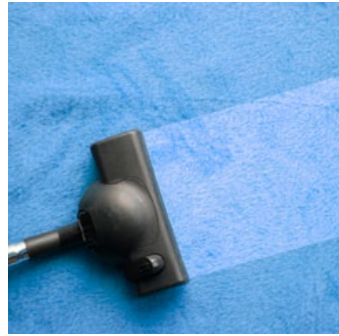




Prevention



Protection

# Cleaning Guide

Helping you protect your investment

**danfloor**  
An Ulster Group Company

# A carefully executed maintenance programme

This maintenance guide has been developed to help the planning and implementation of an effective carpet care programme. It provides information regarding various recommended cleaning methods and offers advice on how these methods should be carried out.

Regular cleaning and maintenance will protect the aesthetic and functional benefits of a carpet. Such a programme should be planned at the time of carpet selection and at the latest before installation.

## Prior to Cleaning

Before using any cleaning solutions on your carpet, always test the solution on an inconspicuous area to make sure it won't damage or discolour the carpet.

Upon installation of your carpet we recommend creating a cleaning and maintenance schedule which details what maintenance activities are to take place, when they are to be done and who is responsible for carrying them out.

It is also good practice to keep a store of approved cleaning solutions and equipment to hand incase they are needed for immediate use.

## Regular Maintenance

By implementing routine carpet maintenance you preserve and maintain your floorcovering and extend the life of your investment.

### Vacuuming

Regular vacuuming is the most important component of carpet maintenance. It is the primary means of removing dry soil: the basis of effective soil control. Effective daily vacuuming reduces the frequency of periodic maintenance required to maintain a clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore the carpet pile.

### Type of Vacuum

For best results, upright vacuum cleaners with a roller brush or canister cleaners with a "power head" should be used. The brush action also helps to restore carpet pile appearance in high traffic areas.

### How Often Should you vacuum?

We recommend that high traffic areas like entrances, corridors, reception areas and lobbies should be vacuumed daily and moderate to light traffic areas like conference rooms, offices and storage areas be vacuumed less frequently, but generally at least every other day.

### Vacuuming Guidelines

- Select professional equipment that is appropriate to the installation, traffic pattern and volume.
- Use vacuums with fine filters or water scrubbing air filters.
- Adjust the height of the machine setting to suit the pile height of the carpet. (Not available on all machines).
- Vacuum slowly and thoroughly making three to five passes over an area.
- Empty vacuum bags frequently.
- Keep equipment in good repair and maintain an adequate supply of replacement parts.

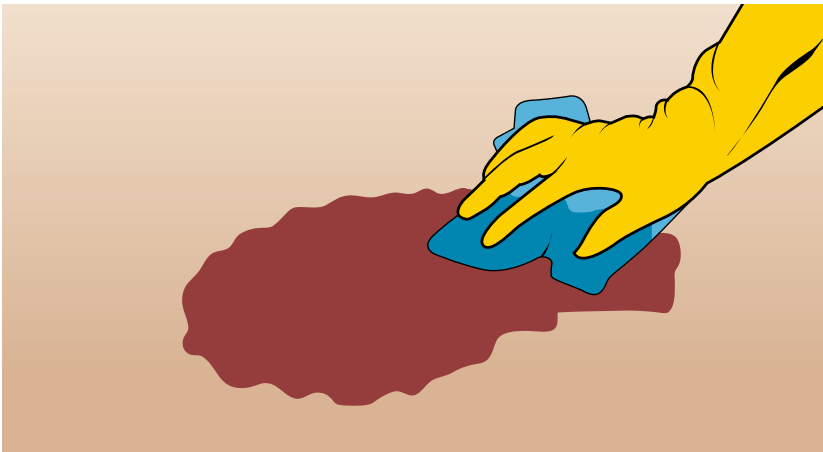
## Spotting and Staining

Most stains can be avoided or removed by immediate or at least daily spot treatment. If not, they can become permanent stains.

It is basic good housekeeping to have spot and stain removal products and equipment on hand for immediate use. A carpet care specialist can recommend appropriate products for most common spills.

