

# OPERATION & MAINTENANCE MANUAL

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# ABOUT FLETCO CARPETS



*Since 1947, proud craft traditions combined with a passion for innovation and a sustainable approach have been at the heart of Fletco's production of high-quality carpets. Founded as a family-owned business, Fletco is mindful of the company's proud heritage and guided by the values that have driven development since day one: precision, quality, innovation and care for the environment at every stage of the process. We always strive to be at the forefront of technological advances and new environmental standards.*

#### **Danish production and in-house test lab ensure long durability**

Today, Fletco Carpets is a specialist in flat-woven carpets and one of Europe's leading suppliers to the international contract market. The company is also both an OEM (Original Equipment Manufacturer) and White Label manufacturer of carpets for many high-end design brands around the world. In addition to weaving and tufting, our production facilities also include dyeing, backing and an in-house test lab.

#### **Weaving Craftsmanship Alongside People**

We take pride in our modern, advanced production setup, but the art of creating products of the highest quality truly comes to life through close collaboration with skilled people who know their craft inside out. From the sharp eyes monitoring the machines to the experienced and creative tufters and weaving masters, their deep understanding of materials, functionality, and the loom's potential forms the backbone of Fletco's carpets – timeless yet full of character.

#### **From Yarn to Carpet – Subtle Colour Precision at Every Step**

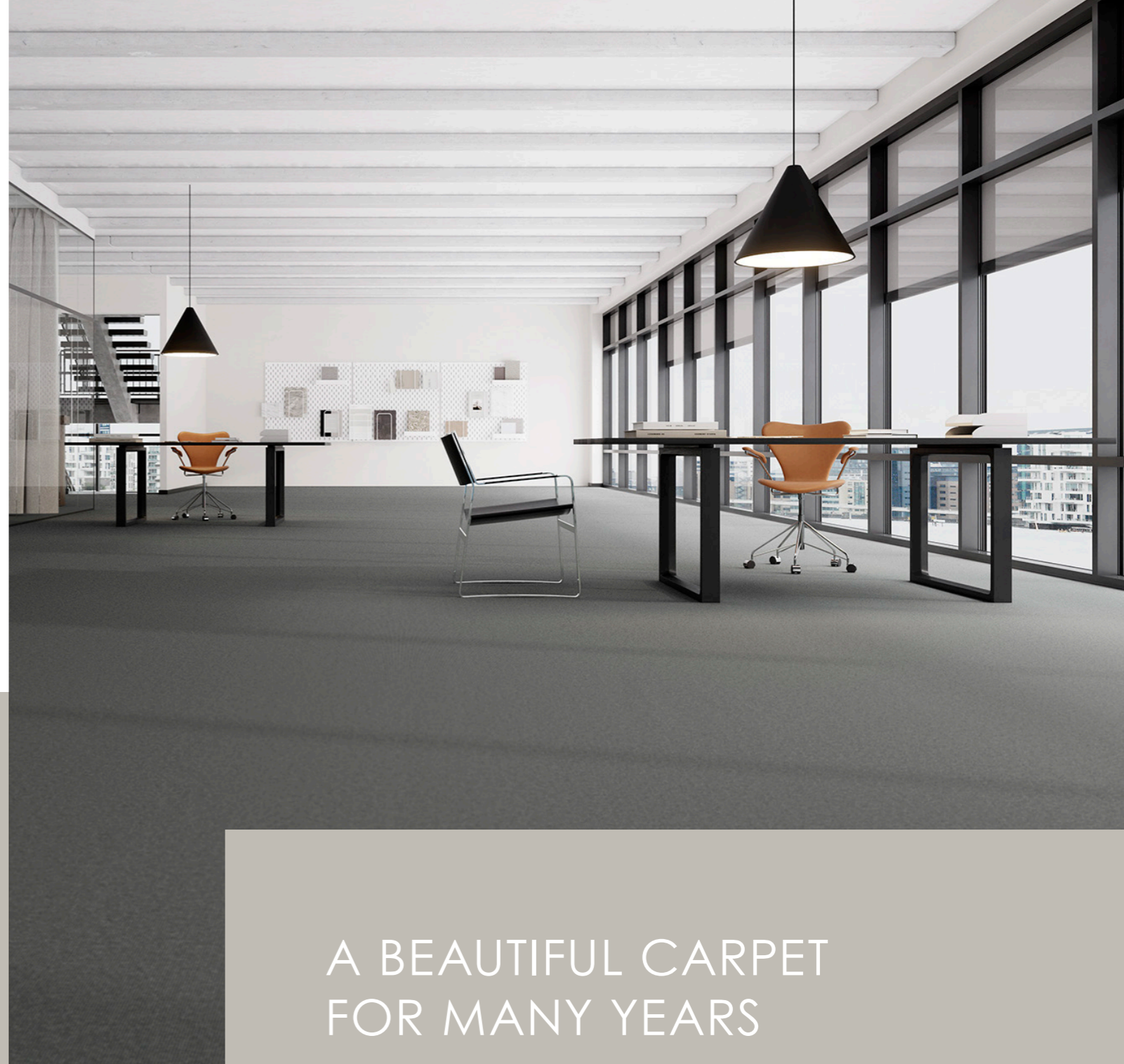
World-class carpets begin with world-class materials. That is why most of our carpets are produced using our own proprietary yarns made from white filaments or fibres that are intermingled and twisted. This process is essential to achieving the high level of quality and the subtle colourways that have become hallmarks of Fletco carpets.

