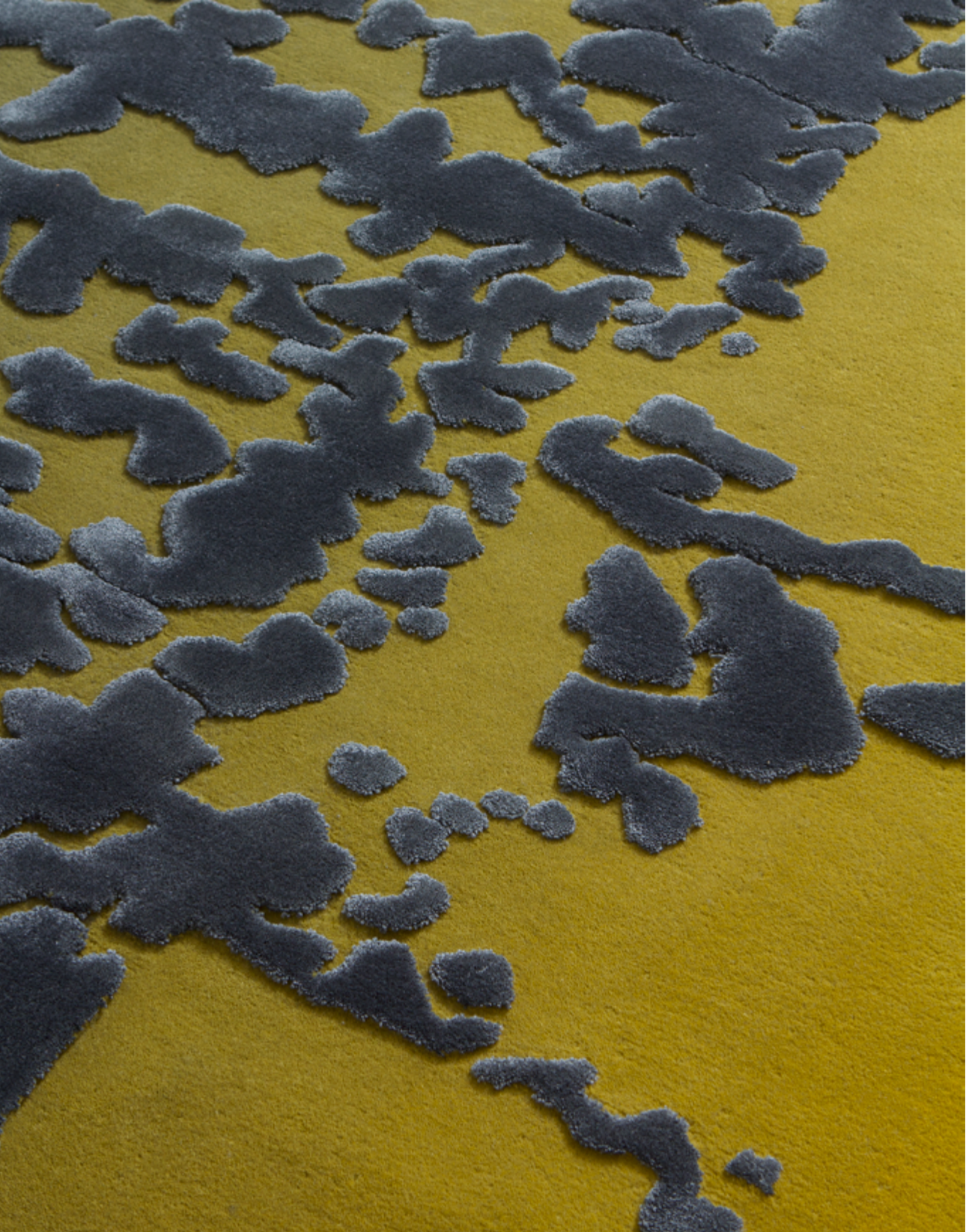
Cleaning, care and warranty

NOW
CARPETS



We manufacture our rugs with the best materials, however they require certain care to guarantee a longer life.

