General maintenance advice from Condor Carpets

Thank you for purchasing a high quality product from Condor Carpets. Your carpet has been produced with the utmost care and attention. However, to keep your carpet looking and feeling good for as long as possible regular maintenance is necessary. To ensure all carpets can be properly maintained we have started a cooperation with the firm James, which is specialized in advice and products for maintenance and cleaning. By using the Condor Lab to research the products provided by James we are able to give you the best possible advice ourselves. Do note that this is an advice; you remain responsible for executing the correct method of maintenance and cleaning for your carpet.

Daily Maintenance



Vacuuming

To ensure your carpet will last as long as possible it is essential that you vacuum your carpet on a weekly basis from the moment of purchase, preferably with an electrically driven brush head on your vacuum. A brush head on your vacuum will remove dust and dirt better than the regular head on you vacuum. This brush head will also brush up the carpet, which keeps your carpet looking fresh, soft and new.

With new wool carpets small fibres are released which leads to the forming of plush, especially in the first few months. This plushing of the carpet does not affect the quality of your carpet; the plush is limited to a fraction of the total weight of the carpet. During these first months you should clear your vacuum on a weekly basis.

Stain removal

Stains should always be treated immediately after forming to ensure the best chance of getting the stain removed completely. Please handle your stains as follows:

- **Step 1:** Immediately soak a bath towel in cold tap water; squeeze out any excess water and place the towel on the spot of the stain. Leave the towel in this spot, without peeking underneath, until the towel is completely dry. Never rub or dab on a stain, by doing so you could harm the texture of the carpet. <u>Never use any soap!</u>
- **Step 2:** Are there still stains visible after you have treated the stain as described in step 1? Please follow the steps on the 'James Staindisc' or on the James website at <u>www.james.eu/en/stain-removal</u>. James products do not cause any damage to the carpet and are available via <u>www.james.eu</u>.

Do you have any questions regarding the maintenance and cleaning, can the stain not be completely removed, or are you uncertain about the treatment of stains with James products? Please go to the James website at www.james.eu, write an e-mail to info@james.eu or call the James Stain line for more advice: +31 (0)77 327 8008.

Carpets produced by Condor Carpets have been repeatedly tested with James products and have seen remarkable results. Of course you are able to use other cleaning products, as long as these products suffice to the following criteria:

- To be used on carpets;
- PH Neutral (6-8)
- Does not contain any soap

Periodic Maintenance



Manual cleaning with James Water

You are able to manually clean your carpet with James Water and a bath towel. If you continually maintain and clean your carpet from the day of purchase with James Water your carpet will remain looking good longer. James Water is a shallow cleaning solution which cleans the tips of the yarns which together form the carpet. You will have a carpet that looks nice for a longer period when using James Water because the carpet will not start to look dull. Areas where the carpet will normally start to look dull are areas such as; the walking areas and the area underneath tables, in front of couches and the place where your pet lies.

You can determine yourself whether it is necessary to manually clean your carpet. Spray some James Water on a white bath towel and make calm, large strokes with this bath towel over the carpet. Do you see your carpet becoming visually cleaner? Then continue making calm, large strokes until the carpet has been completely cleaned.

To ensure your carpet lasts for years and years, we advise you to get your carpet professionally cleaned once every year. Do make sure there is no soap residue being used during the cleaning process.



Condor Carpets and James hope you enjoy your new carpet!

Condor Carpets B.V. Randweg 14, 8061 RW | P.O. Box 21, 8060 AA Hasselt, the Netherlands



James Staindisc for fresh stains

Below you can find the front side of the James Staindisc, here you can find the most common fresh stains. The Staindisc works as follows:

- Step 1: Choose your category and the type of stain
- **Step 2:** Look which symbol is mentioned and look for this symbol in the center of the Staindisc.
- **Step 3:** Follow the exact instructions mentioned in the center of the Staindisc. For the complete instructions you should always consult the label of the product you should use. Is your stain not mentioned on the Staindisc? Please go to <u>www.james.eu/en/stain-removal</u>.



James Staindisc for persistent stains

Below you can find the back side of the James Staindisc, here you can find the most common persistent stains. The Staindisc works as follows:

Step 1: Choose your category and the type of stain

Various

Rust

Soot

Vacuum cl_{ean}

stains

pet

MUD let it dry

Cement

green

from hair and skin

poola

Urine

Leaf.

Mortar

Asphalt Grass Plaster

Vomit

Body fluids

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Sult

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Water

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STAIN:

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- Step 2: Look which symbol is mentioned and look for this symbol in the center of the Staindisc.
- Step 3: Follow the exact instructions mentioned in the center of the Staindisc. For the complete instructions you should always consult the label of the product you should use. Is your stain not mentioned on the Staindisc? Please go to www.james.eu/en/stain-removal.

980% of all persistent stains can be removed using these instructions of all persistent walkways Soda Soft drinks Fruit juice Tea University of the se instructions of the second second

James Staindisc for carpet and upholstery

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Persistent stains

(For the treatment of fresh stains: see other side)

INSTRUCTIONS:

Tieser, Let the surface dry completely. Hold the bottle James Stainwonder upside down on the stain and cover the entire area. Follow instructions on label carefully. ON WOOL: as soon as the stain has disappeared, immediately cover the stain with a moist cotton cloth and leave it to dry completely. For upholstery: see label.

 \Box

♦ INSTRUCTIONS:

Thoroughly vacuum clean the carpet or upholstery. Then, spray James Water onto a dry cotton cloth and gently wipe the purpose area using wide sweeping strokes. If necessary, repeat the process

reing a hairdryer

on the stain, heat

. sweeping strokes.

www.james.eu Questions? Call: +31 77 327 80 08

Allrays lest for colour fastness and material resistance in an in



ARESSNES BUILTER CROColate Fruit

Chewing- Ketchup

Soup

Mayonais Vegetable 2

Vairy

Foods

www.james.eu

Liquor

Treacle

Jan

EDC:

alsedulool waisd up and

5317341502

Red wine

Spirits

INSTRUCTIONS:

Spray James Stainspray on and

remove loose dirt, spray James

INSTRUCTIONS:

process

to wipe the stain clean using wide

possibly under the stain. Leave to soak

Stainspray on a dry cotton cloth and use it

sweeping strokes. If necessary, repeat the

Spray James Stainspray on a dry cotton

cloth. Wipe the stain clean with this

cloth using wide sweeping strokes. In

case the stain partially remains, spray directly onto the carpet or upholstery

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and wipe the stain dry using wide

for 5 minutes. Then, use a spoon to