



SURKOYA ATELIER

At **Surkoya Atelier** we print high resolution designs on high quality material. With the right care and cleaning, your carpet will keep its appearance and its good qualities for many years to come.

Please read these instructions and follow our instructions carefully. This will ensure that you get the greatest possible benefit from your Surkoya Art Carpet.

Correct and regular care and cleaning is necessary to extend the lifetime of your new Surkoya Art Carpet, maintain its appearance and ensure a healthy indoor climate. *We strongly recommend that the carpet's ongoing maintenance and cleaning are undertaken by a professional service partner that uses maintenance equipment and methods which are tested and approved by the Carpet and Rug Institute with a "Seal of Approval".* Defective or incorrect care and cleaning can lead to a number of problems, such as: Poor cleaning quality– discolorations – long drying times– odor – rapid soiling – chemical residue in the carpet – poor indoor climate – delamination of the carpet's backing – bulges – shrinkage, etc.

DAY-TO-DAY CLEANING - VACUUMING Vacuuming is one of the most important elements of an effective and economic maintenance program. Daily vacuuming can remove more than 80% of all dry soiling from the carpet. Carpet vacuuming should be planned according to the amount of soiling that may potentially accumulate in the area in question. We recommend the following vacuuming frequency: Heavy-duty areas: Daily Medium-duty areas: Twice a week Light-duty areas: Once or twice a week.

DAY-TO-DAY MAINTENANCE - STAIN REMOVAL Spillage stains can be removed if immediate action is taken. As soon as the spillage takes place, the spilled liquid should be mopped up with a white cloth. Keep doing this until all of the spilled liquid has been completely absorbed. We recommend professional cleaning agents to clean stains. If other cleaning agents are used, the instructions provided should be followed, and the necessary precautions taken. Light suction machines may be used when more effective treatment is needed. These machines can be used to rinse off and suck up spillages. It is important to follow the manufacturer's guidelines in order to comply with current guarantees.

RECOMMENDED STAIN-REMOVING AGENTS There are many different cleaning agents that can be used to remove stains. When you choose a stain remover, you should consider a number of important characteristics:

- Stain-removing ability
- Re-soiling tendency after cleaning
- PH value
- Content of optical brightener
- Effect on the carpet's color NB!

Never use chlorinated agents or bleaching agents.



IMPORTANT Always work from the edge of the stain towards the center. To prevent the cleaned area from quickly becoming soiled again after treatment, it is important to rinse off and blot up the remaining stain-removing agent. To remove stains from larger areas, an extraction machine should be used. The faster you take action to remove a stain, the greater the chances of successfully removing the stain. Note that certain types of stains are very difficult to remove, and that such stains will often be more visible on a light, plain-colored carpet than on a similar darker, patterned carpet. Some types of stain, such as coffee, tea, soft drinks and red wine may still be visible, due to remaining colorants, even after cleaning with a universal stain remover or special agent. NB! Never use chlorinated agents or bleaching agents.

*If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart.
Always use only clean, white cloths for the following procedures.*

ASH Avoid using liquids on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

BEETROOT JUICE Treat the stain with sodium dithionite. Dissolve 1 tsp. in 1 cup of lukewarm water. Dab the stain using the solution. Then dab with water and wipe with a dry cloth.

BIRO/BALLPEN INK Dab using a cloth dipped in ethanol.

BITUMEN Use margarine to soften the stain for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

BLOOD Blot immediately and then dab with a cloth dipped in a solution of cold water and salt (2 tbsp. salt per liter of water).

BRICK DUST Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

BUTTER Dab using a cloth dipped in a solvent containing n-heptane.

CANDLE WAX Remove as much candle wax as possible using e.g. a blunt knife while vacuuming at the same time. Dab using a cloth dipped in a solvent containing n-heptane.

CELLULOSE VARNISH AND ADHESIVE Dab using a cloth dipped in acetone.

CHEWING GUM Place an ice pack on the stain until it freezes hard. Remove as much as possible using e.g. a blunt knife. Then dab with a cloth dipped in a solvent containing n-heptane.

CHOCOLATE AND CHOCOLATE ICE CREAM Dab using a cloth dipped in a solvent containing n-heptane.

COOKING OIL Dab using a cloth dipped in a solvent containing n-heptane. **CREAM** Dab using a cloth dipped in a solvent containing n-heptane.



DE-ICING SALT Stains caused by de-icing salt must be removed using an extraction machine. Use a solution consisting of 15 liters of water and 1 liter of acetic acid 25 %.

EGG Dab the stain with a cloth dipped in a solution of lukewarm water and ammonium hydroxide. Use 50 ml ammonium hydroxide 8% in 2.5 liters of water. Then dab with clean water and finally blot with a dry cloth.

FAECES Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then blot alternately with moist and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride has been added.

FAT Dab using a cloth dipped in a solvent containing n-heptane. Felt pen If the ink is water-based, dab the stain with a cloth dipped in water and gently wrung. If the ink is alcohol-based, dab the stain with a cloth dipped in ethanol.

GRAVY BROWNING Dab using a cloth dipped in a solvent containing n-heptane. Ice cream Dab using a cloth dipped in a solvent containing n-heptane.

INK On synthetic carpets, dab using a cloth dipped in ammonium hydroxide 8%. On carpets containing wool, dab using a moist cloth (dipped in water).

LAMP OIL (PETROLEUM-BASED) Dab using a cloth dipped in a solvent containing n-heptane. If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart. Always use only clean, white cloths for the following procedures.

LIPSTICK Dab using a cloth dipped in a solvent containing n-heptane.

MASCARA Dab using a cloth dipped in a solvent containing n-heptane.

MOTOR OIL Dab using a cloth dipped in a solvent containing n-heptane.

NAIL POLISH Dab using a cloth dipped in acetone.

OIL - BLACK LUBRICANT OIL Dab using a cloth dipped in a solvent containing n-heptane.

PAINT If the paint is water-based, follow steps 1-3 of the first-aid guide. If the paint is solvent-based, remove using the agent recommended on the packaging.

PLASTER Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapura.

RESIN Dab gently with a solution of equal parts turpentine and ethanol.

RUST Treat the stain with a proprietary rust remover. Follow the manufacturer's instructions.



SAUCE Dab using a cloth dipped in a solvent containing n-heptane.

SHOE POLISH Dab using a cloth dipped in a solvent containing n-heptane.

SILICONE If the silicone is only on the surface of the carpet, leave it to harden and then scrape off using a blunt knife. If the silicone is trodden into the carpet, scrape off as much as possible using a blunt knife. If necessary, use silicone remover (although not on carpets containing polyamide). Follow the manufacturer's instructions carefully.

SOOT Dab using a cloth dipped in a solvent containing n-heptane.

TAR Dissolve the stain in margarine for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

URINE Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride (without chlorine bleaching agent) has been added.

VOMIT Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Remove any odor using a disinfectant containing benzalkonium chloride (without chlorine bleaching agent).

WAX POLISH Dab using a cloth dipped in turpentine.

WOOD STAIN If the wood stain is water-based, clean the stain using a cloth dipped in water and gently wrung. If the wood stain is alcohol based, clean the stain using a cloth dipped in ethanol.

WOOD PRIMERS If the product is water-based, follow steps 1-3 of the first-aid guide. If the product is solvent-based, remove using the agent recommended on the packaging.

14 STAIN-REMOVING AGENTS We recommend a number of different cleaning ag.



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