



INSTRUCTIONS FOR CLEANING AND MAINTENANCE

BEAUTIFUL CARPETS FOR MANY YEARS

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“Of course we maintain our CARPETS - that and the high quality, ensures that they constantly look new.”

Classic Weave installed at Rabobank Oost Betuwe in the Netherlands

A CLEAN CARPET MAKES A DIFFERENCE

You have decided to invest in a Fletco carpet, which is your guarantee for high quality and good performance characteristics.

At Fletco we would like to contribute, so that you benefit from your investment for many years. Therefore we have created this guide for cleaning and maintenance, which we recommend that you use, as a guide to develop an effective maintenance plan for your carpets. The plan ensures that you have a beautiful carpet for many years, helps to reduce cleaning costs, and create a better indoor climate.

PREVENT, CLEAN AND MAINTAIN

These are our three simple pieces of advice on how to keep a carpet beautiful for many years. Our guide is therefore built around how to minimize soil and stains on your carpets, how to remove soil and stains and what you need to be aware of when organizing the daily or weekly cleaning. We also present methods to remove stains and cleaning, which we recommend that you include in the maintenance plan.

GOOD FOR THE ENVIRONMENT

Less waste is good for the environment. Therefore it is important that every carpet stays on the floor for as long as possible. Carpets of good quality, which are maintained correctly, last longer and therefore, make a positive difference for the environment.

AVOID SOILING THE CARPET

It is far easier, and cheaper, to prevent soil from coming into the building than to remove it from the carpet.

KEEP THE OUTSIDE AREA CLEAN

The cleaner the paths, parking lots and garages are, the less soil will be dragged in. In winter, it is better to remove the snow than using chemicals, sand and salt, because salt can for example cause salt deposits and eventually destroy the colour of the carpet.

USE BARRIER MATTING

With outside and inside barrier matting at entrances and other places, less soil is dragged in. Make sure that the barrier matting and doormats are big enough to walk at least five steps, so the worst outdoor soil, salt, sand and so on stays on the mats, instead of on the carpets. Vacuum the mats every day. Clean them frequently or change them often. This will save maintenance costs inside the building.

PROTECT YOUR DESK AREAS

Chair mats, placed under the desks, prevent the wheels on the chairs from crushing the fibres and pushing dirt into the carpet. In order to reduce the amount of stains on the carpets we recommend guidance of where, on the premises, you can eat and drink.

MAINTAIN VENTILATION AND AIR CONDITIONING INSTALLATIONS

In order to prevent airborne particles to be re-circulated, it is important to change and clean vent filters regularly. Airborne particles include both pollen, smoke, exhaust particles and industrial waste from, e.g. copiers and printers.

REMOVE STAINS IMMEDIATELY

Spills are inevitable, but it does not have to result in permanent stains. The most effective way to remove stains is to remove them immediately.

FOLLOW SOME SIMPLE ADVICE:

ALWAYS USE A clean lint-free cloth, preferably terry cloth or microfiber, with sparkling or lukewarm water to remove stains.

ALWAYS WORK FROM THE OUTSIDE into the stain, to avoid smearing the stain out, and making the stain larger.

SCRAPE AS FAST AS POSSIBLE, stains from viscous or solids with a knife, before you use a clean cloth with sparkling or lukewarm water.

VACUUM ALL THE LOOSE PARTICLES AWAY from a dried stain, before using sparkling or lukewarm water.

ABSORB AS MUCH AS POSSIBLE of the spilled liquids with a clean tissue or cloth.

Some stains require special treatment or technique

To ensure a good result, especially for large stains, we recommend that you contact a professional carpet cleaner. It is important that you indicate whether you have or someone else, has already tried to remove the stain, and what you have used.



VACUUM EFFECTIVELY

How often different areas must be vacuum-cleaned, is an important part of an effective maintenance plan that also focuses on the economy. The maintenance plan gives you clear guidelines for how often different areas must be vacuum-cleaned.

When vacuum-cleaning effectively, you avoid dry soil coming into the carpet and damaging fibers. At the same time you avoid spreading soil to other areas, where less vacuum-cleaning is needed.

VACUUM-CLEAN FROM A DEFINED NEED

In our drawing on page 10, we split the whole area into areas of heavy, moderate and light traffic. Incorporating such an overview you will have the most effective maintenance plan.