To reduce waste, meet individual customer demands, and ensure fast delivery, most of our carpet designs are initially woven or tufted in white. The dyeing process then takes place in our in-house dyehouse, where we can colour the exact quantity needed for each project – whether it's 200 or 20,000 square metres.

#### **Sustainability**

Fletco Carpets is committed to protecting the environment and takes a long-term approach to sustainability. All Fletco carpets are allergy-friendly and are produced 100% free from harmful substances such as bitumen, latex, PVC, and PFAS. We maintain a continuous focus on reducing our CO<sub>2</sub> emissions and are constantly optimising our production by replacing components with alternatives that have a lower climate impact.





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## A BEAUTIFUL CARPET FOR MANY YEARS

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Fletco Carpets is your guarantee for high-quality carpet solutions with excellent performance characteristics. With the right cleaning and maintenance plan, the carpet will retain its appearance for many years; at the same time, you'll extend its lifespan and help ensure a healthy indoor environment.

We recommend reading our operation and maintenance manual from beginning to end. With this as your reference, you can develop a tailored cleaning and maintenance plan for your carpets. By following the recommendations, you'll enjoy a beautiful carpet for many years to come.

# PREVENT, MAINTAIN AND CLEAN

**Prevent, maintain, and clean — these are our three simple tips for keeping your carpet looking good for many years. Doing so will extend the life of the carpet and contribute to a healthy indoor environment.**

**This operation and maintenance manual is structured around:**

- How to prevent and minimise dirt and debris on carpets
- How to remove stains
- What to consider when planning cleaning and maintenance routines

We also present recommended methods for stain removal and deep cleaning, which we suggest incorporating into your maintenance plan. If the carpet is not properly maintained or is cleaned incorrectly, various issues may occur — including discolouration, rippling, shrinkage, unpleasant odours, poor indoor air quality, and delamination of the carpet backing.

Fletco Carpets recommends the carbonation method, in which a soap-free, pH-neutral solution is used under high pressure to clean the carpets. Other service providers may use cleaning methods involving large amounts of water, soap, and chemicals; if these are not effectively removed, the residues can cause the carpet to soil again faster.

For ongoing maintenance and cleaning of the carpets, we recommend involving a professional service partner.

## **IMPORTANT NOTICE!**

To ensure your carpet remains in top condition and fully covered by the warranty, it's important to follow our official installation and maintenance guidelines. Damage caused by insufficient cleaning, lack of maintenance, or incorrect handling may not be covered under the warranty.

# LONG LIFESPAN = THE SUSTAINABLE CHOICE

With carpet solutions from Fletco Carpets, you get a long-lasting flooring solution.

Fewer replacements are better for the environment. That's why it matters that your carpet stays in use for as long as possible. A properly maintained carpet extends the replacement cycle.

From a climate impact perspective, it is more sustainable to extend the lifespan of your carpet than to replace it.