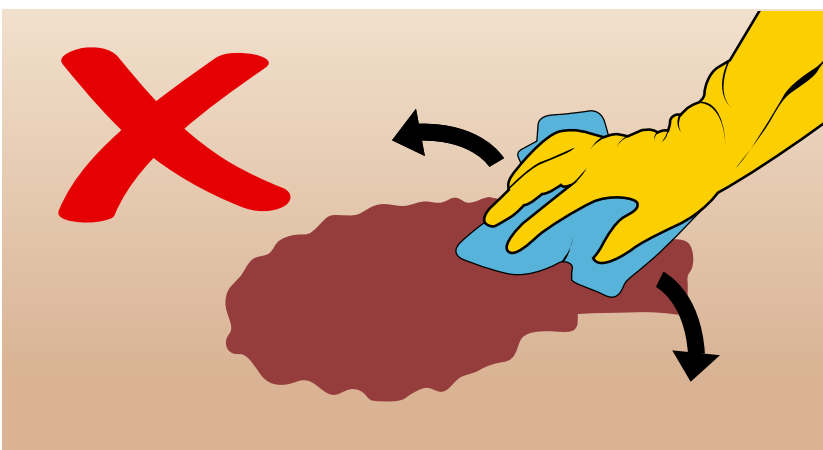
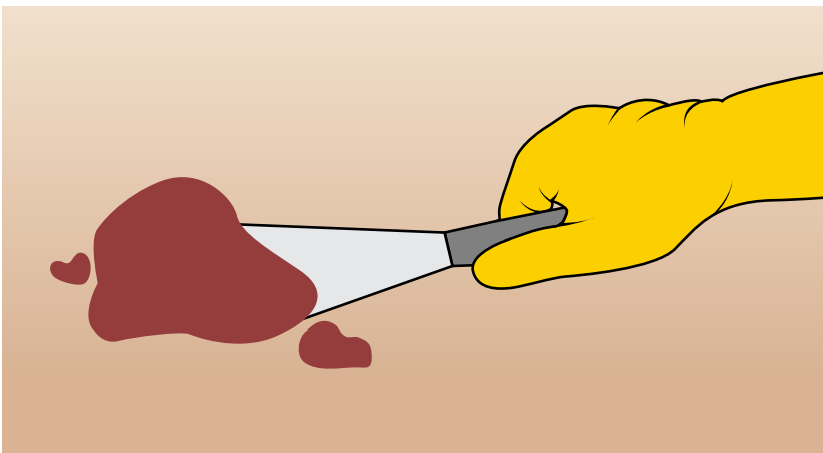
It is important to use solutions that are appropriate for the specific type of spot or spill, water based, oil based or specifically for gum. If the nature of the spill is unknown, start with clean warm water or a mild crystallising carpet cleaning shampoo. If the stain persists, a specialised spot cleaning product should be used.

### Spotting and Staining Guidelines



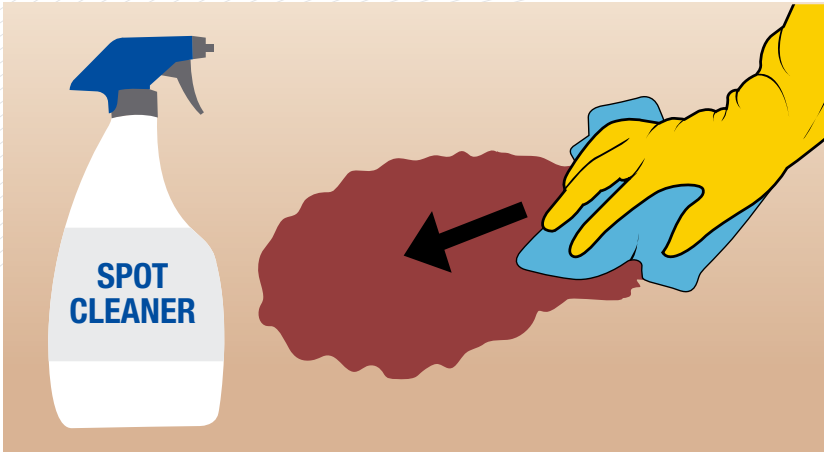
#### STEP 1

Carefully blot or scrape the entire area before applying any cleaning solution. Remove as much of the spill as possible.



#### STEP 2

Do not rub the spill -- that might spread the problem to a larger area.



