

RUG & CARPET

CARE, MAINTENANCE
& WARRANTY GUIDE

DELOSTM

Custom Rugs & Carpets





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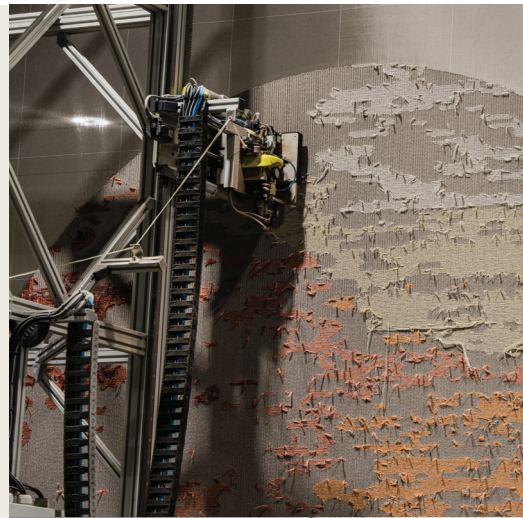
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AMERICAN MAKERS

Delos tufts US made rugs applying robotic technology for consistency and speed. Approximately 85% of the work is finished by hand by our local skilled craftspeople. Unique shapes and oversized rugs and carpets are easy to source with Delos. We can tuft up to 13'6" x 60" or 15'6" x 40' without seams, which increases the rug's longevity. Hand-sewn seams are available for larger projects.

We take great care in the details, which carries through to the packaging and moving of even the largest rugs. Oversized carpets are palletized with wheels for successful transport and delivery.



Rug and Carpet Fibers

Synthetic Fibers

ECONYL® Nylon, ECONYL Soft and PET are used in Delos carpets and rugs. These fibers require a pH in the 5.5-10.0 range.

Natural Fibers

100% wool is used in Delos rugs and carpets. Because wool is a natural fiber, some shedding may initially occur until loose fibers work their way out of the rug. These fibers require a pH in the 5.5-8.0 range.

Indentations left by furniture legs are easily steamed out of wool rugs.

If the fiber content of the rug or carpet is unknown, please contact Delos at 877-988-5595.



Specialty Fibers

Silk, viscose, cotton and flax may be cleaned using minimal moisture and fast drying time. Excessive moisture or prolonged drying time will create physical and/or aesthetic problems that may not be correctable. Cleaning agents must have a pH in the 4.5-5.5 range.

As with any fiber cleaning agent, pretest an area for colorfastness.

While the rug is still damp, it must be groomed with a suitable grooming brush designed for rugs and carpets. Failure to groom the cleaned rug may result in an unacceptable appearance.

High/Heavy Pile Shags

These rugs and carpets require suction only vacuums and professional cleaning.

The key to cleaning and maintaining all rugs and carpets is clean and dry.

Note: All cleaning agents must be approved by the Carpet & Rug Institute's Seal of Approval (SOA) Testing Program. A list of approved products can be found on the CRI website at carpet-rug.org or contact Delos Rugs for further information.

Should there be any hesitation or doubt in the abilities of the rug owner/cleaner, the services of an IICRC (Institute of Inspection, Cleaning and Restoration Certification) Certified Firm Employing Master Cleaning Technicians is highly recommended. Referrals can be located at iicrc.org

Vacuuming

Routine vacuuming is essential for the proper maintenance of any carpet. This is best accomplished through the regular use of an upright vacuum with dual motors. The brushes and suction are

driven by separate motors. *Vacuums with beater bars are not recommended.*

- Vacuuming should be performed at a rate of two feet per second for three to five passes over the same area.
- Vacuuming Schedule and Equipment
- Vacuuming takes time and commitment, but is the most cost effective way of preserving your carpet's appearance.

Traffic Classifications

Very Heavy Traffic (>2500 foot traffics per day). Vacuum 1 to 2 times daily in traffic areas and overall 7 times per week.

Heavy Traffic (1000-2500 foot traffics per day). Vacuum daily in traffic areas and overall 4 to 7 times per week.

Medium Traffic (500-1000 foot traffics per day). Vacuum daily in traffic areas and over 3 to 4 times per week.

Light Traffic (<500 foot traffics per day). Vacuum 1 to 2 times per week.