# TAKE YOUR PRECAUTIONS

## KEEP OUTDOOR AREAS CLEAN

The cleaner the surrounding areas, pathways, parking lots, and associated parking facilities are, the less dirt will be tracked indoors by footwear, trolleys, etc. During winter, it is better to remove snow manually rather than using chemicals, sand, or salt, as these can cause salt deposits and, over time, may damage the colour of the carpet.

## USE GRATES AND DOORMATS

By placing outdoor grates and doormats at entrances and other key areas, you help prevent dirt from being brought indoors. Make sure the grates and mats are large enough to allow for at least 6–7 steps, so that the worst of the dirt, salt, sand, etc., is left in the mats rather than ending up on the carpets. Mats are also important in transition areas such as between kitchens and restaurants, between production facilities and office areas, and between restrooms and hallways.

## PROTECT THE CARPET AROUND DESK AREAS

Use protective chair mats beneath desks to prevent mechanical wear caused by office chair castors, which can crush carpet fibres and embed dirt into the pile. This is particularly relevant for tufted carpets and loop pile constructions, which are more susceptible to fibre distortion under rolling loads. Ensure that office chairs are equipped with castors specifically designed for use on carpeted flooring.

## MINIMISE THE RISK OF STAINS

To reduce the risk of stains on carpets, we also recommend establishing clear guidelines for where food and beverages may be consumed. In office environments, we always advise using washable flooring, such as linoleum, around coffee machines. Additionally, we recommend setting machines to fill cups to only 70% of their capacity to help prevent spills in corridors and shared spaces. In hotels, room service should always be delivered on a tray that can be placed outside the guest room door for returning used dishes, helping to avoid soiling in carpeted corridors.

## MAINTAIN VENTILATION AND AIR CONDITIONING

To prevent airborne particles from being recirculated, it is important to clean and replace ventilation filters regularly. Airborne particles may include pollen, smoke, exhaust fumes, and particles emitted from photocopiers and printers.

*“Ongoing care is an integral part of our operations and maintenance strategy. It ensures that the carpets continue to look beautiful and well-maintained, while also preserving a healthy indoor climate for our users.”*

Nordic LockTiles® carpet installed at Scan Global Logistics, Hvidovre, Denmark.



# THE GOOD MAINTENANCE PLAN

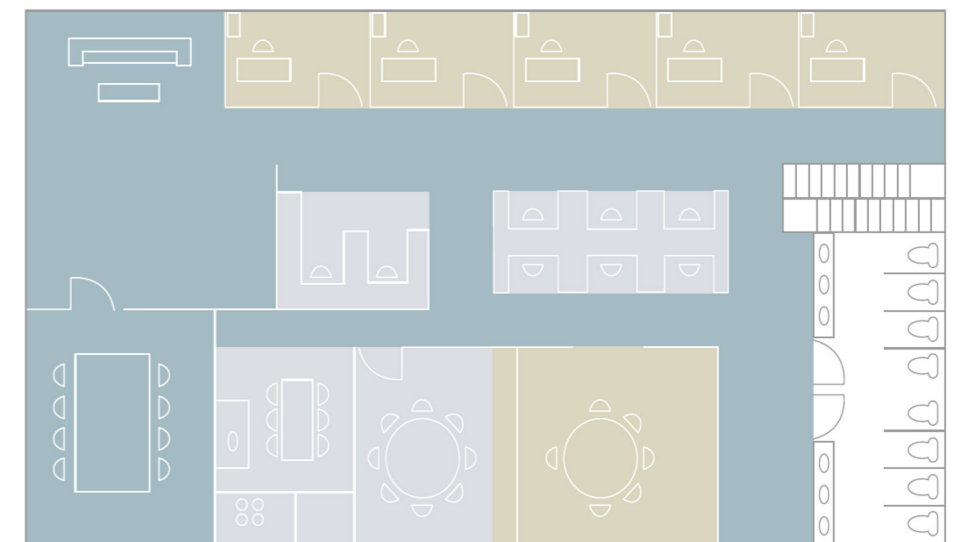
*It is far easier and more cost-effective to prevent dirt from entering the building than to remove it from the carpet.*

We recommend incorporating smart and preventive solutions in areas that are particularly exposed to dirt, while also considering both budget and cleaning routines. Therefore, it is beneficial to identify the different cleaning zones within the building or rooms where the carpet is to be installed and to develop a maintenance plan before the carpet is laid.

