

## Cleaning recommendations for carpets

We congratulate you on the purchase of your new carpet. Carpets from Carpet Concept are all made of brand name fibres and are distinguished by their high resistance and long life.

These cleaning recommendations serve as information for experienced cleaners and do not make claim to being complete. In addition we kindly request you to test the cleaning agent in a concealed area or on an off-cut.

Regular cleaning of your carpet is not only a question of aesthetics but also of hygiene and plays an important role in maintaining its value.

### 1. Walk-off zones / soil traps

The provision of a walk-off zone serves to remove walked in soiling. The higher the functionality planned for the entrance area the lower the cleaning costs for the complete surface area.

A soiling removal carpet is designed to have a highly absorbent fibre material. Thanks to their absorption capacity they take up fine dirt particles as well as moisture. Their length should be planned to allow at least 4 paces before the adjoining carpet is stepped on. It goes without saying that these walk-off areas must be cleaned daily when dry using a brush vacuum cleaner. In addition regular thorough cleaning is recommended.

Dependent upon the type of walk-off carpet you will find companies in your area offering either regular cleaning services or replacement of these areas.

Practice has shown that regular powder cleaning, for example with *TANA TTR-86*, will ensure the function of the textile walk-off carpet at all times.

### 2. Daily brush vacuum cleaning

The daily removal of loose soiling or lightly adhering dirt is important, particularly in commercially used areas. Due to the use of a powerful brush vacuum cleaner, such as the *Kärcher type CV 38/2* or *type CV 48/2* or the *Sebo type 370/470 ELECTRONIC*, the pile opens and the coarse soiling is directed into the vacuum suction flow and extracted by the mechanical effect of the motor driven brush roller. Please note that moist soiling must not be handled with a brush vacuum as this will lead to a distribution of the soiling by the brush roller.

In heavily frequented areas such as desks, beneath chair castors and the main walk areas suitable brush vacuum systems with hard brush fibres are recommended. The use of the brush rollers will straighten the compacted fibre material, preventing sticking and permanent fibre changes.

### 3. Stain removal

Applicable in all cases is that the fresher a stain is the better and easier it can be removed. Freshly spilled liquid should be absorbed by cellular material or absorbent non staining cloths. Liquid on large surface areas can also be removed using a water vacuum system. If residue should remain or stains already dried, spray a 10 % shampoo solution, e. g. *TANA TR 12*, *CEBE Formula 2000* or equal quality product to remove the stain. Following this the soiling and moisture can be taken up by an absorbent cellulose material. In addition a thick layer of cellulose material can be laid on the area and weighted down, until the area is dry. The cellulose material also takes up the soiling from the depth of the carpet. Any remaining soiling can be further processed using the spray extraction method.

If the stain is oil or grease based, which is generally difficult to remove with shampoo, a solvent based stain remover agent, e. g. *TANA Fleck-ex top* or *CEBE Fleck weg* can be used. This carpet cleaning agent should not be poured directly onto the carpet. A white, non staining cloth should be moistened and the area of the carpet intensively dabbed. As the absorption ability of white cloths is limited this procedure generally needs to be repeated several times.

#### Attention!

**As there are a large number of solvent based stain remover agents, a test must be made on a carpet off-cut to check the colour fastness.**

With stain remover it must always be ensured that the carpet is not soaked as this may lead to damage to the carpet adhesion.

#### 3.1. Powder cleaning (this method is not suitable for needlefelt floor coverings Eco, Goi and Yve)

Advantageous for nearly all types of stains is the stain remover combined with a suitable carpet cleaning powder (for example *TANA TTR-86*) and hand brushing using a synthetic brush. *TTR-86* is sprinkled on the stains and massaged into the carpet pile using the hand brush. With old or difficult to remove stains the powder can be additionally sprayed with *TANA Fleck-ex top*, *CEBE Fleck weg* or *TANA Karacho* in a 5 - 10 % solution.

### 4. Chewing gum

If chewing gum is trodden into the carpet we recommend freezing the area. A product such as *TANA GUM-EX* can be used. The chewing gum is sprayed until it is fully frozen. Following this the frozen chewing gum can be broken away from the carpet using a blunt instrument, for example a spoon. White-grey edges remaining on the carpet is frozen air moisture which will evaporate.

#### Attention!

**Never spray the freezing agent directly onto the skin as freeze burns may result.**

### 5. Intermediate cleaning

In spite of intensive care cleaning, over a period of time walking soiling will appear on areas subject to intensive use (areal soiling). As a full surface cleaning is generally not yet economical it is possible to clean as follows:

### **5.1. Powder cleaning (is not suitable for needlefelt floor coverings Eco, Goi and Yve)**

The advantage of this cleaning method is that the carpet surface requires almost no drying time and can thus still be walked on. Cleaning powders such as *TANA TTR-86* or *CEBE Carpet dry* are uniformly spread over the carpet and worked in immediately. For smaller areas a soft brush or scrubber can be used. A large surface area requires a special brush roller machine, one or three rotating disk machines, e. g. *Kärcher type BDS 43/150 C*, with shampooing brush or white super pads are used for working in. While working in the powder, the cleaning agent acts on the fibre material and the soiling. The dissolved soiling is taken up and bound by the cleaning powder. After the powder has dried the carpet can be vacuumed using a brush vacuum. In this manner the soiling and the powder residue is removed. In case of heavy soiling a 10 % shampoo solution or a 5 - 10 % *TANA Karacho* solution should be sprayed on to improve the dissolving of the soiling. Following this clean with *TANA TTR-86* as described.

