can lead to significant fibre harm that is irreparable even by a specialist.

Below we have listed the most common stains and assessed their removal techniques.

Spot Substance	Water Soluble	Water Insoluble	Coloured Spots	Special Spots
Alcohol free liquid	x			
Asphalt		x		
Fruit			x	
Beer	x			
Blood	x			
Butter/Margarine		x		
Coca Cola	x			
Vomit	x			
Felt Pen			x	
Fruit Juice			x	
Coffee			x	
Chewing Gum				x
Candle Wax				x
Ketchup			x	
Faeces	x			
Milk			x	
Oil		x		
Ruse				x
Red Wine			x	
Salad Sauce	x			
Shoe Cream			x	
Tea			x	
Urine			x	

ATTENTION

Carpets and rugs from the coconut, sisal, or linen fibre family must always be completely dried as quickly as possible. If this action is not taken, it will cause irreparable damage to fibres of the carpet.

12. Cleaning Service and Hotline

12.1 Cleaning Service

The carpet manufacturer Ruckstuhl and Objekt Service Krings have worked together for more than 10 years. Both companies bring extensive knowledge and vast experience concerning care and cleaning of carpets made from natural fibres. Their skills are mutually reinforcing, while in joint development work to bring important cleaning knowledge inline with modern developments.

The cleaning service from Objekt Service Krings is a service that gives added value to your carpet. Information and convenient advice regarding optimal and efficient cleaning procedures for your carpet is available. In addition, an evaluation of local cleaning regimes can be provided that locate weak points with regard to carpet care. Individual proposals for a care programme and cleaning of your carpet can be tailor made. Together, we can generate a cleaning concept with regard to the frequent removal of dust and sand, periodical stain removal and the deeper cleaning needs to ensure that your Ruckstuhl carpet is always clean and well maintained. Upon request, your floors are available for professional servicing and cleaning.

For more information please contact:

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12.2 Hotline

By calling +41 (0) 62 919 86 66 we are available seven days a week between 08.00 to 20.00hrs (CET). We provide expert advice on any "Cleaning of Natural Fibre Carpets". Information can be provided in both German and English.

13. Liability

These recommendations for the care and cleaning are state of current knowledge and also based on decades-long experience of Ruckstuhl and Objekt Service. Since it is impossible for us to know in hindsight, whether the recommendations were followed as advised in this document, we withhold the right to refuse responsibility for any damages, discolouration etc. on previously treated carpets. Please note that the recommendations will be periodically updated. Only the newest version remains valid.