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HECKMONDWIKE

MAKERS OF FIBRE BONDED CARPETS

Carpet Cleaning & Maintenance Guide

Look after your Heckmondwike carpet and it will last for years

Here at Heckmondwike we are extremely proud of our flooring products. Available in a wide range of colours, they really add style to a room and look great in large spaces.

We want you to be as proud of your carpet as we are.

That's why we are providing you with this, a comprehensive cleaning guide. It covers everything from daily cleaning to deep cleaning, stain removal to how to tackle chewing gum.

With simple to follow instructions, visual guides and tools lists for each situation, this is the most comprehensive cleaning guide available. Helping you be as proud of your new carpet in five years time as you are today.

**If you have any questions please
email technical services on
technical@heckmondwike-fb.co.uk
or call 01924 413634**



Daily vacuuming is recommended to keep your carpet looking great



- Daily vacuum cleaning with a twin motored upright vacuum cleaner, such as a Sebo, preferably with an adjustable head, is recommended. Sebo contact details are available on the first page of the stain removal section.
- Please note that Heckmondwike's fibre bonded carpets can be vacuumed immediately after installation.
- It is essential to remove all loose soil daily because if left to build up, the particles of dirt are much harder to remove and are more damaging to the fibre structure, thereby decreasing the life of the carpet.
- Attention should be given to areas where there is extra traffic and in entrances to buildings where extra vacuuming is necessary.



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Deep cleaning should be part of your maintenance schedule



- The carpet should be periodically deep cleaned by hot water extraction using a good quality carpet detergent, such as Granwax High Performance Carpet Shampoo.
- Trained cleaning staff or a reputable contract cleaner should be used, preferably members of the National Contract Cleaners Association (NCCA). Contact details are available on the first page of the stain removal section.
- It is important that the carpet is deep cleaned at least once a year, depending on traffic levels.
- In certain circumstances, for instance excessively stained carpet, Granwax High Performance Pretreatment may be required, alternatively, the cleaning professional may consider a combination of rotary brush and extraction equipment to give improved results.
- Rotary brush cleaning by itself is not recommended.

It is essential to deal with spillages immediately

- Wherever possible our recommendations should be strictly followed.
- Immediately blot with a clean absorbent cloth.
- If any further stain remains or has otherwise been allowed to dry, the method will vary accordingly.
- If stains are not dealt with immediately, the type of stain may not be able to be identified.
- Stains left over a period of time become increasingly difficult to remove and may require several treatments.
- Most stains can be successfully dealt with by the use of either a good quality multi-purpose stain remover, such as Granwax Ezee Spot and Stain Remover or a solvent-based cleaner, such as Prochem Solvall (solvent cleaning of bitumen backed tiles should preferably be avoided, where this is not possible, extra caution should be taken and only very light surface cleaning should take place).
- In all cases after stain removal, the carpet should be allowed to dry completely and then cleaned with a twin motored upright vacuum cleaner.



Upright Twin
Motored Vacuum
Cleaner



Multi Purpose
Stain Remover



Cloth



Warm Water



Solvent Based
Cleaner



Rubber Gloves



Biological
Washing Power



Blunt Edged Knife



Chewing Gum
Cleaner
(Citrus Gel)

Alcoholic Beverages, Coffee, Tea, Chocolate, Minerals & Fruit Juices



Baby or Animal Stains



Food



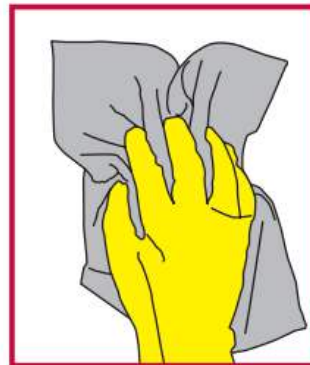
Fountain Pen Ink, Paint (Water based)



Blood (Wet) & Vomit



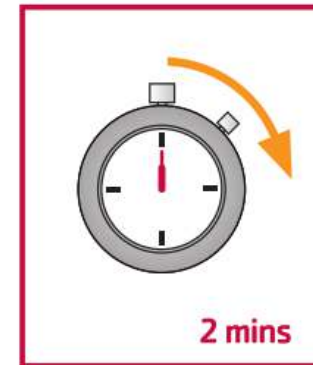
You will need:



Absorb any spills or debris.



