

CARPET/RUG CLEANING

Maintenance and Cleaning: Cut /Loop Carpets & Rugs

1. CARPET CHARACTERISTICS ∪ PREAMBLE

Your floor covering is subjected to more intensive use than any other interior finish. As with all textile materials, these rugs have inherent characteristics which may affect their appearance over time. The following conditions are normal and are not considered manufacturing defects:

- Shedding** Shedding in new cut pile carpet results from certain manufacturing and finishing techniques which sometimes leave residual fibres on the carpet surface. Shedding will decrease over time with routine vacuuming.
- Matting & Crushing** Texture change known as matting or crushing may occur in all carpet. It is generally noticeable in traffic paths, at pivot points and on stairs. Regular vacuuming and proper maintenance minimise these characteristics.
- Sprouting & Tuft Loss** Occasional sprouting pulls, or loss of random single tufts is a normal condition. Remove by trimming with sharp shears and vacuuming. **DO NOT PULL THESE "SPROUTS"**.
- Colour Change** It is normal for carpet to undergo slight changes in colour appearance over time and with use. Exposure to sunlight, humidity, heat, oxides, and other atmospheric gases in the commercial environment may affect colour. Improper maintenance may also affect colour, particularly in high traffic areas.
- Rest Rooms & Wet Areas** Carpet used in or adjacent to rest rooms and wet areas may suffer additional texture and colour changes from humidity and repeated exposure to cleaning chemicals and chlorine in municipal water
- Shading and Pile Reversal** These are inherent characteristics of all cut pile carpets for which there is no known cause and may occur immediately after the carpet is installed. This is not a manufacturing fault and no claims will be entertained for this
- Staining & Soiling** Purchasers understand that no commercial carpet product is impervious to the staining and soiling potential associated with corporate, commercial and institutional applications. Therefore, the importance of a regular maintenance programme cannot be overstated in order to achieve acceptable long-term appearance.
- Protection of Rug Perimeter** Rotating brushes and wet floor machines used for cleaning hard floors may damage the perimeter of these rugs. Ensure the operator takes care to prevent these problems occurring.
- Regular Vacuuming** Vacuuming removes invisible particles that abrade carpet fibres and degrade carpet appearance. Vacuuming removes atmospheric dusts and particulate. Vacuuming also helps control odors. We recommend a high quality vacuum with a power head brush feature, adjustable to pile height.
- Filter Bags** High efficiency filter bags dramatically reduce the amount of dust circulating in a commercial facility by capturing microscopic particles which are often missed by conventional filter bags and recirculated into the air. Replace filter bags as recommended by the manufacturer.

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2. SPOT CLEANING

We recommend your maintenance personnel familiarise themselves with this section in advance, always having required materials available.

Pre-treating

Spills & Stains.....Identify and quickly remove residual staining material. Remove solids with a spoon or case knife. Remove liquid by blotting in a single direction with a white paper towel.

Spot Cleaning

Technique.....Unless indicated otherwise, apply cleaning solution sparingly with a spray bottle. Never pour solution directly on your carpet. Use table to categorise spill or stain and treat as follows:

- A. **Water-Soluble Stains**—Spray with solution of ½ teaspoon (no more) liquid woolwashing detergent to one litre water. Blot in single direction with white paper towel. Spray with water to rinse. Blot dry in single direction with white paper towel. Repeat if stain persists.
- B. **Water-Soluble Stains with Odour**—As A, but first lightly spray with white vinegar solution.
- C. **Water-Soluble Stain with Heavy Colour**—As A, but first lightly spray with household ammonia solution.
- D. **Grease**—Cavalier-Bremworth dry cleaning aerosol available from supermarkets. Spray aerosol directly onto carpet surface. Allow to dry and then brush or vacuum surface. Repeat if stain persists.
- E. **Waxes and Gums**—Use commercially available product as directed.

For both B and C above “solution” is one teaspoon to one litre of clean water.

SPECIFIC STAINS:

A	Alcoholic Beverage	D	Asphalt/Tar
A	Beer	C	Berries
A	Blood (wet)	C	Blood (dry)
A	Butter	E	Chewing Gum
C	Chocolate	C	Coffee/Tea
C	Cola Drinks	A	Correction Fluid (white-out)
A, C	Cosmetics	D	Crayon Markers
B	Excrement	D	Food Dyes
A, D	Furniture Polish	D	Glue (latex or rubber cement)
A	Glue (Elmer's or White)	D	Grease (petroleum based)
A	Grease (food)	D	Ink (ballpoint)
C	Ink (Washable)	D	Ink (permanent marker)
D	Lipstick	A	Milk
C	Mustard		Nail Polish (use Nail Polish Remover)
A	Paint (latex, wet)	C	Paint (latex, dry)
D	Paint (oil)	D	Photocopier toner (vacuum first)
C	Tobacco Stains	B	Urine
B	Vomit	E	Wax
C	Wine		

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3. CORRECTIVE CLEANING ∪ WHEN REALLY SOILED ∪

- Prior to and after corrective cleaning, the carpet MUST be thoroughly vacuumed.
- DRY OR WET system in combination with either a rotary or **reel brush** powerhead is recommended as the most effective method of corrective cleaning. This mechanical action is necessary to satisfactorily agitate dense 1/8 guage construction.
- High pressure hot water extraction systems (“steam cleaning”) is also suitable for cut-pile carpets. This method is gentle to twisted carpet yarns, however over-wetting could damage the carpet. Over-wetting of heavily soiled areas, after several cleanings, could result in damaged carpet.
- After cleaning with a detergent solution, a clear rinse water extraction is required to remove soil and detergent residues from the carpet pile. Wet cleaning should take from 12 to 36 hours before the carpet is dry enough to be put back into service. Heavy duty fans may be required to speed-up drying.

DO NOT OVER WET THE CARPET