

# General maintenance advice from Timzo

Thank you for purchasing a high quality product from Timzo. 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 Timzo 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 your 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 pushing 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. Never use any soap!

**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 [www.james.eu/en/stain-removal](http://www.james.eu/en/stain-removal). James products do not cause any damage to the carpet and are available via [www.james.eu](http://www.james.eu).

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](http://www.james.eu), write an e-mail to [info@james.eu](mailto:info@james.eu) or call the James Stain line for more advice: +31 (0)77 327 8008.

Carpets produced by Timzo 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.

## Timzo and James hope you enjoy your new carpet!

### Timzo B.V.

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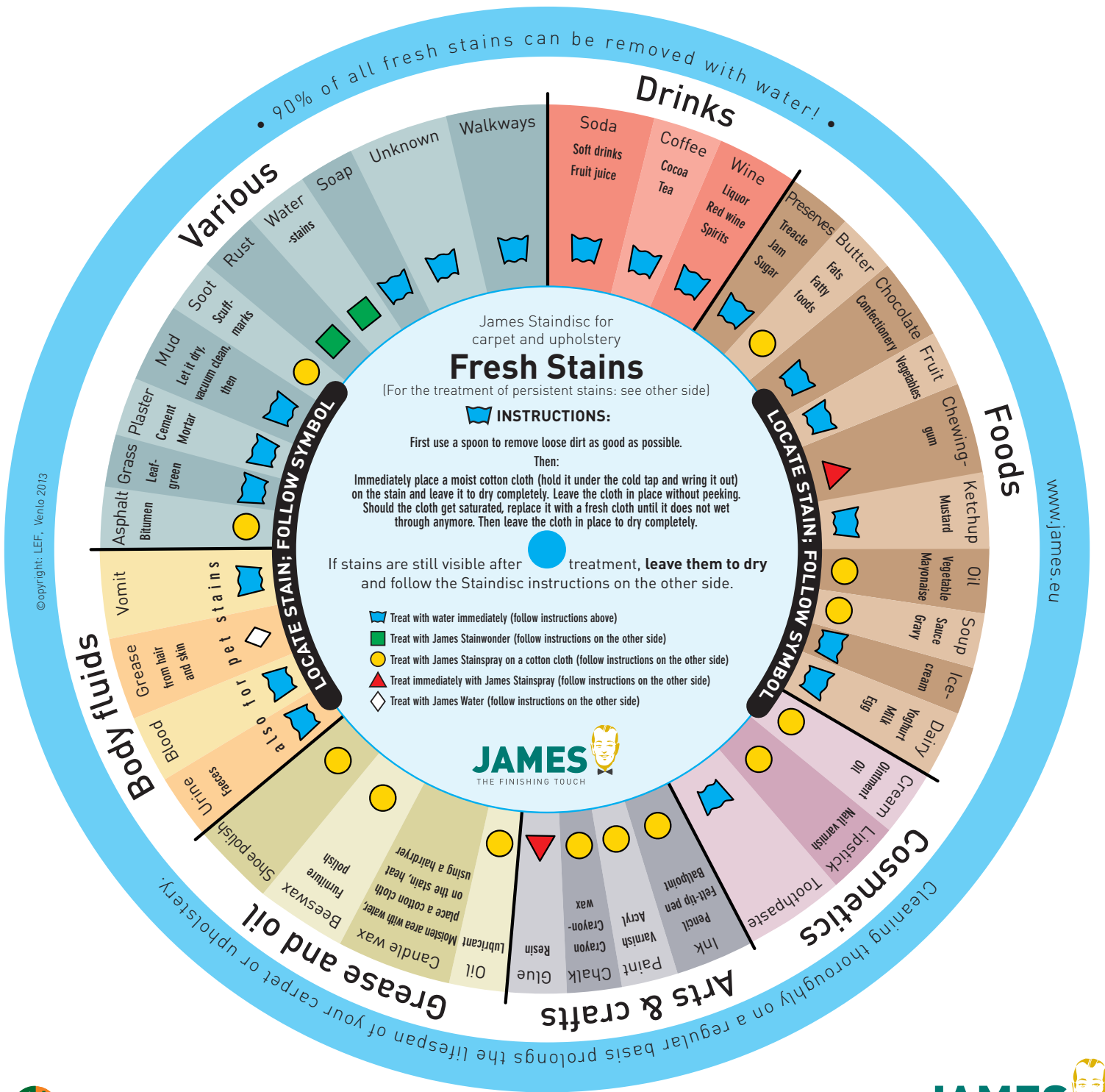
# James Staindisc for fresh stains

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 [www.james.eu/en/stain-removal](http://www.james.eu/en/stain-removal).



# 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

**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](http://www.james.eu/en/stain-removal).

