



MAINTAINING TEXTILE FLOOR COVERINGS

Maintenance tips for broadloom carpets,..... p 2
carpet tiles and planks

Frequency table p 6

Stain removal table p 7



CARPET CARE

Care of your new carpet is a major determining factor in how long it will last. This document provides all the recommendations required for care, stain removal and cleaning to enhance the beauty of your carpet throughout its lifetime. Poor upkeep, more particularly the use of unsuitable stain removers or detergents, can rapidly cause lasting and irreversible damage to the floor covering.

Proper carpet care involves four types of activity:

- Protecting entrances.
- Vacuuming.
- Removing stains.
- Regular care.

1. Protecting entrances

Dirt and dust brought indoors is by far the most damaging type of contaminant for carpet. All entrances leading to carpeted areas should therefore be protected. In this way, it is possible to stop over 90% of dirt brought in by foot traffic by installing an effective and appropriately sized door mat.

Protecting exterior entrances - use “foot-scraper” grilles or rough, hard-wearing mats to remove dirt from shoes.

Protecting interior doorways - use damp-absorbing mats large enough to take 3 paces in the direction of entrance.

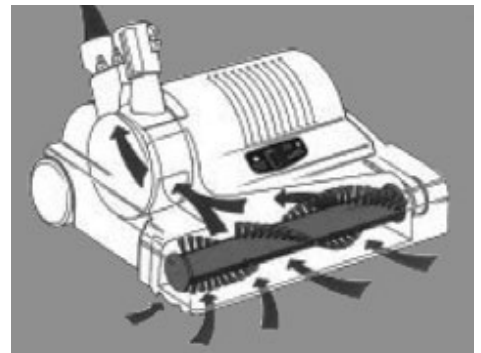
Safety mats should also be placed near car park entrances, lifts, goods lifts, kitchen doors, cafeterias and drinks vending machines, and in general near any place where smooth flooring meets textile flooring.

IMPORTANT: all such mats should be vacuumed every day if they are to perform their intended purpose.

2. Vacuum-brush cleaning

Regular use of a vacuum-brushing cleaner is the best way to care for carpets. The intensity of foot traffic should be clearly identified in each area so that vacuuming activities can be properly planned (refer to the frequency table).

It is absolutely essential to use a vacuum cleaner with a **rotating brush** for best results; this type of vacuum cleaner removes dust efficiently through its mechanical action (for example models from the SEBO XP series). Vacuum cleaners with flat nozzles remove only a limited amount of dust and do not lift the pile. Brushing machines which use pressure to operate are not sufficiently effective for this task.



To prevent fine dust being discharged into the air, the vacuum brushing cleaner should be fitted with an additional efficient filter (HEPA filter).

3. Removing Stains

3.1 Choosing cleaning products

Choosing products for cleaning your carpets requires great care and attention. The use of an unsuitable product could lead to irreparable discolouration to the carpet. Indeed, textile floor coverings are sensitive to chemical agents: the fibres of the usable side as well as the reverse could be damaged by aggressive agents, such as alkaline products and whitening agents (bleach, hydrogen peroxide, etc.).

As a general rule, only use treatments that are specifically recommended for use on carpet. To do this, carefully read the recommendations on the packaging as well as the technical factsheet. In any case, follow the recommendations for use carefully.

We recommend that before using a new product, you check it is harmless to colour by testing it on an offcut or on a small unseen area. Avoid all products with a bleach base and spray foams. The pH of the products used must not be higher than 8. Never directly or indirectly spray a product not designed for cleaning onto the carpet (air freshener, air sanitiser, essential oils, etc.).

Furthermore, whatever the product used, it is necessary to take care not to leave any residue from the agents on the carpet. After using a cleaning product agent it is always necessary to rinse with clean water.