Spray sparingly with stain remover to avoid over wetting.



2 mins

Leave to absorb for up to 2 minutes depending on stain intensity.



Dab with a dry absorbent cloth until no further stain transfers.

Relevant Contact Details

The Granwax Ezee Carpet Care range and cleaning advice can be obtained from: Granwax Products Ltd:

**Tel: 01773 541177 E-mail: info@granwax.com
 Web: www.granwax.com**

Prochem Solvall and chewing gum removers can be obtained from Prochem:

**Tel: 0208 974 1515 E-mail: sales@prochem.co.uk
 Web: www.prochem.co.uk**

The National Contract Cleaners Association represents trained cleaning professionals:

**Tel: 0116 271 9550 E-mail: admin@ncca.co.uk
 Web: www.ncca.co.uk**

Sebo commercial vacuum cleaners can be obtained from Sebo:

**Tel: 01494 465533 E-mail: info@sebo.co.uk
 Web: www.sebo.co.uk**

Please ensure that all the mentioned products are used in conjunction with usage and health and safety instructions.

Shoe Polish, Metal Polish



Butter, Cooking Oils & other Greases, Cream, Ice-cream & Milk



Oil Based Paint, Varnish, Ointment & Tar



All Ink (except fountain pen ink)



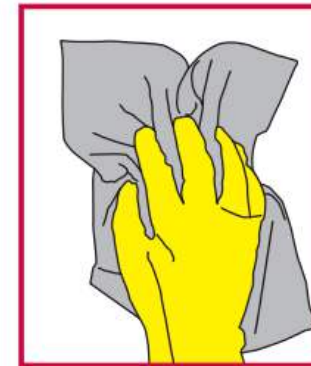
You will need:



Absorb any spills or debris.



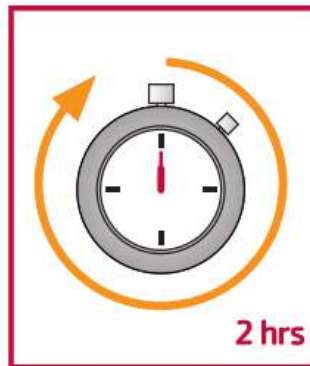
Moisten a cloth with solvent based cleaner and dab onto stain.



Alternate moist and dry cloths until no further stain transfers.



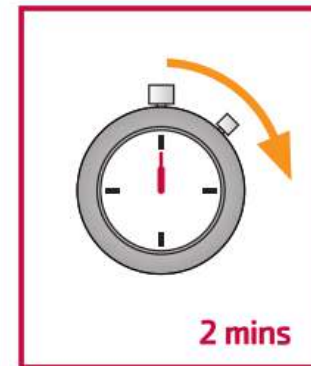
Cover with thick wad of cloths and something heavy.



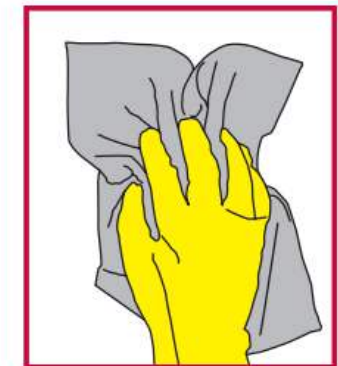
Leave for 2 hours.



Spray sparingly with stain remover to avoid over wetting.



Leave to absorb for up to 2 minutes depending on stain intensity.