It's clear that the more foot traffic an area has, the more soiling the carpet will be exposed to. The frequency of vacuuming and deep cleaning will therefore depend on the level of foot traffic, the type and amount of dirt typically present, and the likelihood of spills. Areas particularly prone to soiling may include:

- Entrance areas, corridors, and staircases with high foot traffic
- Transitions between carpet and hard flooring
- Corridors between factory and office areas
- Areas around elevators
- Zones adjacent to kitchens, restaurants, bars, and restrooms
- Around water and coffee dispensers

A clear floor plan that visually outlines the cleaning and maintenance needs in the different cleaning zones forms the basis for, among other things, the daily vacuuming schedule, maintenance plan, and overall cleaning schedule.



High traffic: Vacuum daily. Clean 3-4 times per year.  
Moderate traffic: Vacuum daily. Clean twice a year.  
Light traffic: Vacuum twice a week. Clean once a year.

# CLEAN – VACUUM EFFECTIVELY

Determining how often different areas need to be vacuumed is an important part of an effective maintenance plan – and one that takes budget into account. Vacuuming is by far one of the most important and cost-effective elements in the daily cleaning routine. Dirt, sand, and debris have sharp edges that will damage carpet fibres over time if not removed effectively.

Plan vacuuming schedules based on the level of dirt and soiling in each area. Entrance mats should be vacuumed daily, cleaned frequently, or replaced regularly. This helps ease the cleaning process in adjacent areas. An effective vacuum cleaner removes more than 80% of the dry dirt that can wear down carpet fibres.

By vacuuming effectively, you prevent dry dirt from settling into the carpet and damaging the fibres. It also helps avoid spreading dirt to other areas that would otherwise not require frequent vacuuming.

## VACUUM BASED ON DEFINED NEEDS

To effectively remove dry dirt, we recommend the following vacuuming frequency:

<b>Areas with heavy foot traffic:</b>	<b>Daily</b>
<b>Areas with moderate foot traffic:</b>	<b>Twice a week</b>
<b>Areas with light foot traffic:</b>	<b>1–2 times per week</b>

Examples of areas with heavy or moderate foot traffic include:

- Entrances
- Elevators
- Reception areas
- Corridors
- Cafeterias
- Restaurants
- Common areas
- Large open-plan offices
- Lounges

Examples of areas with light foot traffic include:

- Single-occupancy offices
- Conference rooms
- Meeting rooms
- Guest rooms





## RECOMMENDED VACUUM CLEANERS

The cleanliness of the carpet and the amount of dust particles left in the room after vacuuming largely depend on the vacuum cleaner's suction power and its ability to retain dust particles within the machine.

Upright vacuum cleaners with rotating brushes are highly effective machines that provide deep cleaning. We recommend them for flat-woven carpets and tufted carpets with short pile in all types of rooms, regardless of foot traffic levels. These vacuums lift the fibres and bring dirt from the base of the carpet to the surface, where it can be effectively removed. Standard vacuum cleaners are often less powerful than upright machines with rotating brushes, but they are lighter and easier to manoeuvre around furniture. For that reason, they are well suited for use in furnished areas and rooms with light traffic. We always recommend using a nozzle with rotating brushes.

### MICROFILTER

It is important to choose a vacuum cleaner equipped with a HEPA filter, as it can retain even the smallest particles such as pollen and dust mites. A vacuum cleaner with an efficient HEPA filter makes a positive contribution to indoor air quality. The HEPA filter captures 99.99% of all particles from dust, pollen, pet dander, and similar microparticles.



Classic Vacuum cleaner (Nilfisk)



Upright vacuum cleaner with rotating brushes (Nilfisk)

**REMEMBER** to clean the vacuum nozzle regularly and replace it when needed to ensure effective results.

### NOTE!

For long-pile fitted carpets in our Rugs & Shapes collection, we recommend using a smooth nozzle to protect the carpet and maximise its lifespan. If the nozzle has rotating brushes, these must be switched off.



# CLEAN AND MAINTAIN AT REGULAR INTERVALS

Even the best and most efficient vacuum cleaners cannot remove dirt, sand, and small stones that have settled deep within the carpet. Regular deep cleaning will extend the lifespan of the carpet and help ensure a healthy indoor environment. In most cases, it is embedded dirt and debris — not foot traffic — that causes wear on carpet fibres. That's why it's important to remove dirt and soiling on a regular basis.

