EXTOR CARPETS

For distributors, installers and end users

Care & maintenance guide

Flatweave carpets and rugs in 100% recycled PET, for indoor and outdoor use. How to keep them looking new for years.

Class 33 · CFL-s1 · Oeko-Tex certified · 100% recycled RPET Cleaning partner: James

Woven in Kuurne, Belgium

Mathilda · Elizabeth · Victoria · Maxima and all custom private-label qualities

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The material

Made to be lived on, and easy to keep clean.

Every Extor carpet is flatwoven in Belgium from 100% recycled PET yarn. Polyester fibre absorbs almost no water, so most fresh spills sit on the fibre instead of soaking into it. That makes daily care simple. A little routine and the right products keep the colours and structure intact for many years, indoors as well as outside.

Class 33
Rated for heavy commercial use: hotels, offices, shops.

Water repellent
Suitable outdoors and around swimming pools.

UV resistant, 1000 h+
Tested for colour fastness in full sun, grey scale 5.

CFL-s1 fire rated
Meets the European fire class for floor coverings.

Our cleaning partner

We work with James, the Dutch specialist in textile floor care. Unlike many household cleaners, James products leave no sticky residue behind, so the carpet does not attract dirt again after cleaning. Throughout this guide you will find which James product to use for each situation.

01

Prevention

The cheapest cleaning is the dirt that never reaches the carpet. Up to 80% of soiling is carried in on shoes, so stop it at the door.

- Place entrance matting at every outside door, long enough for at least two full steps, and also where kitchens or service areas open onto the carpet.
- Clean or replace those mats regularly. A saturated mat stops nothing.
- Keep filters in heating and air conditioning systems up to date to reduce airborne dust.
- Use glides or a protective mat under chairs with castors and under heavy furniture.
- Rotate loose rugs every few months so wear and sunlight spread evenly.
- In dining areas and other high risk zones, an optional treatment with James Fibre Protector Eco makes spills bead up and lift out more easily.

02

Vacuuming

Loose grit works like sandpaper on any fibre. Regular vacuuming is the single most important thing you can do for the appearance and life of the carpet.

- Start as soon as the carpet is installed, to remove building and installation dust before it is walked in.
- Light use: once a week. Heavy domestic use and commercial spaces: daily where needed.
- Use suction only. A rotating brush or beater bar can fuzz a flatweave surface and pull at the edge binding. Switch it off or raise it.
- Work in long, slightly overlapping strokes and change your starting point now and then, so the surface is not always brushed in one direction.
- Vacuum before and after any wet cleaning.

Loose laid rugs

Never shake a rug by its edges, this strains the binding. To remove embedded dust, turn the rug face down on a clean sheet, tap the back firmly, turn it over again and vacuum the top.

Keep the vacuum in shape

A cylinder (canister) vacuum with a flat floor nozzle suits flatweave best. Empty the bag or bin once it is about half full, cut away threads wound around rollers, replace worn belts and brushes, and change filters three to four times a year, more often in heavy use.

03

Spills and stain removal

Speed matters more than product. A fresh spill on RPET often comes out with water alone.

1 **Remove what you can**
Scoop up solids with a spoon or blunt knife. Vacuum dry powders. Blot liquids with a white absorbent cloth or kitchen paper. Work from the outside in.

2 **Blot, never rub**
Rubbing spreads the stain and roughens the surface. Press and lift, with a clean part of the cloth each time.

3 **Try water first**
Lay a white cotton cloth wrung out in cold water on the spot, let it absorb, repeat with a clean cloth. Use cold water: heat can set protein stains like blood or milk.

4 **Pick the right James product**
Still visible? Find the stain on the chart on page 05. Test on a hidden spot first and let it dry. Apply to the cloth, not the carpet, unless the label says otherwise.

5 **Rinse**
Blot the area with a cloth dampened in clean water to lift product residue. Residue left behind attracts new dirt.

6 **Dry completely**
Cover with a few layers of white kitchen paper and a flat weight until dry. A hair dryer on a low setting can help. Keep foot traffic off until it is fully dry, or it will soil again quickly and leave a ring.

7 **Know when to stop**
Not gone after two careful attempts? Stop adding product. Call a professional carpet cleaner, or contact us with a photo of the stain.

First aid kit

Keep this ready on site. Quick action removes most stains.

- Spoon or spatula
- White cotton cloths and kitchen paper
- Small soft bristle brush
- James Interior Cleaner
- James Stainwonder
- James Stainspray
- Freezer spray for chewing gum
- Wet vacuum for large spills (commercial sites)

Avoid

- Bleach and products with optical brighteners
- Washing up liquid, soap or shampoo that leaves residue
- Household "miracle" stain removers
- Soaking the carpet

04

Stain chart

Always follow steps 1 to 3 on page 04 first. Use the product only if the mark is still visible, and always follow the instructions on the label.