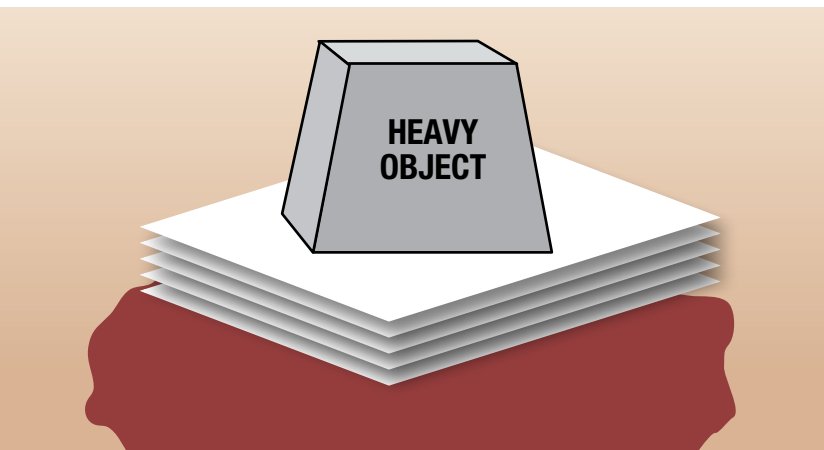
### STEP 3

When you apply spot cleaner, work from the outside of the stain toward the inside to avoid spreading the stain. After applying a cleaning solution rinse with clean water.



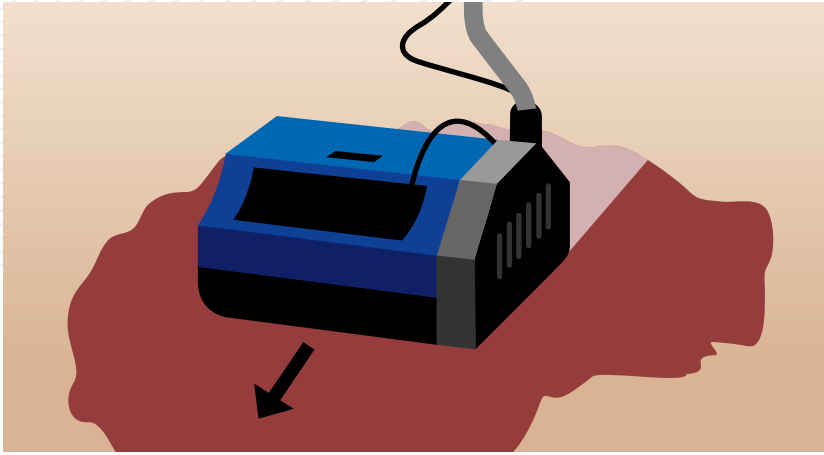
### STEP 4

Then blot up all the moisture. Clean white paper towels are ideal for drying carpet and brushing the nap back up to a standing position.



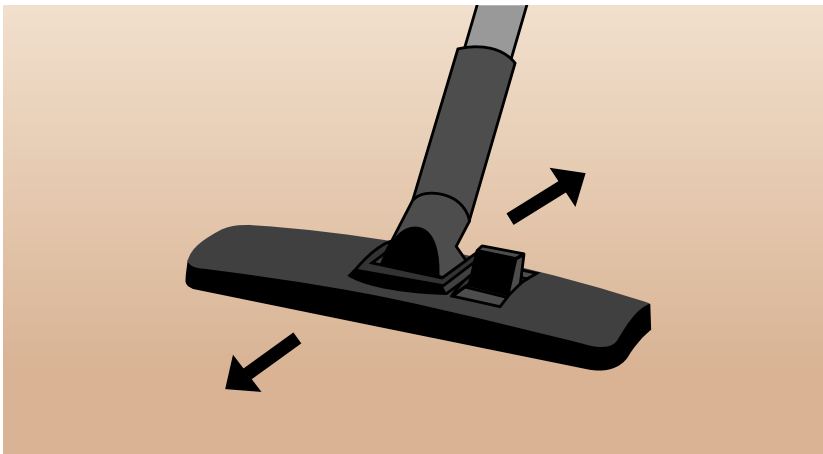
### STEP 5

If you feel that there is still too much moisture after blotting the carpet, place a 3/4-inch-thick stack of white towels over the spot and weigh them down with a heavy object.



## STEP 6

Alternatively after blotting the stain if you have use of a steam cleaner or other cleaning machinery/equipment, this can be used to give a more thorough clean of the area.



## STEP 7

When dry, the carpet should be thoroughly vacuumed to restore the pile.

## Interim Maintenance

Preventative measures and regular maintenance techniques can never be 100% effective, therefore a carpet care programme must include additional interim maintenance procedures.

Interim maintenance is usually carried out in 'high traffic' or 'funnel areas' to restore clean carpet appearance, prevent soil build up and minimise periodic deep cleaning requirements.