Note: All vacuums must be approved by the Carpet & Rug Institute's Seal of Approval (SOA) Testing Program (Gold or Silver Level). A list of approved manufacturers and products can be found on the CRI website at carpet-rug.org or contact Delos for further information.

Cleaning Frequency

The following guidelines have been established by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). They are to serve as guidelines on recommended cleaning frequencies for carpet from a public health perspective in addition to a traditional aesthetic concern for appearance retention.

| Carpet Owner/Maintainer | | | Professional Carpet Cleaner/Restorer | |
|--|---|---------------------------------------|--|------------------------|
| Traffic Soil Rating | Vacuuming | Spot Cleaning | Interim Maintenance (Between Restorative Cleanings) | Restorative Cleaning |
| Light <500 foot traffic per day | 1 to 2 per week | Daily or as soon as spots are noticed | 1 to 3 times annually | 1 to 2 times annually |
| Medium (moderate) 500-1000 foot traffic per day | Daily in traffic areas Overall 3 to 4 X per week | Daily or as soon as spots are noticed | 3 to 6 times annually | 2 to 4 times annually |
| Heavy 1000-2500 foot traffic per day | Daily in traffic areas Overall 4 to 7 X per week | Daily or as soon as spots are noticed | 6 to 12 times annually | 3 to 6 times annually |
| Very Heavy >2500 foot traffic per day | 1 to 2 X daily in traffic areas Overall 7 X per week | Daily or as soon as spots are noticed | 12 to 52 times annually | 6 to 12 times annually |

Note: Although these are generally followed traffic-rating guidelines, users of this information should be aware that the condition of every building differs in traffic, soiling rates and usage. Common sense, experience and good judgment help dictate the best carpet maintenance program. Each individual facility should be assessed based on use, climate and desired appearance level.

Maintenance Plans

Long term rug and carpet performance and appearance retention begins with effective maintenance. Improper maintenance may reduce the useful life of the carpet. Not only is a proper maintenance program important for long-term performance, but the indoor air quality is also improved. Test results show that carpet also aids in reducing contaminants in the breathing zone. Utilizing approved vacuums, cleaning chemicals and cleaning methods, the indoor air quality of the structure is greatly improved. Regular maintenance is a must. Soil prevention, vacuuming and spot removal should be included in the maintenance plan.

Interim Maintenance

Interim maintenance is a high-production, fast drying process used between restorative cleanings. The frequency of interim maintenance depends on traffic, carpet location, use and exposure to soiling.

Deep Cleaning

Deep cleaning is the process of extracting or removing entrapped soils and residues. Higher moisture levels, lower production rates and slower drying are characteristic of deep cleanings.



Drying

It is imperative that the carpet be allowed to dry before foot traffic is allowed on the newly cleaned rug or carpet. Utilization of the HVAC system, in conjunction with portable air movers is a must.

Carpet/Hard Surface Transitions

Carpet adjacent to hard surface areas is susceptible to abuse from the harsh cleaning agents typically used to clean the hard surface. This is particularly true at kitchen or food preparation areas.

The hard surface cleaners and cleaning equipment must not be allowed to come into contact with the carpet. Walk off mats are highly recommended.

Preventative Maintenance

Effective carpet maintenance begins outside the structure. Areas around

entryways must be kept clean and free of any contaminants that may be transferred into the facility.

The best way to prevent or decrease rug and carpet soiling is to not allow soil into the facility. Up to 94% of the soil found inside of a building comes from the outside. The most effective way to control unwanted soil is to utilize control or walk off mats at all hard surface entryways. It has been determined that at least six footsteps (18-20 feet) are required for efficient soil transfer to the entry mats.

Walk off mats also help prevent slip and fall accidents from occurring on the hard surface areas. Studies show that 80% of all slip/falls occur on hard surfaced flooring, with 80% of those resulting in injury.

Daily maintenance of entry mats is required. Soiled mats should be removed or replaced to eliminate the tracking of unwanted soil onto the carpet.

Because our rugs are hand-crafted, loose yarn may sprout. These can easily be trimmed evenly with the pile.

Rug Pads

It is recommended to use a rug pad for all constructions. Delos sells rug pads that are cut and specific to each project.

