

Cleaning & Maintenance Guide

To maximise the carpet's aesthetic appeal, performance and life expectancy, it is imperative to ensure at the specification stage that:

- 1, Carpets will be protected from other site activities during installation and thereafter.
- 2, Clients understand the enclosed information and that they accept responsibility for correct carpet care.
- 3, Carpets are protected from excess soiling or moisture in entrance areas, by use of an effective barrier material such as those from the mat.works range

General Cleaning

Daily vacuuming with a twin motored upright vacuum cleaner, preferably with an adjustable head, is recommended. 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.

Depending on the level of installation trafficking, the carpet should be periodically deep cleaned using high performance hot water extraction equipment. In certain circumstances, for instance excessively stained carpet the cleaning professional may consider a combination between rotary brush and extraction equipment to give improved results. Rotary brush cleaning by itself is not recommended. A reputable contract cleaner should be used, preferably NCCA registered (for NCCA details visit www.ncca.co.uk). It is important that the carpet is deep cleaned at least once a year.

Stain Removal

It is essential to deal with spillages immediately and any subsequent stains as appropriate.

In the event of a spillage, immediately blot with a clean absorbent cloth until there is no further transfer from the carpet to the cloth. If any further stain remains or has otherwise been allowed to dry, the method will vary accordingly.

It is recognised that particularly for contract situations, if stains are not dealt with immediately, cleaning staff may not be in a position to identify the type of stain. A good quality, multipurpose stain remover is therefore very useful, although it must be understood that this will not successfully tackle all types of stains, and wherever possible the chart recommendations should be strictly followed. Also any stains left over a period of time become increasingly more difficult to remove and may require several treatments.

In all cases after stain removal the carpet should be allowed to dry completely and then cleaned with a twin motored upright vacuum cleaner.

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.

Special Cases

Cigarette burns – it is recommended that these are punched out and replaced by a professional carpet fitter.

Major spillages – seek professional advice from a member of the NCCA.

If any of the treatments listed are not successful, seek professional help. The methods are based upon experience and are recommended in good faith. However, we cannot accept responsibility for their use in any specific case.

| Type of stain & Treatment | | |
|--|----------|----------|
| Alcoholic Beverages Baby or Animal stains Blood (wet) Coffee, Tea, Chocolate Water based paint Food Fountain pen ink Vomit | A | |
| Shoe polish Oil Based Paints/varnish Butter & other greases Cooking oil & other oil Ointment Metal polish & Tar Cream, Ice-cream and milk | B | A |
| All Inks except fountain pen ink | B | C |
| Dried Blood | D | |
| Chewing Gum Blue-tack Plasticine | E | |

| Cleaning Solutions & Methods | |
|---|---|
| A liquid detergent solution such as Granwax Ezee Spot & Stain remover, In accordance with manufactures instructions. A | |
| A solvent spotter such as Prochem Solvall | Method: moisten a tissue with the appropriate solvent and dab onto the stain. Use a dry tissue to dab the stain. Carry on using the alternative moist and dry tissues until no further stain transfer. Finally cover the damp area with a thick wad of dry tissues, cover with something heavy and leave for several hours. B |
| Methylated Spirits | C |
| A paste made with biological washing powder mixed to used as little water as possible: Method: Moisten stain with warm water and cover with the paste. Keep moist for Approximately 2 hours. Sponge with clean warm water and blot with an absorbent cloth. D | |
| Scrape up the excess with a blunt edged knife. Use Proprietary chewing gum remover. (Contact Prochem) E | |

1. Granwax Ezee Spot & Stain remover can be obtained from: Granwax Products Ltd, Telephone: 01773 541177
2. Prochen Solvall and chewing gum removers can be obtained from Prochem, Telephone Number: 0208 9741515

Health and Safety

Please ensure that for all above referenced items, The Manufacturers' use & safety instructions are adhered to.