

Cleaning and maintenance of natural fibre carpets

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1. C l e a n i n g a n d m a i n t e n a n c e p r o g r a m m e

Congratulations on your choice!

The production of Ruckstuhl carpets is primarily the result of craftsmanship. Automatic machinery is by its very nature unable to adapt to the particular characteristics of the materials. Man alone is flexible enough to preserve the characteristics of the materials. The outcome is not uniformity, but rather a perfect interplay of natural beauty and handicraft. A special product not only requires special care, but also particular attention. Please make sure that you read the following instructions carefully.

Entrance mats to prevent soil accumulation

Ruckstuhl recommends the installation of large areas of entrance matting to prevent soil accumulating in entrances and areas where carpets adjoin hard floors. Ruckstuhl recommends for this purpose the coir velours product PORTA in domestic and contract locations. Please note that only products that are suitable for natural fibre carpets should be used for the cleaning and maintenance of Ruckstuhl carpets. In case of doubt, we recommend you consult a specialist.

Cleaning with a vacuum cleaner with motorized rotating brushes

For the daily cleaning of hard fiber carpets (for ex. coir, sisal), we recommend the use of a vacuum cleaner featuring a power-driven revolving bristle strip. The brush should not be too hard and should not penetrate too deeply into the carpet. Most soiling may be removed with regular vacuuming, using a machine with revolving bristle strip. Delicate qualities like Bilevel, Get up, Linteus, Zand and Zoom should be cleaned with a 'normal' vacuum cleaner and not with a machine with a revolving bristle strip.

Periodic cleaning with absorbent dry powder cleaning agent

If the carpet is heavily soiled, a thorough cleaning should be made by a professional carpet cleaner. Ruckstuhl recommends HOST powder for periodic cleaning. The powder is simply sprinkled on the carpet, brushed in immediately into the carpet in the direction of the pile using the appropriate machine and vacuumed up again (maximum reaction time 5 minutes) with a vacuum cleaner with motorized rotating brushes (use the vacuum hose for small areas). This periodic cleaning can result in a slight lightening of the carpet. The carpet can be walked on almost immediately once cleaning has taken place.

1. C l e a n i n g a n d m a i n t e n a n c e p r o g r a m m e

Please take note of the following:

- Do not place indoor plants, with or without pot holders, directly on the carpet. Condensation moisture will cause irreparable damage to the carpet. Moisture can cause stains on linen, jute and flax carpets after a duration of 30 minutes.
- In order to prolong the life of your carpet, we recommend periodic cleaning carried out by a specialist as the need arises.
- Please note that natural fibre carpets require an average humidity of at least 45%. Insufficient humidity can result in premature wear caused by the natural fibres drying out.
- Coir, sisal, linen, jute, cotton and flax carpets should not be cleaned using the spray extraction cleaning method.
- If you roll a rug bordered with a leather band, do not fix the roll with adhesive tape. The adhesive sticks to the varnish of the leather band and makes irreparable damage.



Ruckstuhl has specially developed a Cleaningbox for the removal of general soiling and common stains. It can be purchased at your specialist Ruckstuhl dealer.



First aid for the consumer: we are now offering a "First Aid Kit" including cloths for removing spots.

Contents:

- 1 Cloth for the removal of stains Ruckstuhl
- 1 supercloth for stains, Jeikner GmbH

The two cloths are suitable for getting rid of the following stains:

	Cloth for the removal of stains Ruckstuhl	Supercloth for stains (Super-Fleckentuch)
Asphalt	++	++
Beer	++	++
Blood	++	++
Butter, margarine	++	+
Candlewax	-	-
Chewing gum	-	-
Coca - Cola	++	++
Coffee	++	++
Coffee with sugar and cream	++	++
Faeces	-	-
Felt tip markings	++	++
Fruit and berries	++	++
Fruit juice	++	++
Ketchup	++	+
Milk	++	+
Non - alcoholic drinks	++	+
Oil	++	+
Red wine	++	+
Rust	-	-
Salad dressing	++	++
Shoe polish	++	++
Tea	++	++
Urine	++	+
Vomit	+	+

++ = suitable
 + = suitable with reservations
 - = unsuitable

We hope that you understand that we are not liable for the incorrect cleaning of our carpets.