3.2 Methodology

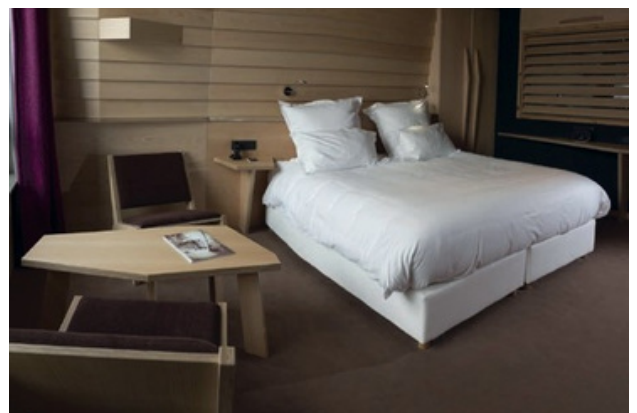
Your fitted carpet is a textile item: quick action is required to deal with stains. It is recommended that you deal with any stains as soon as they occur. Dirt is considerably more difficult to remove once it has settled in. Use a stain-removing product that is appropriate to the particular problem. We recommend that you check that the stain-remover is compatible with the carpet before use, by applying a small amount to a concealed part of the carpet.

Spills:

Blot spills as soon as possible using a clean, dry and absorbent white cotton pad. Do not scrub the stain, as this may damage the structure of the pile.

Solid stains:

- Remove as much of the substance as possible with a palette knife or a scraper.
- Then use a stain-removing product that is appropriate (see stain removal table).
- Apply the stain remover to a white cotton cloth and dab the stain forcefully without rubbing it or over-loading it with stain remover.
- Start from the edge and work inwards to prevent the stain spreading.
- Continue doing as instructed as long as the stain is soaked up by the cloth.
- Then use the upturned glass method to shampoo the carpet: massage the stain by making circles with the upturned glass and removing any foam that forms. Repeat this step until the foam stops appearing.
- Rinse with water by dabbing it vigorously with a damp sponge. Dab with a dry cloth to absorb as much moisture as possible.



- Finally, cover with a white absorbent layer (cotton cloth or kitchen roll) about 1 centimetre thick, weighted down by a heavy object and covered with a plastic sheet to absorb any residual moisture and the remains of the stain.

For the maintenance of carpets in professional locations, we recommend using a portable injection-extraction machine which is specifically designed for stain removal (see Bissel Spotbot or Vax equipment).



4. Regular cleaning

Regular cleaning done properly can put off more drastic cleaning operations such as “spring-cleaning” or “restorative cleaning” for a very long time.

4.1 Cleaning with absorbent powder

- Spray 5 -10 sq. metre (max.) sections with stain remover pre-wash solution, paying particular attention to dirty and stained areas.
- Then spread as thin a layer as possible of the powder over the treated area.
- Work the powder into the carpet with a dusting brush or stiff broom.
- Leave the product to take effect.
- Remove by vacuuming it lengthwise and widthwise several times if necessary.

Recommendations:

- This method is not suitable for loop pile woollen products.
- The hardness of the brush should be adapted to the resistance of the pile.
- Take particular care not to brush Saxony-type pile carpet too hard.

4.2 Rotocleaner

- 1 Using a vacuum brush, vacuum up large and visible particles.
- 2 Treat stains individually (see 4).
- 3 Spray a detergent solution before vacuuming with the Roto-cleaner.
- 4 Check that the hardness of the brush is suitable for the carpet to be cleaned.
- 5 Fill the reservoir with water only.
- 6 Continuously spray and brush the carpet at the same time: detergent solution and dirt are collected in the container.
- 7 To shorten drying time and avoid leaving marks, you can vacuum over sections again without spraying.
- 8 Clean the machine.

Take care when choosing the hardness of the brushes according to the type of carpet and the frequency of cleaning. We recommend using soft brushes (white).

4.3 Injection extraction

This deep-cleaning method cleans the pile fibre from top to bottom. If done on a regular basis, only heavy traffic areas need to be gone over thoroughly, to lighten these areas. It should not be used on carpet tiles.

This method is also suitable as part of the so-called “restorative” treatment, in which case the entire surface of the carpet should be treated.



Start by thoroughly vacuuming the area to be treated. Put plastic sheets underneath the legs of pieces of furniture that cannot be easily moved.

This method works on the principle of injecting a highly diluted detergent solution in warm water (hot for very greasy stains) to remove dirt. Detergent and dirt can be removed immediately by following this up with very vigorous wet vacuuming.

The detergent solution should be chosen carefully; its pH must be less than 8.

As a precaution, add an anti-foam agent in the machine's recuperation tank.

