

CLEANING & MAINTENANCE GUIDE

CHILL OUT

ROLS

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# A. CLEANING AND MAINTENANCE GUIDE FOR CARPETS

## I. PREVENTIVE MEASURES

### **Prevention is the best cure: Install Walk-off Mats to All External Doorways**

It is paramount to start with preventive maintenance. Walk-off mats installed at all external doorways (and from service areas where, dirt, grease and moisture are present) will significantly reduce tracked soil particles. This simple practical solution, will help to reduce up to 80% of all soiling, which will otherwise come into contact with the pile of your carpet.

Walk-off mats must be of a sufficient size to allow for two or more footsteps. Clean or change these on a regular basis to prevent the buildup of soil, which will reduce the effectiveness of the mats to reduce soil.

Regular maintenance and replacement of filters in heating and air conditioning systems will contribute to a reduction of airborne soil particles.

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## 2. REGULAR MAINTENANCE:

### 2.1. VACUUMING

Frequent vacuuming is an effective and essential method for reducing the presence and build-up of loose soil particles in the carpet pile. The removal of such particles is a key process as embedded soil is abrasive and, over time, will have a negative impact on the visual appearance of the carpet and be a significant factor in premature wear. In light use areas, weekly vacuuming should be sufficient to reduce soil build, but in heavier traffic domestic use and commercial applications, a shorter frequency, including daily vacuuming may be required.

Specific vacuum types are more effective with different carpet constructions and it is important that the machine chosen is suitable for use with the carpet installed. The vacuum must be well maintained, with clean working parts, especially those engaged in contact with the carpet pile. Most vacuum manufacturers recommend their machines are most efficient when the soil collection cylinder or bag is operated no more than half full and that filters are changed 3-4 times/year, or more in heavy use environments.

### **RECOMMENDED PROCEDURES FOR VACUUMING:**

- Vacuuming should begin as soon as the carpet is laid. It is very important that any residual dust from building and installation work is removed from the carpet pile before it is put into use.
- For loop pile carpets, use a suction only vacuum to prevent distortion or fuzzing of the carpet surface.
- Vacuum cleaning should be carried out both before and after other cleaning operations such as hot water extraction and low moisture soil extraction.
- In large open areas of an installation, sweeping actions can be used up and down, overlapping each one slightly to ensure complete coverage.
- The starting point should be varied each day to make sure that the carpet is not always brushed in the same direction.
- The vacuum cylinder or bag should be kept less than half full for best results and any filters should be changed on a regular basis.
- A new carpet will contain a proportion of loose short fibres, which should be removed by regular vacuuming. The removal of this short fibre from the carpet in the first few weeks after installation, in a process sometimes called "shedding". The fibre removed by vacuuming represents a very small proportion of the overall pile weight and will in no way affect the carpet's long-term performance.

- With loose laid rugs, never shake by holding the perimeter edges as this can cause damaged to fringes or loosen taped and other types of edge finishes. If beating the rug to remove embedded dirt is necessary, we recommend the rug is turned over onto a protective sheet, with the pile side down against the sub-floor and then beat the rug from the back to dislodge embedded dust and particles. Once turned over with the pile on the surface, vacuum the pile. Repeat as necessary.

### **TYPE OF VACUUM EQUIPMENT & RECOMMENDED USE:**

#### I. SUCTION ONLY VACUUM MACHINE (RECOMMENDED FOR LOOP PILE STRUCTURES)

Cylindrical or tub shaped machines with a hose attached are not as efficient as upright machines for removing grit, lifting the pile and maintaining the appearance of a cut pile carpet, however, they are suitable for use with loop pile structures as their cleaning action is less aggressive than that of an upright machine.

### Tips for proper maintenance of vacuum equipment:

- 1 Machines need to be cleaned free from threads, which become wound round the rollers preventing them working effectively.
- 2 Belts and brushes should be inspected and replaced when damaged or broken.
- 3 Adjust the settings of your vacuum equipment: The brushes should just rest into the pile, too deep and the motor will be laboured, too shallow and the cleaning efficiency is lost.
- 4 Warning lights should not be ignored, and bags or cylinders must be emptied regularly to optimize the suction and airflow required for effective soil removal, a guide being when around half full.
- 5 Filters need changing 3-4 times/year, or more in heavy use environments.

## 2.2. CLEANING

If you have taken the time to care for your carpet with regular vacuuming and prompt attention to localized stains caused by tracked dirt or liquid spillage, you may not need to use an intensive deep cleaning process even if your carpet is a light colour. When the carpet does start to look soiled and deep cleaning is required to revitalize the appearance of the pile, we recommend that you employ a reputable professional carpet cleaner to undertake the work.

Whilst there are several water based household carpet cleaning systems available either to purchase or hire, carpet cleaning and restoration is a skilled job and should only be undertaken by a trained and experienced professional carpet cleaner.

Always ensure the carpet is cleaned using a high-quality cleaning agent, preferably one that is Woolsafe® recommended. Before re-using the carpet after any deep cleaning procedure, always ensure the carpet is completely dry and vacuum to avoid rapid re-soiling of the pile surface.