2. Stain removal

Despite every cautionary measure, the carpet can become stained. As we have no control over the stain removal process, we are unable to guarantee the successful removal of stains and therefore do not accept responsibility from damage that can result from stain removal. However, if you follow our recommendations, most stains may be removed:

1. Old stains are particularly difficult to remove: remove stains as quickly as possible. Always work from the outside of the stain inwards.
2. In the case of fresh stains, remove first of all any loose substances from the carpet. Lift up semi-solid or solid substances first with a spoon or blunt knife.
3. Blot up liquid spills with an absorbent white cloth or plain absorbent towels - do not rub.
4. Pre-test carefully each stain removal agent prior to use in an inconspicuous area of the carpet for colourfastness and fabric compatibility.
5. Blot the stain with a sponge - do not rub. This will prevent shiny or bright patches on the carpet. Dry moist areas immediately.
6. Fabric borders, linen, jute and cotton bindings should be cleaned with as little moisture as possible, as the fabrics can shrink or become stained. Blot up water spots with absorbent white paper towels until dry, under tension, if possible. Remove remaining stains with HOST powder or a common cleanser.
7. Do not apply different types of stain removal agent to the same stain.

In addition to these general rules we have created 10 removal procedures for the removal of certain stains from natural fibre carpets. These procedures can be combined in different ways. Steps for correct removal of certain stains are described below. The comprehensive stain removal procedures described from page 9 onwards serve as the basis for selecting the correct cleaning procedure. Our main objective is to provide you with 'help to help yourself'. For this reason we have chosen stain removal materials which can be found in every household.

2. Stain removal in practice

Liquids

Absorb the liquid. Blot the residue with a moist, white towel and blot dry with white, plain absorbent paper towels. Repeat if necessary. Ensure that the treated area is completely dry. If any residual colour remains, sprinkle HOST cleaning powder on the carpet in the direction of the pile and vacuum up without delay.

Rust

Dab the stain carefully several times using a commercially approved rust remover, available at your local pharmacy.

Candle wax

Remove the cold wax with a blunt instrument. Place a few layers of white, plain absorbent paper over the stain and iron up the wax residue with a hot iron. (Caution: do not use an iron on paper or other heat-sensitive carpets: remove the wax residue with a blunt knife).

Chewing gum

Apply a commercially approved chewing gum remover sparingly to the stain according to instructions and allow time for the agent to take effect. Then carefully remove the chewing gum with a spatula or blunt knife. If no stain removal agent is available, the chewing gum can be frozen with ice cubes from the freezer. Then chip off the frozen chewing gum with a blunt instrument. If necessary, treat the residue with an appropriate stain removal agent (ensure adequate ventilation if a solvent is used).

Oil- and grease- based stains

Blot up the stain immediately with white, plain absorbent paper towels. Cover the residue with fine China clay, kaolin, corn or potato starch, applying slight pressure to the stain for a period of 24 hours. Vacuum up. Most stains can be removed in this way. If necessary, repeat the procedure. Oil-based stains can be removed in the following way: blot up the liquid immediately with absorbent paper. Allow to dry. Then sprinkle HOST powder over the stain, working it into the carpet in the direction of the pile and vacuum up without delay. If necessary, repeat the procedure.

2. Stain removal

Tar

Carefully remove solid substances with the back of a knife. Tar and colour residue can be removed with benzine (Warning: ensure adequate ventilation).

Blot dry with white, plain absorbent paper.

Blood

Blood stains may be removed in different ways. Sprinkle salt on the fresh stain. Repeat until salt does not absorb any more blood. Wash with a soft sponge and cold clear water. Blot dry.

Or blot blood stain immediately with absorbent paper towels. Wash with soft sponge and cold clear water. Blot dry. Treat remaining stain with HOST powder.