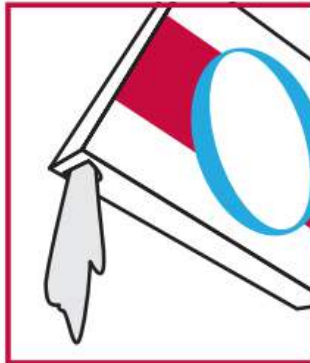


Dab with a dry absorbent cloth until no further stain transfers.

Dried Blood



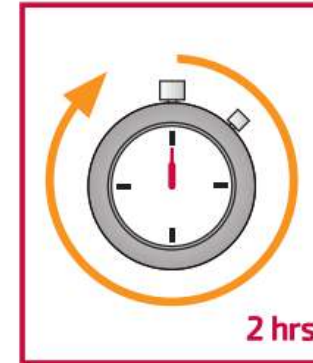
You will need:



Make a paste with biological washing powder using as little water as possible.



Moisten stain with warm water and cover with the paste.



Keep moist for 2 hours.



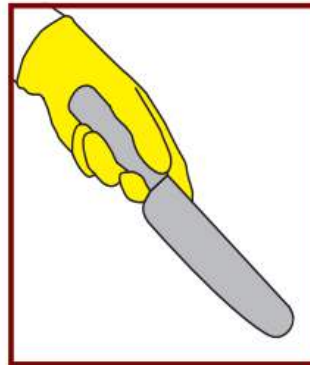
Sponge with clean warm water and blot with an absorbent cloth.

**Chewing Gum, Candle Wax,
Blu-tack & Plasticine**

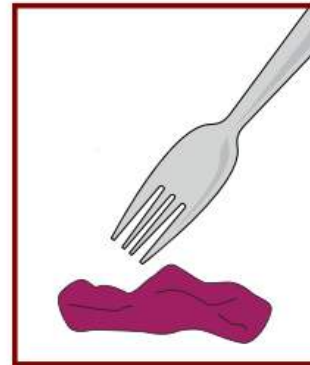


For larger areas consider the
use of Prochem's Bazooka Gum
Remover Machine

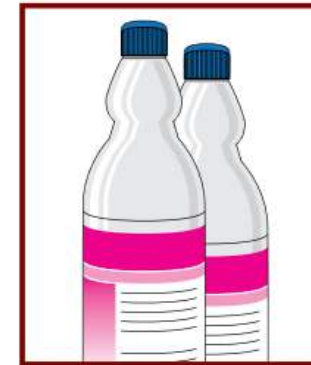
You will need:



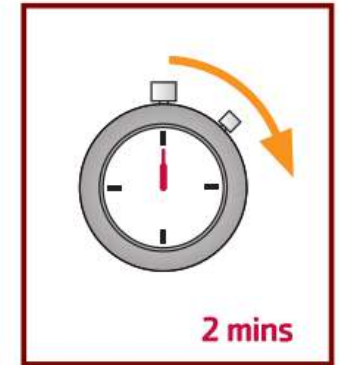
Scrape off the excess with a
blunt edged knife.



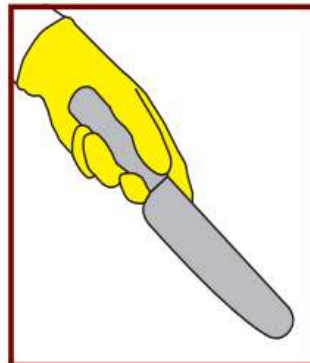
Perforate surface using a
fork.



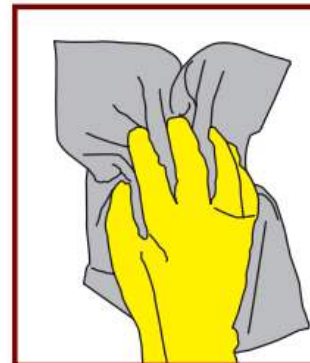
Apply Prochem's Citrus Gel.



Leave for 2 minutes.



Remove softened gum with
blunt knife.



Any remaining residue can
be wiped away with Solvall
Spotter applied on a damp
sponge or towel.