## 2.3. SPILLAGES AND STAIN REMOVAL

Spillages not tackled immediately by the correct processes may develop into an unsightly long-term stain. In areas where food and drink are served and consumed, spillages of all types are to be expected. Some foods and drinks contain natural colorants, which penetrate the fibres of the carpet, where they become locked in, acting as a type of dyestuff. Foods and drink spillages often contain traces of sugar or fats/oils and are therefore sticky; if untreated, the surface residue of the stain may come into contact with the soles of shoes or wheeled appliances and become tracked to other parts of the installation, thereby spreading the problem and making soil and stain removal more expensive and time consuming.



## STEPS FOR STAIN REMOVAL:

① Immediate attention to any spillage is essential to prevent the penetration of the stain into the carpet fibres, the longer the stain remains untreated, the more complicated it will be to remove and this can cause permanent stain setting:

A. For solids, the first step is to scoop up or scrape off loose dirt using a blunt instrument such as a spoon or spatula. If the spill is of a dry powdery nature, use a vacuum cleaner on the correct setting to remove from the surface, gently brushing if necessary to assist in the process. It should be noted that some dry spillages are also greasy and, if they are not removed as detailed in the steps below, they may result in a stain, which attracts soil more quickly than surrounding areas of carpet. Any remaining residue should be then treated as suggested by the next steps in our guide.

B. For wet spillages, these should be wet vacuumed as soon as they occur to avoid staining, or soak up liquids with white absorbent cloth/towel.

② Prior to overall usage of a cleaning product, undertake a small test on an inconspicuous area of the carpet to be cleaned and allow the test area to dry. If you notice discoloration of the pile fibres, immediately cease using the product. Only used certified cleaning materials, which are recommended for the pile fibre of the installed carpet.

③ Use cleaning treatments for each specific stain as instructed in our guide:

- Apply the cleaning products to a cloth, not directly to the carpet, unless the product instructions specify so.

- Always work on stains from the outer edge towards the centre and gently blot, never rub, as this can cause pile distortion and spread the stain.

- Never rub the pile surface to remove a stain or spillage as this will irreversibly distort the pile.

④ Ensure the carpet is blotted with a clean white cloth or white paper towel until the pile is dry. Between any additional steps in the treatment process always remove excess moisture.

⑤ Thoroughly rinse out water-based spot treatments from the pile with clean water after cleaning to remove solvent residues.

⑥ Place several layers of white paper towel over the spillage area and put a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Rapid re-soiling will occur if you do not allow the carpet to dry thoroughly before walking on it.

⑦ If the stain is not properly removed after the treatment, do not overuse the cleaning products and contact a professional carpet cleaner immediately.

## USEFUL INFORMATION ON SPECIFIC STAINS:

### OIL/GREASE BASED STAINS

If greasy or oily spillages/stains are left within the carpet pile, they will attract soil and can re-appear as a dirt spot or stain, even after overall cleaning has been carried out. Small marks can be removed using a solvent-based product.

### WATER BASED STAINS: TEA, COFFEE, COLA, FRUIT JUICE, BLOOD OR URINE

Where the carpet is stained by blood, urine, faeces or vomit, spillages should be handled with extreme care. Protective gloves should always be used in these instances.

Soft drinks such as cola's and juices contain a high percentage of sugar and dry to leave a sticky residue in the pile, which will attract soil unless removed. It is very important that the correct procedures are followed. Time spent at this stage removing spillages or fresh stains will save considerable time later.

### CHEWING GUM

Chewing gum can be removed by using a freezer type spray to chill the gum allowing it to be broken away from the pile, then rinsing the residue with a solvent spotter.

The alternative is to use a gel type solvent. Perforate the chewing gum residue and apply the gel sparingly. After 3 to 4 minutes, the gum dissolves and can then be blotted from the carpet using clean paper towels. The gel residue must be blotted out with clean water. In this process, take great care not to over apply the gel or rub the carpet.

## 2.4. HELPFUL HINTS FOR CARPET MAINTENANCE

- All areas of the installation should be inspected on a regular basis to identify potential problems and minimise long-term damage.
- Barrier matting fitted to external access doors and internal wipe off areas should be thoroughly cleaned using the methods and frequencies recommended by the manufacturer.
- Only use cleaning products that are compatible with the fibre of the carpet installed. The use of incompatible cleaning products may cause irreversible damage to your carpet.
- Frequency of cleaning recommendations for all carpet areas, as outlined in this maintenance guideline should be closely followed.
- Be careful when moving furniture with wheels by placing a protective barrier between the wheels and the carpet.
- Ensure there always is plenty of fresh air ventilation when applying cleaning products.
- Low residue shampoo solutions should be used to avoid any build-up of shampoo and possible rapid re-soiling.
- The carpet should never be subject to excess wetting or left in a wet condition for long periods of time.
- And remember... the longer the carpet lasts, the less it costs over its lifecycle.

## B. DISCLAIMER

The information contained in our cleaning and maintenance guide is provided in good faith. No responsibility is accepted by Moquetas Rols for claims in relation to post installation maintenance procedures or treatments.

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