Personal notes :

2. Stain removal procedures

	coir, sisal	wool, wool mix, hair yarn	linen	jute, hemp	paper yarn, paper combinations	flax
Soft drinks	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Tar	1, 8, 11	1, 8, 11	1, 8	1, 8	1, 8	1, 8, 11
Berries/fruit	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Beer	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Blood	1, 10 or 2, 11	1, 10 or 2, 11	1, 10 or 2	1, 10 or 2	1, 10 or 2	1, 10 or 2, 11
Butter/margarine	1, 3 or 4, 11	1, 3 or 4, 11	1, 4	1, 4	1, 4	1, 3 or 4, 11
Cola	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Vomit	1, 2, 3	1, 2, 3	1, 2	1, 2	1, 2	1, 2, 3
Felt tip pen	3 or 8, 11	3 or 8, 11	8	8	8	3 or 8, 11
Fruit juice	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Coffee	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Coffee with cream and sugar	11	11	-	-	-	11
Chewing gum	5	5	5	5	5	5
Candle wax	6	6	6	6	6, do not iron	6
Ketchup	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Faeces	1, 2, 3	1, 2, 3	1, 2	1, 2	1, 2	1, 2, 3
Milk	1, 3 or 4, 11	1, 3 or 4, 11	1, 4	1, 4	1, 4	1, 3 or 4, 11
Oil	1, 3 or 4, 11	1, 3 or 4, 11	1, 4	1, 4	1, 4	1, 3 or 4, 11
Rust	1, 7	1, 7	1, 7	1, 7	1, 7	1, 7
Red wine	1, 9, 2, 11	1, 9, 2, 11	1, 9, 2	1, 9, 2	1, 9, 2	1, 9, 2, 11
Salad dressing	11	11	-	-	-	11
Shoe polish	1, 8, 11	1, 8, 11	1, 8	1, 8	1, 8	1, 8, 11
Tea	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11
Urine	1, 2, 3, 11	1, 2, 3, 11	1, 2	1, 2	1, 2	1, 2, 3, 11

Attention: Procedure 3 is not recommend for the article Piü.

The cleaning procedures mentioned in the table above are explained in detail in the following pages.

3. Stain removal procedures

Procedure 1

Blot up liquid spills with plain absorbent paper towels. Remove semi-solid or solid substances with a blunt knife or spoon.



Photo1: Blot up liquids

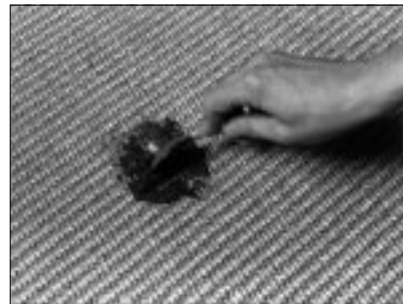


Photo 2: Remove solid substances

Procedure 2

Blot up stain with a moist sponge. Blot dry with plain paper towels or an absorbent white cloth.



Photo3: Blot up liquids with a sponge

3. Stain removal procedures

Procedure 3

Apply HOST powder to the dry stain. Brush the powder gently into the carpet in the direction of the pile and vacuum up without delay.



Photo 4: Sprinkle HOST powder on the stain



Photo 5: Brush the powder into the carpet

Procedure 4

Apply fine China clay, corn or potato starch to the moist stain and leave 24 hours. Vacuum. If necessary, treat any residue with appropriate solvent-based stain removal agent.



Photo 6: Cover stain generously



Photo 7: Vacuum 24 hours later

3. Stain removal procedures

Procedure 5

Apply a commercially approved chewing gum remover according to instructions and allow time for the agent to take effect. Then carefully remove the chewing gum with a spatula or blunt knife. If necessary, treat any residue with an appropriate stain removal agent.