Stain	Examples	First step	James product
Coloured drinks and food	Coffee, tea, red wine, cola, fruit juice	Blot, then cold water	**Stainwonder**
Protein	Blood, milk, egg, vomit, urine	Cold water only, wear gloves	**Stainwonder**
Oil and grease	Cooking oil, butter, sauces, sun cream, barbecue fat	Scrape off, blot with kitchen paper	**Stainspray**
Sticky and solvent based	Glue, tar, shoe polish, paint, lipstick	Scrape off as much as possible	**Stainspray**
Chewing gum	Gum, candle wax	Freeze with cold spray, break off the brittle part	**Stainspray for the rest**
Rubber marks	Trolleys, wheelchairs, luggage, shoe soles	Vacuum the area	**Stainspray**
General soiling	Walkways, grey traffic lanes, pet spots	Vacuum thoroughly	**Interior Cleaner**
Unknown stain	You are not sure what it is	Blot, then cold water	**Stainspray first, then Stainwonder**

Old or dried stains

James publishes a stain wheel and an online Stain Finder with a step by step treatment per stain. See james.eu.

Large spills and lingering odours

Extract large wet spills with a wet vacuum straight away. For urine or odours that keep coming back, call in a professional cleaner.

05

Outdoor use

Extor carpets are water repellent and UV tested, so they can stay outside on terraces, decks and around pools. They still need some looking after.

- Sweep off leaves, sand and soil weekly with a soft broom or vacuum when dry.
- Rinse with a garden hose when dusty. Do not use a high pressure cleaner up close, it can damage the edge binding.
- Make sure water can drain away underneath. After heavy rain, lift the rug or hang it over a rail so both sides dry.
- Never leave a rug folded or rolled up while wet.
- Around pools, rinse off chlorine or salt water with fresh water now and then.
- Barbecue fat and sun cream: treat as oil and grease, with James Stainspray.
- Bird droppings: let dry, scrape off, then treat with James Stainwonder.
- Before winter, clean the rug, let it dry fully, roll it loosely and store it in a dry place.

Mould and algae

RPET itself does not feed mould, but dirt and organic matter left on a damp rug can. Keep it clean, let it dry out regularly and do not leave it on permanently wet ground.

06

Contract and interim cleaning

Plan three layers: daily vacuuming and spotting, interim cleaning when traffic lanes show, periodic deep cleaning.

Rubber wheel marks

Lifts, ramps and corridors get dark marks from trolleys, wheelchairs and luggage, especially where wheels turn. Treat them early with James Stainspray, just before the regular cleaning round so no clean patches show.

Interim cleaning

Spray James Interior Cleaner on a dry white cotton cloth and wipe walkways in long sweeping strokes, repeating until the cloth stays clean. Done regularly, this postpones the need for deep cleaning.

07

Deep cleaning by spray extraction

However well a carpet is kept, fine soil slowly settles in and dulls the colours. Spray extraction rinses it out and is the best deep cleaning method for Extor carpets.

Leave this to a trained professional cleaner. James lists recommended cleaning companies on james.eu.

Use James Cleanmaster

Made for synthetic fibres, so the right match for RPET. It is not soap based, contains dirt repellent components that slow down re-soiling and is designed for use with a spray extraction machine. Do not use wool products such as Cleansoft on Extor carpets.

Method

1. Treat spots and stains first.
2. Vacuum thoroughly, ideally starting with an empty bag or bin.
3. Moisten the carpet lightly with water so the product spreads evenly.
4. Spray James Cleanmaster on at low pressure.
5. Work it in with a James Microfibre Pad on a low speed single disc machine, 120 to 180 rpm.
6. Let it work for 5 to 15 minutes.
7. Rinse and extract with clean water using the spray extraction machine.
8. Let it dry completely, then vacuum.

Dosage and details: follow the James Cleanmaster label and product sheet.

Key points

- Do not overwet. Too much water can make wall to wall carpet shrink, open seams or loosen the adhesive.
- No soap based shampoos and no steam cleaners.
- Always test product and method on a hidden spot first.
- Close the area until the carpet is dry, usually around 4 hours. Fans and good ventilation speed this up.
- Walking on a damp carpet means fast re-soiling, and a slip risk where it meets a hard floor.

How often

Homes: every one to two years. Commercial spaces: depending on traffic, from once or twice a year to quarterly in entrances and corridors.

08

James products at a glance

Fibre Protector Eco	Invisible, odourless protection. Liquids bead up instead of soaking in, so stains lift out more easily.	Prevention
Interior Cleaner	Ready to use. Freshens walkways, greyed areas and spots that are not a real stain.	Regular care
Stainwonder	Coffee, tea, red wine, fruit, blood and other water based stains, even older ones.	Stains
Stainspray	Oil, grease, glue, chewing gum, tar, shoe polish, paint and rubber marks. First choice for unknown stains.	Stains
Cleanmaster	Deep cleaning of synthetic carpets with a spray extraction machine. For professionals.	Deep cleaning

Available through James and its dealers. Product information, stain finder and recommended cleaners: james.eu

Disclaimer

This guide is provided in good faith as general advice. Always read and follow the instructions on the cleaning product label and test on a hidden area first. Extor Carpets accepts no liability for damage caused by cleaning methods, products or treatments applied after installation. James is a brand of James B.V., Venlo, the Netherlands.

EXTOR CARPETS

Questions about your carpet

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Cleaning products

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