INDEX

· Rug care and maintenance P.6
· Wool, bamboo silk rugs cleaning P.9
· Stains and what to use:
- Ball point pen ink P.10
- Barbeque sauce P.11
- Beer P.11
- Blood P.12
- Butter P.12
- Chewing gum P.13
- Chocolate P.13
- Coffee P.14
- Cooking oil P.14
- Cream P.15
- Hair dye P.15
- Egg P.16
- Feces P.16
- Gasonline P.16
- Glue P.17
- Grease P.17
- Ketchup P.18
- Lipstick P.18
- Milk P.19
- Mud P.19
- Nail Polish P.20
- Salsa P.20
- Shoe Polish P.20
- Winne P.21

Take care about your rugs

Important recomendations:

- Vacuum the rug regularly at medium power and always in the direction of the pile.

- Never use the brush attachment as it will damage the wool strands.

- Vacuum clean without rubbing so that any surplus fibres or fluff disappear.

- Check that the vacuum cleaner bag and filters are clean.

- We recommend rotating the carpet to ensure that normal wear occurs uniformly.

- Do not use chemical products or dry clean the carpet as this will damage its colours.

- Every so often take the carpet to a specialized carpet-cleaning establishment.

Wool and bamboo silk rugs cleaning

- When a stain occurs take action as quickly as possible. Wipe the stained area with a damp, white cloth to get rid of most of the stain, especially if the carpet has an anti-stain treatment.

- Never rub a liquid stain, try to soak it up using a clean cloth, absorbent cardboard or sponge.

- Always use cold or warm water, never hot water as this fixes the stain.

-If the stain is a solid or gooey product it should be removed first using a spatula or damp spoon before applying a stain remover.

Stains and what to use

Begin with step 1, if the stain remains then proceed to the next step. Always test the following stain removal solutions in an inconspicuous area first to make sure they won't damage your carpet.

1. How to remove ball point pen ink.

1). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
2). Use Alcohol or methylated spirits mineral turpentine.
3). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
If you do get ink onto your carpet you need to deal with it immediately. The ink can set into a stain very quickly making it even more difficult to remove.

2. How to remove barbeque sauce.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of water.
2). Create an ammonia solution by mixing one tablespoon of clear household ammonia (3% solution) with 1/2 cup water.
(*WARNING*: Never mix ammonia with chlorine bleach as it will create extremely hazardous fumes!).

3. How to remove beer.

1). Soak the area liberally with cold water. Blot dry with paper towels. Re-soak and re-dry area until the beer has been removed from the carpet.
2). Mix 1/2 teaspoon non-bleaching dish washing detergent (without lanolin or bleach) with one cup of warm water.
3). Mix 1/3 cup of white vinegar with two thirds cup of water.
4). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.

4. How to remove blood.

1). Soak the area liberally with cold water. Blot dry with paper towels. Re-soak and re-dry area until the blood has been removed from the carpet.
2). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

5. How to remove butter.

1). First, remove as much of the butter as possible by gently scraping with a blunt knife or old credit card.
2). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
3). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

6. How to remove chewing gum.

1). Soak the area liberally with cold water. Blot dry with paper towels. Re-soak and re-dry area until the blood has been removed from the carpet.
2). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

7. How to remove chocolate.

1). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
2). Create an ammonia solution by mixing one tablespoon of clear household ammonia (3% solution) with 1/2 cup water.
(***WARNING***: Never mix ammonia with chlorine bleach as it will create extremely hazardous fumes!).
3). Create a vinegar solution by mixing 1/3 cup of white vinegar with 2/3 cup water.

8. How to remove coffee.

1). Soak the area liberally with cold water. Blot dry with paper towels. Re-soak and re-dry area until the coffee has been removed from the carpet.
2). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
3). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.

9. How to remove cooking oil.

1). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
2). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

10. How to remove cream.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
2). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.