Photo 8: Apply the chewing gum remover carefully to the edges of the stain



Photo 9: Remove chewing gum carefully with blunt knife

Procedure 6

Remove the wax once it has cooled with a blunt knife. Place a few layers of absorbent paper over the stain residue and go over this with a hot iron. Caution: do not use an iron on heat-sensitive materials such as paper.



Photo 10: Remove candle wax with a blunt knife



Photo 11: Iron up wax

3. Stain removal procedures

Procedure 7

Dab the stain carefully with a commercially approved rust remover according to instructions.

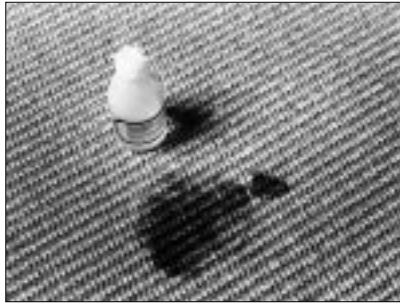


Photo 12: Rust remover



Photo 13: Dab stain with rust remover

Procedure 8

Dab stain with solvent, then with mild detergent and finally with clear water. Blot dry.



Photo 14: Blot the stain with benzine



Photo 15: Ensure adequate ventilation

3. Stain removal procedures

Procedure 9

Moisten the stain with a small quantity of carbonated mineral water and blot dry with a sponge.

(Treat blood stains only with cold water.)



Photo 16: Blot up stain with sponge

Procedure 10

Sprinkle salt onto the stain. Vacuum up, blot with cold water and dry thoroughly. Repeat procedure if necessary.



Photo 17: Sprinkle salt on stain

3. Stain removal procedures

Procedure 11

(Cloth for the removal of stains, p.4)

a)

Stains that have not penetrated deeply should be dabbed off lightly with a cleaning cloth. Avoid exercising too much pressure.



Photo 18: Blot up liquids

b)

Stubborn stains that have not penetrated: wind the cleaning cloth around the edge of a cork block, and work on the stains as if using an eraser. Avoid excessive pressure.



Photo 19

c)

Stains that have penetrated the carpet should be moistened with a cleaning cloth, alternately dabbing off with a white absorbent cloth. Avoid excessive pressure.



Photo 20

4. Miscellaneous

Cleaning of 'Plus' rugs, Design by Zumbühl, Birsfelder

- It is necessary to clean the floor with a wet cloth before laying the rug.
- The 'Plus' rugs should always be laid on an appropriate ground.
- These rugs should not be cleaned with a vacuum cleaner with a revolving bristle strip. It would roughen the surface.
- Detailed cleaning instructions are delivered with each rug. These instructions are to be followed.

Cleaning of 'Plus' rugs, Design by Alfredo Häberli

- The carpet is likely to show signs of linty fuzziness to begin with. This is a normal process, and decreases in the course of time. The quality of your carpet will not be impaired.
- Regular vacuuming with beater vacuum cleaner.
- Small stains should be dabbed off with one of the cleaning cloths recommended by Ruckstuhl. Do not on any account rub, and remove dissolved matter with an absorbent cloth. If this gives rise to structural alterations, these can be removed with a hot iron at low to medium temperature. Always interpose a linen cloth between the iron and the carpet.

5. Summary of Ruckstuhl services

infoline



HotLine

From 1.1.2005 onwards, you can contact us on our hotline for any questions you may have relating to the cleaning of carpets made from natural fibres.

Information is available either in German or in English.

You can contact us :

Seven days in the week, from 8.00 am to 8.00 pm Central European Time.

HotLine: 0041 (0)62 919 86 66

promotion



Sales promotion

Ruckstuhl has developed a number of sophisticated sales packages designed to fit your particular budget, requirements and objectives: success is guaranteed.

training



Training

Ruckstuhl has created a professional training programme based on the most up-to-date methods.

treatments



Fibre protection treatments

Ruckstuhl has developed a comprehensive fabric care programme to protect natural fibres. The current programme includes ant-wear, flame retardant and stain protection treatments. Ruckstuhl's system provides a safe, yet effective protection for carpets.

www.ruckstuhl.com