

WOOL RANGE

USE & CARE



Well done. You are now the proud owner of a brand-new piece of kymo floorwear!

A lot of exquisite craftsmanship has gone into this piece of floorwear to make it what it is today: a wonderfully contemporary carpet only for you... full of love and attention to the little details and with lots of care and attention after every step.

But, as you may already suspect, something as special as this also needs a fair bit of special treatment. Because we want you to get the most out of your kymo floorwear, we know you'll appreciate the following "instructions" with do's and don'ts:

DELIVERY & STORAGE

Even though our investments in quality control ex plant are so high they drive our controlling department up the wall, errors have been to known to escape our eagle-eyed attention. When you get your kymo floorwear, take a minute to check that everything on the delivery note corresponds to the truth, the whole truth, and nothing but the truth. It doesn't hurt to check the goods immediately once you get them to see if the colour and size are exactly as you ordered them – and if any damages were caused during shipping. God forbid!

If you do spot anything that isn't quite right, we're here for you. You can let us know at once. The trouble is we don't take back used, cut or glued goods.

If you want to savour the moment a while longer and keep your kymo floorwear stored away, we don't mind. Just as long as you open the original packaging a little to let some air in. That way, when you do finally get round to rolling out your kymo floorwear, it will have a pristine fragrance. One of those smells you remember fondly for a long time.

Also, if you want to store your kymo floorwear, it's best you keep it rolled up on the cardboard roll (if available) deep in the heart of the packaging – until you can finally roll it out at the final destination. Placing heavy objects on the carpet while you have it safely stored away isn't the best idea. And, even though it may seem logical, keeping a rolled up carpet stored vertically doesn't do the carpet any favours – instead, you risk getting kinks in it.

USE

kymo Floorwear and the wet don't mix well. If you can, try to keep it as far away as possible from damp spaces. Not that we think you would do anything of the sort, but that means no bathrooms, kitchens or entrance ways with direct access to the great outdoors.

And while your floorwear may not be a vampire, you might like to keep an eye that you don't expose it to longer periods of direct sunlight. If you insist, however, on keeping it somewhere that's well lit by artificial light or sunny, kymo floorwear likes it if you spin it around once in a while. Giving it a whirl also prevents mechanical pressure cropping up on one and the same spot, e.g. when walking with the carpet.

If you really want to move heavy objects or furniture with castors over your floorwear, just take care that you protect your new centrepiece by placing some sturdy cardboard or a wooden board over it before you roll your grand piano over it. What we recommend is rolling up the carpet for a bit – until the furniture storm has passed.

Generally, dust mats in your entrance hall or near the front door areas are a great help. They keep dust and moisture where it should stay: outside. As an added bonus, all your other rugs and carpets in your living room will love you for taking the precaution. kymo floorwear is especially happy when cleaned regularly and if you keep it as far away as possible from oil.



EVERYDAY CARE

kymo Floorwear doesn't need too much pampering. Everyday care is quite simple to administer and doesn't require a degree in rocket science... However: if you show it some loving care on a regular basis, your carpet will thank you with its lasting beauty and quality.

The best and most important thing you can do is to vacuum it frequently, especially if the carpet sees a quite a bit of action or has to take some hardcore footstep action in its stride or if it's lighter in colour. It hardly needs repeating, but once a carpet is soiled, the dust and dirt particles only get ground deeper into the carpet pile – and that's when it gets really difficult to remove. You might also be interested to know that dirt left on the carpet for too long also makes it age faster.

What your floorwear really enjoys is to be vacuumed regularly with one of those extra suction-power cleaners but without the rotating brushes – what you want to avoid is that the yarns get pulled out. After all, you and your kymo floorwear want to stay a happy couple for a long, long time.

Giving your carpet a regular thorough combing makes it last longer and keeps the pile nice and fluffy. The best thing to do is use a coarse and wide tooth comb. (Only applies to the SG Northern Soul and SG Northern Soul Low Cut models.)

If you have an especially large piece of floorwear you want to maintain - good on you - it might be best to get in touch with a professional cleaning company. Regular dry cleaning is like a fountain of youth for your carpet and really helps it last longer - oh, it also keeps the colours nice and bright too.

Individual, twisted strands of fibre can be simply cut off delicately with a pair of household scissors – this neither damages the carpet nor affects the carpet's overall appearance.

REMOVING STAINS

Fix up, keep sharp! You've got to be quick when it comes to stains! Really quick.

- The thing is you have to avoid rubbing the stains into the carpet any further. Run to the kitchen or garage and get a spoon or knife to scratch off any dirt that has got a little too cosy with your floorwear. Obviously, if it's wet and causing a stain, a spoon won't work, but an absorbent (microfibre) cloth will.
- If you spot any residues, simply dab or gently wipe them off without an ever so slightly dampened white and lint-free cotton or microfibre cloth, but take care you rub the area with the stain too much or, god forbid, scratch it.
- You can repeat as often as you like, but only if you remember to wash the cloth with clear water and wring it out thoroughly between each dabbing.
- If the stains are non-fat or water soluble, things might be looking a little better. Use clear water in a first step, if you want with a hint of detergent, or soap (for the detergent solution, use a maximum of 1 teaspoon of colourless or white detergent for 1 litre of water; for the soap solution, use a maximum of 1.5 tablespoons of soap flakes for 1 litre of water, but don't forget to leave to cool). If the stain contains any fat or grease, now's the time to be very careful and sparing with that detergent solution.
- However, fat or no fat, whatever cleaning you have to do, work your way from the edge of the spot in towards the centre of the stain. If you want to take our advice for it, we think it's best to test stain remover on a sample spot of the same material that isn't quite as visible or - even better - completely concealed.
- After you have finished treating the carpet and are perfectly happy with the results, don't forget to get rid of any soap residues with a cloth slightly dampened in clear clean water. Any soap remains sometimes tend to lead to extra stains that in themselves attract dust particles. Again.
- Soiling at the cotton backing fabric can be treated in the same way.



- The important thing is to never let the carpet backing get wet. But, you know how it is, accidents do happen, and if a larger amount of liquid should happen to get tipped over the carpet, it's vital you make sure the carpet is laid out flat to prevent ugly wrinkles. To get the situation back to normal quickly, you can use a hair dryer.
- Before you apply any type of detergent, take a deep breath and see what it is you want to apply to your floorwear. Bleaches, tile cleaners or other harsh household cleaners don't just mess up the environment, they also do a great job of wrecking the colours on your floorwear. Some even break down the fibres to a certain extent – and that's the sort of damage that's impossible to repair.

As much as we want to empower you to remove stains by yourself, please note that these are merely recommendations and do not guarantee the stains are 100% removed. If you want to make totally sure your carpets are cleaned to perfection, we recommend you turn to your local professional cleaners.

We know all of this may seem a little extensive, but believe it or not our Wool Range carpets are generally very easy to keep clean and high quality. So, without further ado, that's all from us. All that's left to do is to wish you bundles of pleasure with your new kymo floorwear!

Any questions or comments?

Get in touch; we look forward to hearing from you!
But we also look forward to you enjoying your new kymo floorwear!

All the best,
Your kymo Service Team

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