11. How to remove hair dye.

1). Pour two cups of warm water (not hot) into a container with a tablespoon of white vine
gar, and a tablespoon of clear dish washing detergent.
2). Using two cups of warm water (not hot), mix in one tablespoon of clear household ammonia and one teaspoon of a clear dish washing detergent (make sure there is NO bleach in it).
(*WARNING*: Never mix ammonia with chlorine bleach as it will create extremely hazardous fumes!).

12. How to remove egg.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

13. How to remove feces.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
2). Mix 1/3 cup of white vinegar with two thirds cup of water.

14. How to remove gasonline.

1). Cover the stain with baking soda or kitty litter.
2). Use a dry cleaning solvent. Be sure to purchase a product that can be safely used on gasoline. Dry cleaning solvents should never be used on polyester
3). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

15. How to remove glue.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
2). Use an ammonia solution. Mix one tablespoon of clear household ammonia (3% solution) with 1/2 cup of water. (*WARNING*: Never mix ammonia with chlorine bleach as it will create extremely hazardous fumes!)
3). If you're dealing with glue that is already dried, you may have to end up trimming the fibers. If in a highly visible area, you may want to consult a professional carpet cleaner.

17. How to remove grease.

1). Liberally sprinkle baking soda over the stain and let stand for 10 minutes. Vacuum the powder up.
2). Use a dry cleaning solvent. Dry cleaning solvent should never be used on polyester.
3). Mix ½ teaspoon of clear dish washing detergent, 1 ½ teaspoons white vinegar, and one cup of warm water, not hot. Use a towel or sponge to blot the liquid onto the stain. Remove with cold water. Blot dry.

18. How to remove ketchup.

1). Soak the area liberally with warm water (not hot). Blot dry with paper towels. Re-soak and re-dry area until the gravy has been removed from the carpet.
2). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

19. How to remove lipstick.

1). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
2). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

20. How to remove milk.

1). Soak the area liberally with warm water (not hot). Blot dry with paper towels. Re-soak and re-dry area until the milk has been removed from the carpet.
2). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
3). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

21. How to remove mud.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

22. How to remove nail polish.

1). Use an acetone based clear nail polish remover.
2). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.

23. How to remove salsa.

1). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.
2). Mix together 1 tablespoon of white vinegar with 2 cups of warm water. Make sure water is not hot.

24. How to remove shoe polish.

1). Use a dry cleaning solvent such as Carbona or Energine. Dry cleaning solvent should never be used on polyester.
2). Use a detergent solution by mixing one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

25. How to remove winne.

1). Soak the area liberally with cold water. Blot dry with paper towels. Re-soak and re-dry area until the juice has been removed from the carpet.
2). Use a detergent solution. Mix one teaspoon of clear dish washing liquid with one cup of warm water. Make sure the water is not hot.

Warranty

NOW Carpets. guarantees that the manufacture of its carpets is carried out according to the most stringent manufacturing standards and also guarantees the non-use of child labour.

NOW Carpets is an active member of the Rugmark Association which combats child exploitation.

NOW Carpets guarantees it's carpets in accordance with Act 23/2003 of 10th July 2003. The guarantee of our carpets is two years.

The guarantee does not cover deficiencies caused by negligence, misuse, chemical cleaning products, etc.

If the client requires it We protect our carpets by treating them with ScotchgardTM, which helps repel and clean stains.

NOW
CARPETS

www.nowcarpets.com

NOW CARPETS DESIGN SC.
Spain: now@nowcarpets.com
pº independencia 8 dup.2ª
50004 zaragoza (Spain)

NOW CARPETS DESIGN INC.
USA: usa@nowcarpets.com
174 Fifth avenue, Suite 503
New York, NY 10010 (USA)

NOW CARPETS MIDDLE EAST.
Dubai: info@nowcarpets.ae
G-058, Techno hub 1, Silicon Oasis,
Dubai, United Arab Emirates

NOW CARPETS DESIGN INC.
USA: usa@nowcarpets.com
2727 Ponce de León BLVD
Coral Gables, FL 33134 (USA)

NOW CARPETS MÉXICO
Mexico: mexico@nowcarpets.com
Paseo de las Lilas 92 - Local 176.
Bosques de las Lomas, 05120, CDMX