Areas with severe and moderate traffic, for example:

- Entrances
- Lifts
- Receptions
- Halls
- Cafeterias
- Common Areas
- Larger Office Areas

Areas with light traffic, for example:

- Single Offices
- Conference Rooms
- Meeting Rooms

VACUUM CLEANERS WE RECOMMEND

Upright vacuum cleaners, with rotating brushes, are very efficient machines and they clean in depth. We recommend them for rooms with heavy and moderate traffic, to lift the fibres and extract the soil from the base of the carpet.

Conventional vacuum cleaners are often less powerful than upright machines with brushes, but they are lighter and easier to manoeuvre. Therefore, they can be used in offices and rooms with light traffic.

Note! For the daily care of rugs (Modern Art rugs), we recommend using a smooth nozzle. If the vacuum cleaner has rotating brushes, this function should be turned off.

It is important that the vacuum cleaner has an HEPA filter, or the like, as a good filter can hold even small particles back, such as pollen and dust mites, in order not to be recirculated by the vacuum cleaner.



CLEAN WITH REGULAR INTERVALS

Even the best and most efficient vacuum cleaners cannot remove soil that lies deep in the carpet. If you clean the carpet at fixed intervals, you will increase the look of your carpet, and at the same time maintain a good indoor climate.

From our studies, we know that if detergent, soap or chemicals is deposited in the carpet, it will attract more soil. There are more possible treatment methods. Which would be the best method for you, depends on the traffic on the carpet.

1. CARBONATION CLEANING METHOD (recommended)

With carbonation cleaning method the carpet is cleaned by being applied to a hot (65-75 degrees) PH-neutral heavy carbon dioxide producing an aqueous solution. The solution is worked into the carpet and sucked up. The carpet is then dried with a cotton disc.

Be aware:

By carbonation cleaning, no soap or chemicals are used that can cause re-soiling and affect the indoor climate. The amount of water is very small, and the carpet is, therefore, not soaked. At the same time it reduces the risk of bacterial and fungal spores. The drying time is only 1-2 hours.

2. THE EXTRACTION METHOD (can be used)

The extraction machine cleans the carpet by first spraying the hot water and detergent onto the carpet under pressure, and then absorb water, detergent and soil. This method is the most common used cleaning method, and it effectively removes loose particles.

Be aware:

Excess cleaning agent / chemicals in the carpet attracts soil and leaves a greasy surface which causes rapid re-soiling. Humidity in the carpet will also attract soiling. There is a risk of malpractice and the drying time is long, typically at least a day.

3. DRY CLEANING METHOD

A method whereby dry cleaning agent is distributed on the carpet. A mechanical brush processes the agent, which attracts the visible dirt. A vacuum cleaner is then used. Only little or no water is used for this method.

Be aware:

Dry cleaning affects air quality during and after work. After cleaning the carpet several times, the carpet contains excess cleaning agent. It will therefore be necessary to extract clean the carpet with hot water every one to two years.

4. ROTATION-SHAMPOOING METHOD (use with caution)

A method whereby the cleaning agent is worked into the carpet by a rotating brush, and loosens the dirt particles from the carpet fibers. In heavily soiled areas this method is used along with an extraction machine.

Be aware:

Excess cleaning agent / chemicals in the carpet attracts dirt and leaves a greasy surface, which causes rapid re-soiling. Rotation shampooing requires the use of a heavy machine, which can damage the fibers. If the brushes dry out during cleaning, it will also damage the fibers. The drying time is long, typically at least a day.

FLETCO CARPETS ARE TREATED DURING PRODUCTION AGAINST SOIL AND STAINS

The treatment is heat set on the carpet fibres, which together with the high-quality of fiber material makes Fletco carpets very easy to maintain.

Never walk on a carpet before it is completely dry after cleaning.

DO NOT TREAT A FLETCO CARPET WITH ANTI-STATIC AGENTS!

