

# Carpet Sign

## Maintenance & Warranty Symbiose

NAME

SIZE

COLOUR

PILEHEIGHT

PILEWEIGHT

MATERIAL

ORDERNUMBER

### •CLEANING

#### *General cleaning*

The rug can be cleaned using a high-pressure garden or fire hose or a spray-extraction method, which will ensure that it is cleaned thoroughly. The rug should lie flat on a sloping base. Start spraying at the bottom and slowly work your way up. It is also possible to hang the rug across a clean bar or pole, ensuring the water runs off the rug immediately. It is important to use plenty of water during cleaning. Using a high-pressure cleaning machine with a pressure above 150 bar is not recommended, since localized strain can cause damage. USE OF A HIGH-PRESSURE ROTATING CLEANER, PLUS THE USE OF STEAM EQUIPMENT IS NOT PERMITTED.

#### *Cleaning products*

Extensive tests have shown that it is best to clean the outdoor rug with a PH neutral cleaning product [such as a dishwasher detergent]. Use of a solution of detergent in ample water is sufficiently effective for cleaning the entire rug. The amount of water is more important than the water pressure, and here too, the spray-extraction method may be beneficial. DO NOT USE CHEMICAL AGENTS/CLEANING PRODUCTS!!

#### *Stains*

The synthetic pile is virtually stain resistant. This means 'fresh' stains can be rinsed off with water. Dried stains can be removed by thinly applying a PH neutral cleaning product [such as a dishwasher detergent] to the rug. Thoroughly rub this in using a fiber scrubbing brush. This brings the solid components to the surface, making them easy to remove. Rinse the outdoor rug with plenty of water [see instructions for general cleaning] and leave to air dry.

#### *Rust*

Rust stains caused by e.g. garden irrigation installations, garden furniture or garden ornaments can be easily removed using Sulfan. Apply Sulfan, leave to penetrate for 5 minutes and rinse using a garden hose.

#### *Algae*

Algae can only be removed using bleach [sodium hypochlorite 4g/10ml active chlorine content]. DO NOT USE CHEMICALS OR SIMILAR PRODUCTS SUCH AS ALGISEPT!!

#### *Grass*

Loose blades of grass will get stuck in the pile and are therefore difficult to remove. Thoroughly rubbing them with a fiber scrubbing brush will allow the grass to work itself loose, making it easier to remove.

#### *Professional cleaning*

In addition to the advice above, it is also possible to have your rug cleaned professionally. In that case, we refer you to James in Grubbenvorst [NL], tel. + [0]77-3278007 or [www.james.nl](http://www.james.nl), who can provide you with a suitable address in your region.

### •MAINTENANCE

#### *Drying*

Leave the rug to air dry, ensuring there is sufficient ventilation underneath the rug.

#### *Frost*

Do not tread on the rug in frosty conditions. In the event of long-term frost, Symbiose should be defrosted and stored away flat, in a frost-free room. If the rug is rolled up, do not place anything on top. Considering the fairly harsh weather conditions from October until February, Carpet Sign recommends storing the rug indoors during these months. When this recommendation will not be followed, guarantees will expire at once.

#### *General remarks*

Ensure that the rug lies on a flat base [no holes] and/or on a slope, so no puddles [of rain water] can form on the rug, causing the growth of algae. The rug has a perforated latex underlay for outdoor use, containing a mould-resistant substance. However, if the underside of the rug is wet for an extended period of time, the rug will have any ventilation and the growth of algae may occur. After longer periods of dampness [pool water, rain water] ensure the underside of the rug gets chance to dry, by, for instance, turning it over.

Always lay the rug at least 1 cm from the outside wall, to avoid [rising] damp patches.

### •WARRANTY

#### *Warranty*

The outdoor rug has a 2-year warranty, valid from the time of delivery. This warranty covers premature wear. Damage caused by using excessive mechanical force or scratching by pets does not fall under the warranty. Damage caused by ignoring the maintenance advice above will also not be compensated.

The rug has been tested in various ways by Centexbel in Gent [Belgium]. This institute is specialized in testing [technical] textiles. The test involving the resistance against wear and tear, plus the test with regard to the retention of the rug's appearance both had very positive results. Your dealer will be able to provide you with a copy of the report.

#### *Complaints on Delivery*

Despite thorough testing, it may be that faults in the product may have been overlooked. Please check for any faults as soon as your rug is delivered. If you find that the rug has irregularities in ht pile, or the size is not correct, please do not start using the rug, but inform the manufacturer immediately through your dealer or the person/company organizing the furnishing of your home. If this condition is strictly adhered to, and the manufacturer decides that the complaint should be upheld, the end user will either receive compensation or the rug will be repaired or replaced.

#### *Colour Variations*

It is possible that colours may vary slightly from the standard colour. If these variations are nominal and fall within certain limits, they should be accepted.

#### *Shading*

Shading is a professional term, which describes irregular patches on a rug. Shading is an unpredictable, irreparable phenomenon, and anyone using a mechanically manufactured cut pile rug should realize that there is always a very slight risk of shading.