There are several techniques for restoring carpet colour and appearance, however not all of these are likely to remove dirt which may have accumulated at the bottom of the carpet pile.

### Two methods we recommend are:

- Pile lifting, also called power brushing.
- Absorbent powder cleaning or dry extraction cleaning

### Pile Lifting

Pile lifting or power brushing is an effective method for lifting crushed pile and loosening dry soil. It makes use of a heavy-duty, twin-motor vacuum cleaner and has the additional advantage of removing dry soil particles that have accumulated in the carpet pile.

It should be carried out once a week on cut pile carpets and every second week for loop pile carpets.

### Dry Extraction / Absorbent Powder Cleaning

The low moisture dry extraction method is a safe, easy and effective method for handling maintenance on a regular basis. The procedure does not leave the carpet wet and allows for immediate access and traffic. The absorbent powders are made up of a mixture of water, surfactant, organic solvent and fragrance.

## Dry Extraction / Absorbent Powder Cleaning Guidelines

- Thoroughly vacuum or pile lift the carpet.
- Sprinkle the absorbent powder onto the pile and brush into the carpet.
- The detergent component of the mixture then releases greasy solids from the surface of the fibre.
- The carpet will then need to be vacuumed again to remove any residual product.

## Long Term Maintenance

Long-term or periodic maintenance should be undertaken on a fixed cycle. With correct regular and interim maintenance planning this cycle can be extended, thereby reducing costs and possible disruption.

Long-term maintenance includes a deep cleaning process to remove oily and/or greasy materials that have become bonded to the carpet pile and dirt particles that have been walked into the spaces between pile tufts. This is commonly referred to as "wet cleaning".

### Important points to remember

- Before starting, test how the selected cleaning method will affect colour fastness on a hidden carpet area or sample.
- Carpet should always be thoroughly pre-vacuumed.
- Good airflow and ventilation will reduce drying time and minimise possible odour. With proper ventilation, drying should take between 12 and 24 hours.
- Subsequent power brushing (pile lifting) of completely dried carpet will help restore carpet pile and help prevent rapid re-soiling.
- Periodic maintenance or wet cleaning should only be carried out by carpet cleaning professionals or specially trained in-house staff.

### Spray extraction

Spray extraction (also known as hot water extraction) involves spraying detergent onto the carpet, and simultaneously extracting the detergent/soil mixture by suction. Ideally this is followed by several extraction passes to increase water recovery and shorten drying time.

Due to virtual absence of mechanical action this method involves relatively high use of water and therefore requires thorough work practices to ensure complete elimination of detergent residues and avoid over wetting. The advantage of spray extraction is that soil is actually extracted from the carpet at the time of cleaning. It is by far the most commonly used long-term maintenance method.

### Wet shampooing

Shampooing can be carried out using "rotary" or "cylindrical" machines. Shampoo (usually a high foaming carpet detergent system) is dripped onto the brush where foam is generated by mechanical action. The combination of detergent and mechanical action dislodges the dirt which becomes suspended in the shampoo. Ideally the dirty shampoo solution should not be left to dry but be immediately removed by wet vacuuming or extraction. The advantage of wet shampooing is that it brightens colours and restores textures better than any other cleaning method.

Wet shampooing can cause severe pile distortion to certain types of carpet. The carpet manufacturer's instructions must be followed carefully.

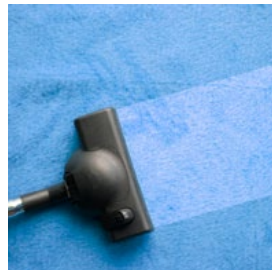
### Steam Cleaning

Steam cleaning is another long term maintenance option that has a number of advantages. When using steam no chemical agent needs to be used, the twin power brushes on the machine lift the carpet pile and revitalise it with very little water being used and the steam penetrates and emulsifies any oil or greasy solids present. Carpets are dry within 15 minutes and as the steam generated is over 100°C it kills the most common bacterium found in commercial carpeting.

Protection



Prevention



**danfloor**  
An Ulster Group Company

**UK Head Office**

danfloor Uk Ltd · 106 Longmead Road · Emerald Park · Emersons Green · Bristol · BS16 7FG  
T: 0844 915 1000 · F: 0844 915 2000 · E: info@danfloor.co.uk

**Danish Head Office**

danfloor a/s · Østerbro 9 · DK-6933 Kibæk · T: +45 9699 1900 · F: +45 9699 1999

[www.danfloor.co.uk](http://www.danfloor.co.uk)