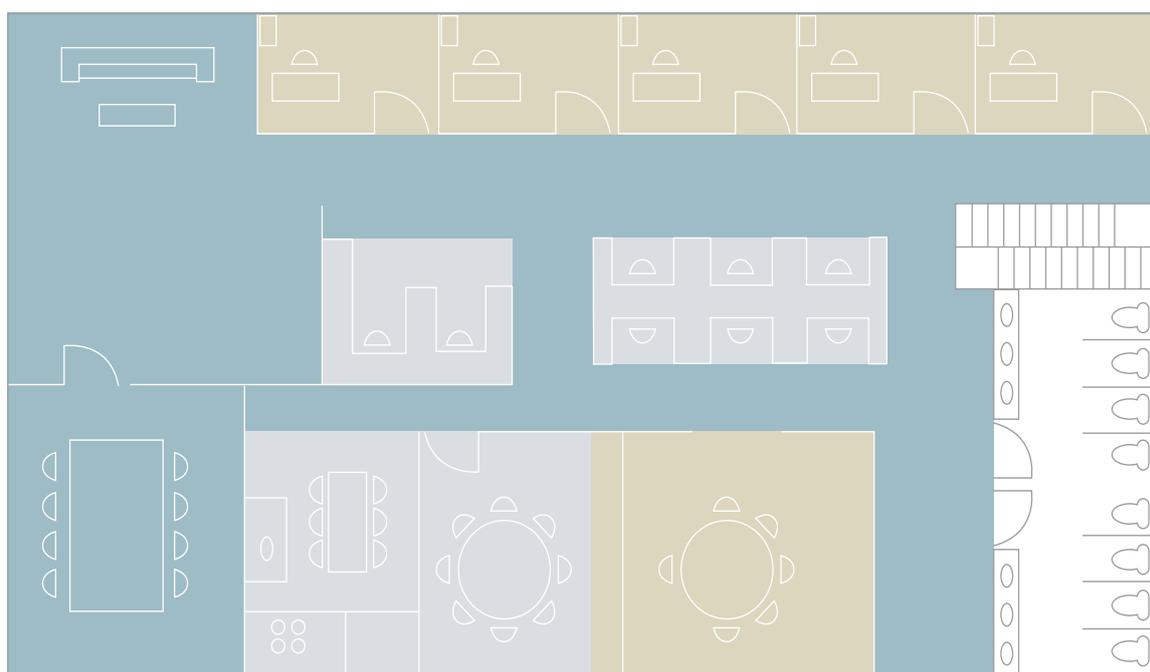
The conductive fibres in a Fletco carpet make the carpet **PERMANENTLY** anti-static. Therefore, it is unnecessary to use anti-static agents. These agents can attract soil, and can be harmful to the carpet.

MAKE AN EFFECTIVE MAINTENANCE PLAN

It is obvious that the carpet will soil most where it is used most. How often the carpet must be vacuum-cleaned, and cleaned professionally depends therefore, on how much it is used.

Entrances and hallways are heavy trafficed areas and will therefore soil most. Around furniture, in offices and meeting rooms there will obviously be less soil.

A floor plan, that clarifies the need for cleaning and maintenance, is a vital step for an effective maintenance plan.



Heavy traffic: Vacuum daily. Clean 3-4 times a year.

Moderate traffic: Vacuum daily. Cleaning 2 times a year.

Light traffic: Vacuum 2 times a week. Clean once annually.

General recommendations

Below is a general overview of how to maintain areas with carpets effectively. We recommend that you customize the table to your particular case, and that you make a maintenance plan for cleaning in cooperation with a professional carpet cleaner.

| Use intensity | Light | Moderate | Heavy |
|---------------------------|--|---|---|
| ROOM TYPES | Single Offices Meeting Rooms Storage Rooms Conference Rooms | Hallways Larger Office Areas Common Areas Dining Areas | Entrances Canteens Shops Reception Areas |
| PREVENTIVE ACTIONS | | | |
| Entrance matting: | Not actual | Not actual | Recommended |
| Mats: | Not actual | Can be used | Recommended |
| ONGOING CLEANING | | | |
| Vacuum-Cleaning: | 2 times a week | Daily | Daily |
| Stain Removal: | Ongoing | Ongoing | Ongoing |
| CLEANING | ONCE ANNUALLY | 2 TIMES PER YEAR | 3-4 TIMES PER YEAR |
| Carbonation Method: | Recommended | Recommended | Recommended |
| Extraction Method: | Can be used | Can be used | Can be used |
| Dry Cleaning Method: | Can be used | Can be used | Can be used |
| Rotation Method: | Use with caution | Use with caution | Use with caution |

Fletco Carpets A/S can look back on more than 70 years of development. It has led the business from the start as a small supplier of carpets to Danish consumers to the position of a supplier of carpets for the international residential and commercial market.

Fletco has roots in a regional, proud tradition of craftsmanship and industrial processing of textile products. This affiliation is important because it includes values of quality, diligence and precision. At the same time Fletco developed into a modern market and customer oriented company, where product development, technological re-thinking and efficient production are important keywords.

The future will mean stricter requirements for environmental awareness in production, and thus also in the final products. Fletco anticipated this development. The company's own laboratory ensures that the carpets fulfill requirements for internationally recognized certificates and tests, whilst also guaranteeing taking into account the demands of tomorrow.