Studies show that if cleaning agents, soap residue, or chemicals are left behind in the carpet, the surface becomes more prone to soiling, making it harder to maintain cleanliness over time. The most suitable cleaning method for your project will depend on factors such as the floor construction, the level of traffic, and your ability to allow sufficient drying time before moving furniture back and reopening the area for use.

## WE RECOMMEND THE CARBONATION METHOD

With the carbonation method, the carpet is cleaned by applying a pH-neutral, high-powered carbonated solution at a temperature of 60-62°C. The solution is worked into the carpet and then extracted. The carpet is then dried using an absorbent cotton bonnet.

Using the carbonation method, no surfactants or chemical agents are applied that contribute to re-soiling or compromise indoor air quality. The process requires only minimal water usage, preventing saturation of the carpet and thereby minimizing the risk of delamination of the backing material. Additionally, the low moisture level significantly reduces the potential for microbial growth, including bacterial and fungal spores. Typical drying time is approximately 1–2 hours.



We recommend the carbonation method.

Intensity of use	LIGHT	MODERATE	HEAVY
<b>Room types</b>	Single offices Meeting rooms Storage rooms Conference rooms	Hallways Larger office areas Common areas Lounges	Entrances Canteens Retail areas Receptions
<b>Preventive measures</b> Grates: Mats:	Not relevant Not relevant	Not relevant Can be used	Recommended Recommended
<b>Routine cleaning</b> Vacuuming: Stain removal::	2x weekly Ongoing	Daily Ongoing	Daily Ongoing
<b>Deep Cleaning</b> Carbonation method: Extraction method: Dry-cleaning method: Rotary shampooing: Steam cleaning:	<b>1 time annually</b> Recommended Can be used Can be used Use with caution Use with caution	<b>2 times annually</b> Recommended Can be used Can be used Use with caution Use with caution	<b>3-4 times annually</b> Recommended Can be used Can be used Use with caution Use with caution

Example of a maintenance plan. We recommend adapting it to the specific conditions and developing it in collaboration with a professional partner.

## THE EXTRACTION METHOD (can be used)

Extraction machines clean the carpet by first spraying hot water and cleaning agent into the carpet under pressure, and then extracting the water, cleaning agent, and dirt. This method is the most used cleaning method and effectively removes loose dirt and debris.

Be aware that excess cleaning agents or chemicals left in the carpet can attract dirt and leave a greasy surface, leading to rapid re-soiling. If these are not effectively removed, the residues can cause the carpet to soil again faster. There is a risk of improper treatment, and the drying time is long — typically more than 24 hours.

**Warning: This cleaning method is not recommended for raised floors / IT and data flooring.**

## THE DRY-CLEANING METHOD (can be used)

This method involves distributing a dry-cleaning compound over the carpet. It is particularly suitable in situations where the carpet cannot be allowed to dry before being walked on again. A mechanical brush works the compound into the carpet, where it attracts visible dirt. The compound is then vacuumed up. Little to no water is used in this process.

Please note that dry-cleaning can affect air quality during and after the cleaning process. After multiple cleanings, the carpet may retain residual cleaning compound. Therefore, it is necessary to perform a hot water extraction cleaning every one to two years.

**Warning: This cleaning method is not recommended for raised floors / IT and data flooring.**



### ROTARY SHAMPOOING METHOD (use with caution)

In this method, the cleaning solution is applied to the carpet through a rotating brush, which works the solution into the carpet and loosens dirt particles from the carpet fibres. In heavily soiled areas, this method is often used in combination with an extraction machine.

Be aware that any residual cleaning solution or chemicals left in the carpet can attract dirt and leave a greasy surface, leading to rapid re-soiling. Rotary shampooing requires the use of a heavy machine, which can damage the carpet fibres. The drying time is long—typically more than 24 hours.

**Warning: This cleaning method is not recommended for raised floors / IT and data flooring. It is also not recommended for carpet tile installations where tackifier or adhesive have been used.**

### STEAM CLEANING (use with caution)

A steam cleaner works by combining very hot water, steam, and a cleaning agent to loosen dirt and stains from the carpet. Everything is then extracted using strong vacuum suction.

