

Proper vacuuming is one of the most important steps in maintaining the beauty and extending the life of your rugs and carpets. Regular and thorough vacuuming at least once a week is recommended and even twice a week in the heavier traffic areas. This will remove soil and dirt particles before they become embedded into the pile of the carpet.

An upright vacuum cleaner with rotating beater bar and brush or canister type are the most efficient cleaners. **Do Not** use an overly stiff brush on the beater bar as this will cause excess fuzzing. The head of the vacuum should be adjusted so that the brushes **do not** touch the face of the carpet. It is **not** recommended to use a vacuum which automatically adjusts as this will cause excess fuzzing. Silk Carpets should **not** be vacuumed with any type of brushes on the vacuum. Dyson vacuums will void all warranties.

Shags: Extra care should be exercised with shags and high pile carpets and rugs. It is recommended to set the vacuum cleaner at its highest setting **without** a beater bar. Using a beater bar or brush may cause the yarns to “feather out” or lose their twist level resulting in excessive pilling or fuzzing. Proper care and maintenance (including vacuuming these products with suction only) will ensure that your “shag carpet” will maintain its unique character for a long time.

As with all carpets, the first time a new carpet or rug is vacuumed, the bag will probably show what appears to be a lot of fiber. This should cause no concern as it is normal and to be expected. Loose fibers, which are not held tightly by the yarn, are being removed, as are fibers not removed during manufacture. The amount of fiber removed will decrease with each vacuuming.

Vacuum cleaners should be well maintained to perform at peak efficiency. Check belts and brushes regularly for wear. Vacuum bags should be emptied frequently and not allowed to become more than half full. Machines should be operated slowly and serviced regularly.

Unsatisfactory carpet appearance caused by improper maintenance or vacuuming, use of harsh cleaning agents, improper cleaning procedures, or exposure to household chemicals are not basis for claims and will not be considered.

Please refer to our Care and Maintenance brochure for additional information.