Proceed as follows:

- Vacuum in parallel lines, going against the direction of the pile where necessary in heavy traffic areas. Use just enough detergent solution to clean the carpet (see technical factsheet). Do not get the carpet excessively wet. Clean in straight lines wherever possible, overlapping each run by one third of the nozzle width to avoid any traces of passage.
- After each cleaning operation, go over the same area without detergent once more with just the vacuum cleaner.
- Extraction should be repeated in areas where visible dirt has not been removed with just one pass of the cleaning nozzle.
- Lastly, repeat the above, replacing the detergent with water, to remove all traces of detergent from the pile.
- If extraction has been properly performed, the ideal drying time should be from 6 to 12 hours, during which no one should be allowed to walk on the carpet. Drying time can be much shorter if special dryers are used.



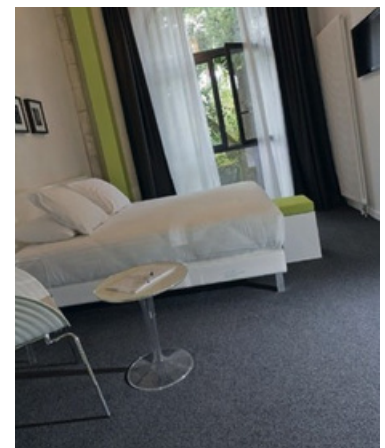
Important general recommendations:

The use of unsuitable stain removers or cleaning products can cause irreversible damage. Textile floor coverings are sensitive to chemical agents: the topside fibres and the backing can be damaged by aggressive agents such as alkali (ammonia etc), bleach and/or oxidising agents (chloride bleach, hydrogen peroxide etc).

Avoid drowning the stain - prolonged or repeated humidity can discolour and soften the carpet or even detach the backing, cause shrinking, warp carpet tiles, turn the carpet yellow or encourage proliferation of mould and bacteria.

5. Restoration

This procedure should be planned in extreme cases (lack of maintenance, failure to respect maintenance plan, absence of protection of access areas etc.). It involves the implementation of numerous cleaning techniques over the whole of the surface area and should be carried out under the supervision of a professional.



FREQUENCY TABLE

Type of room	Intensity of traffic	Cleaning task	Suggested frequency
Management offices	Light	Vacuum-brush cleaning	2 to 3 times a week
		Stain removal	Immediately
		Regular cleaning	Half-yearly
		Complete restorative treatment	Every 3 years
Corridors	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Monthly
		Complete restorative treatment	Annual
Restaurants, hotel bars	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Weekly
		Complete restorative treatment	Half-yearly
Hotel lounges	Intensive	Vacuum-brush cleaning	Once a day in heavy traffic areas
		Stain removal	Immediately
		Regular cleaning	Quarterly
		Complete restorative treatment	Annual
Ground floor - Reception	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Monthly
		Complete restorative treatment	Quarterly
Day room - Living rooms	Moderate	Vacuum-brush cleaning	2 to 3 times a week
		Stain removal	Immediately
		Regular cleaning	Half-yearly
		Complete restorative treatment	Every 2 to 3 years

STAIN REMOVAL TABLE

Type of stain	Products required
Butter, oil, dirty grease, tar, wax	Methylene chloride.
Alcoholic drinks, wine, coffee, tea, coca-cola, urine	White vinegar (5 min).
Mud	Let the mud dry then brush. If necessary, rub with diluted carpet shampoo. Rinse with clear water.
Candle wax	Scratch gently to remove as much wax as possible. Then put blotting paper on the stain and place a warm iron on it without pressing down. Repeat, moving the blotting paper until the stain has melted and most of it has been absorbed. Finally, rub the stain with a cloth soaked in methylene chloride.
Chewing-gum	Harden the chewing gum with ice then remove it with the blunt edge of a knife. Then dilute the remainder with acetone.
Milk, egg, yoghurt, chocolate, grass, vomit	Rub with a cloth soaked in carpet shampoo. Rinse with clear water.
Glue, varnish	Dab with a cloth soaked in acetone.
Paint	Dab with a cloth soaked in White Spirit.
Lipstick	Clean with a cloth soaked in make-up remover.
Rust	Dab the stain with regular rust remover (diluted oxalic acid).
Sugar, sweets, sweet drinks	Dab the stain with water then clean with carpet shampoo. Rinse with clear water.
Nail varnish	Dab the stain with a cloth soaked in nail polish remover.
Unidentified stain	Dab successively with methylene chloride then acetone, then a diluted solution of white vinegar, then clean with carpet shampoo. Rinse with clear water.



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