Recommended Cleaning Method

Hot water extraction is the recommended method for cleaning all 100% wool, 80/20 wool/nylon blends and 100% nylon rugs and carpets manufactured by Delos.

Sometimes referred to as “steam cleaning”, there is actually only hot water sprayed onto the carpet fibers. The hot water and soil are then extracted from the carpet.

A pre-spray is recommended prior to the extraction process. The pre-spray is applied with a common pump up sprayer at the recommended application rate. Agitation using hand brushing or mechanical brush action is followed with hot water extraction.

In-tank cleaning solutions should never be mixed in excess of the recommended dilution rates. When using a box and wand or truck mount hot water extractor, one pass with spray and two dry passes are recommended.

Caution: The rotary action of the spin bonnet or any rotary brush equipment may distort the pile yarn when and if the equipment is used improperly. The bonnet method is not recommended by Delos for carpet and rug maintenance and its use will void all warranties.

Note: For all cleaning methods, follow the Institute of Inspection, Cleaning and Restoration Certification (IICRC) S100 Standard and Reference Guide for Professional Carpet Cleaning. iicrc.org or your Delos representative.

Recommended Cleaning Products, Equipment and Maintenance Systems

Delos requires that all rug and carpet maintenance cleaning products, maintenance equipment and maintenance systems be certified through the Carpet & Rug Institute (CRI) Green Label and Seal of Approval programs.

The products and systems approved by the CRI have undergone rigorous testing to assure that our rugs and carpets will receive the care demanded by our customers and in turn provide the long term performance expected of our products. All maintenance product categories are covered in the testing programs. Failure to use these products will void all warranties.

CRI Green Label/SOA Programs

Vacuum Cleaners: Gold or silver level

Cleaning Agents (spotters, pre-sprays and in-tank): 100% Wool requires a pH of 8.0 or below.

Interim and Deep Cleaning Equipment: Gold or silver level

Deep Cleaning Systems: Gold or silver level

Service Providers

Approved products can be found on the CRI website at carpet-rug.org. One may also contact Delos at 877.988.5595.

Additionally, all carpet cleaning chemicals must be Wool-safe Approved. Approved products can be found at wool-safe.org.



It is important to understand that while a particular product or system has received the Seal of Approval, there are three levels of certification; gold, silver and bronze. This tiered system may be helpful in selecting the appropriate products for your facility.

Delos requires silver or gold certified products, equipment and systems.

If the services of an outside maintenance source are required, Delos highly recommends that the services of an Institute of Inspection, Cleaning and Restoration Certification (IICRC) Certified Firm, employing IICRC Certified Technicians be utilized for the cleaning and maintenance of our rugs and carpets.

The IICRC maintains a Referral Service at iicrc.org or phone 360-693-5675.

Carpet and Rug Warranties

1. Rug and carpets which have been surface treated with materials not recommended or approved by Delos, or have been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by Delos are not covered under our standard warranties. All rug and carpet maintenance cleaning products, maintenance equipment and maintenance systems must be certified through the Carpet & Rug Institute (CRI) Green Label

and Seal of Approval Programs. Approved products are listed on the CRI website at carpet-rug.org.

2. All carpet cleaning chemicals used on natural fibers must be Woolsafe Approved. Approved products can be found at wool-safe.org.

3. All Delos products are crafted by hand. Therefore colors vary slightly between dye lots and individual rugs. Tolerance is +/-5%.

4. Slight pattern irregularities are normal in handmade items. Size tolerance is +/-5%.

5. Every Delos rug is warranted against manufacturing defects for one (1) year from the original purchase date. Delos may repair or replace a Delos rug at its discretion without charge.

6. To file a claim under this Limited Warranty, please contact Delos at 877-988-5595. Proof of original purchase and photographic evidence will be required of the manufacturing defect.

7. Dealer is expected to inspect all customer claims. Delos representatives will only perform onsite inspections if applicable.

8. Claims for damage to rugs arising from negligence, third party applications or actions, or improper cleaning will be rejected.

9. Dealer's cost of a rug constitutes the maximum liability that Delos will consider on any claim.

Sources

The Carpet and Rug Institute
Wools of New Zealand
IICRC
Honeywell



If there are any questions concerning the care and maintenance of your Delos carpet or rug, please contact Delos at 877.9885595 or your local Delos representative.



Custom Rugs & Carpets

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