Please note that the high temperatures may damage the carpet and cause adhesive layers to detach. This method also uses relatively large amounts of water, resulting in long drying times – typically more than 24 hours.

**Warning: This cleaning method is not recommended for raised floors / IT and data floors. It is also not recommended for carpet tile installations where tackifier or pressure-sensitive adhesives have been used.**

## AFTER PROFESSIONAL MAINTENANCE

**Do not walk on the carpet until it is fully dry. Inspect for residual staining or embedded soil that may require additional spot treatment.**

Avoid placing furniture on the carpet before it is completely dry, as even light pressure on damp carpet fibres can prevent them from recovering and drying properly.

### DO NOT APPLY ANTISTATIC AGENTS TO FLETCO CARPETS

Fletco carpets are manufactured with conductive fibres that ensure permanent antistatic performance. The application of antistatic agents following maintenance is unnecessary and may attract soil or cause long-term damage to the carpet.

## WHEN RELOCATING FURNITURE

**Workplace layouts are occasionally reconfigured to accommodate changing needs—for example, the repositioning of walls, furniture, or workstations.**

It is essential to use appropriate lifting equipment when moving furniture and to avoid dragging or pushing shelving units, height-adjustable desks, or similar items across the carpet. This applies to all carpet types but is particularly important for flat-woven constructions. Dragging furniture generates friction, which can result in permanent damage, such as pull marks or scorch marks.

These marks are more pronounced on flat-woven carpets, where low pile height does not conceal the damage. Such irrevocable damage cannot be corrected through cleaning or maintenance and is not covered under warranty.

### HANDLING SPILLS AND STAINS

Spills are inevitable, but they don't have to result in permanent stains. The most effective way to remove a stain is to treat it immediately after the spill occurs. Always follow these simple guidelines and recommendations:

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### IMPORTANT:

We always recommend contacting a professional maintenance company before attempting to remove stains yourself.

Be sure to provide information about the type of stain involved. Also inform them of any cleaning agents you have already used, if you have attempted to treat the stain on your own. This information is crucial, as it can affect the ability to permanently remove the stain.

### 1) Remove Loose Residue

For fresh stains, begin by removing any loose residue, then blot up the spilled liquid using a dry, lint-free white cloth or colourless paper towel. It is important not to rub the stain—always blot gently instead. Dried or concentrated stains should be treated using a soft brush and a vacuum cleaner.

Always work from the outside in. Always treat the stain from the outside toward the centre to avoid spreading it further. It is essential to blot, not rub, the stain.

### 2) Dissolution with Lukewarm Water

The next step involves using carbonated or lukewarm water without the addition of soap, detergent, dishwashing liquid, or similar agents. Gently dab the affected area with a damp cloth, then blot thoroughly using a clean, dry white cloth to absorb as much moisture as possible.

Subsequently, apply potato starch to the area. Allow it to dry for 24 hours, then remove the residue using a vacuum cleaner.

### 3) Carpet-Specific Stain Removers

If the stain cannot be fully dissolved with water, it may be necessary to apply a universal carpet stain remover. We recommend the use of products that are specifically formulated and approved for textile flooring applications.

# APPROVED STAIN REMOVAL AGENTS

- Diversey Tapi Stain Remover 2
- Dr. Schutz Fleck & Weg+
- Dr. Schutz Fleckenspray R Super Stain Remover R
- Hargerty SOS Universal Spot Remover

Follow the instructions on the product packaging for proper use. Apply the stain removal agent onto a clean cloth rather than spraying it directly onto the carpet.

## **IMPORTANT:**

The stain removers have been tested in accordance with the manufacturer's instructions on clean carpets. The carpet is chemically compatible with the recommended stain removers, meaning they do not cause surface damage, discoloration or leave visible residue when used as directed.

**However, no guarantee is provided regarding the effectiveness of these products in removing specific stains, as results may vary depending on the nature, age, and extent of the spillage.**

## **AVOID THE USE OF CHLORINE-BASED CLEANING AGENTS**

Avoid using chlorine-based cleaners, products containing bleach, or other aggressive chemicals, as these can damage carpet fibres and dyes. In some cases, the damage may not become visible until months after application—particularly after exposure to light and air. Such damage is often irreversible.