### **5.2. Pad cleaning (also suitable for carpets with CAS fleece backs)**

In this case special cotton looping end pads, single or three disc machines, e. g. *Kärcher type BDS 43/150 C*, are used. *TANA-KARACHO* in a 5 - 10 % solution is sprayed as a mist using a pump spray on the marks on the walking paths and applied using the pads. Caution, the pads can only absorb a limited amount of soiling, they must then be turned or changed, otherwise the soiling will be spread. Ensure you have a sufficient number of pads for the cleaning process.

As special machines and cleaning pads are required for this method the work should be restricted to special building cleaners. The company Paul Geißler GmbH, [www.paul-geissler-gmbh.de](http://www.paul-geissler-gmbh.de), has specialized in this field.

## **6. Full cleaning**

If soiling over large surface areas or a large number of stains accumulate over a period of time full cleaning is recommended. Prior to the full cleaning vacuum the carpet intensively using a brush vacuum. For wool, plush and fine velour carpet qualities as well as for pile depths above 7 mm it is only possible to use the spray extraction method.

Prior to full cleaning please check that the carpet is correctly bonded, otherwise damage in the form of shrinkage may result.

### **For needlefelt floor coverings, carpet tiles and carpets with heavy backing please observe the following**

The basic cleaning of needlefelt floor coverings, carpet tiles and carpets with heavy backing can only be made with absorbent cleaning powders or with foam which has already been prepared in the shampooing machine. Only this way wetting-outs, dissolvings of the glue and the formation of gaps can be avoided.

#### **6.1. Shampooing (carpet foam cleaning)**

**(not suitable for carpets with CAS fleece backs, carpet tiles and carpets with heavy backing)**

The crystalline dried carpet shampoo, e. g. *TANA TR 12* or *CEBE Tapi universal* is diluted in accordance with the manufacturer's instructions and massaged into the fibre material using a single or three disk machine, e. g. *Kärcher type BDS 43/150 C*. The shampoo solution absorbs the soiling and binds it. For this reason the shampoo must be extracted immediately after working in by using a water vacuum system, e. g. *Kärcher type NT 65/2 Eco*. The soiled foam must not be allowed to dry. In addition ensure that the carpet is not walked on whilst wet. In the case of cut-pile carpetings, the pile must be raised e. g. with a scrubbing brush while still moist. Once the carpet is fully dry the surface must be vacuumed intensively using a brush vacuum.

## 6.2. Spray extraction

**(not suitable for carpets with CAS fleece backs, needlefelt, carpet tiles and carpets with heavy backing)**

The special spray extraction agent, e. g. *TANA SPRÜH-EX* or *CEBE Liqua steam* is diluted in accordance with the manufacturer's instructions in the clean water container of the spray extraction unit, e. g. *Kärcher type Puzzi 200, Puzzi 300 S, Puzzi 400*. This unit transports the cleaning agent to a spray-vacuum nozzle via a hose line. The carpet is sprayed under a uniform pressure and then simply vacuumed off. Via a second hose the released soiling and the excess water is transported into a soiled water container. Using this rinsing process the soiling is removed down to the base of the carpet. To avoid the formation of stripes, work overlapping in small work steps. We recommend to rinse the complete surface once again with clean water and to vacuum the carpet. This re-rinsing leads to a uniform cleaning effect, reducing the remaining moisture in the carpet.

## 6.3. Combination methods

**(not suitable for carpets with CAS fleece backs, needlefelt, carpet tiles and carpets with heavy backing)**

In case of extreme soiling a combination of shampooing and spray extraction is recommended. Extremely soiled carpets can be thoroughly cleaned with the mechanical combination of shampooing and the subsequent rinsing out with clean water.

Prior to all moist cleaning methods always check the bonding of the carpet to the floor in order to avoid damage. Please bear in mind that after gluing the carpets down, no thorough hardening of the adhesive has developed immediately. Therefore basic cleaning measures should only be carried out 3 months after the fitting.

As a large number of cleaning agents are on offer we kindly ask for your understanding that our company cannot test all agents. For this reason always ensure the cleaning agent is tested at a concealed area or an off-cut to check the effects on the fibres and colouring.

The information contained in these instructions meet RAL 991 A3 and the recognised rules of this trade. As many factors influence the cleaning agents effect on the carpet these recommendations cannot form the basis for liability to recourse.