



## Carpet Maintenance Guidelines

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## Carpet Maintenance Tips

### Preventive Measures

1. Use walk off mats to keep dirt from entering or spreading through the house and clean them more frequently than the carpet.
2. Replace air filters regularly according to manufacturer's guidelines and inspect air ducts often for build-up of contaminants

**Vacuuming:** Carpet must be vacuumed routinely

1. Light to moderate traffic areas: Vacuum as needed, but at least every 2 – 3 days
2. Heavy-traffic and pet areas: Vacuum daily

***Routine vacuuming is the most important part of any maintenance program.***

See guidelines for vacuum cleaner types and frequencies of vacuuming on page 3-4.

### Treatment of Spots and Spills

1. Check for spots daily and treat immediately
2. Act Quickly! The longer the delay, higher the probability for a permanent stain.
3. Blot liquids with a dry, white, absorbent cloth or plain white paper. Do not scrub the area. Continue to blot until the area is essentially dry.
4. Gently scrape up semi-solids with rounded spoon and vacuum. Do not add moisture.
5. Remove Spots and Stains with water first. The spill may be simply removed with just water.
6. If water doesn't remove the spill, locate the spill on the spot removal chart on page 13 and follow the directions carefully.
7. When using stain removal cleaners, follow the manufacturer's recommendations for use, including proper ventilation.

### Restorative Measures

Restorative cleaned at regular intervals at least every 12 to 18 months or more frequent for heavy use areas by a professional carpet cleaning company.

See steps of effective restorative cleaning and precautions on page 5-7.

### Recommended Carpet Cleaning Methods

Understand basic wet and dry carpet cleaning methodologies before having a carpet cleaned, on page 8.

### Cleaning Method for Various Fibers

See precautions and guidelines for wool, silk, cotton, linen, rayon, sisal, jute, bamboo and nylon on page 9-10.

**Troubleshooting Common Carpet Issues** include burns, crushing, depressions, fading, filtration soiling, fluffing, matting, shading, pile reversal, watermarking, soiling, sprouting, moth and beetle control, are on page 14 – 15.

## Maintenance Plan and Schedule

A customized comprehensive carpet care program consists of five elements:

1. Soil Containment – isolation of soil entering the building using mats at entrances.
2. Vacuuming – scheduled frequency for removal of dry soil.
3. Spot and Spill Removal System – using professional spot removal techniques.
4. Interim Cleaning – scheduled frequency appearance cleaning for all traffic areas.
5. Restorative Cleaning – scheduled frequency deep cleaning to remove residues and trapped soils.

### Clean and Dry – Improving air quality and environment

Keeping the environment dry is a very important process. To prevent the growth of bacteria and mold, one should immediately attend to liquid spills and fix sources of excess moisture and humidity. Air movers, HVAC handling systems and dehumidifiers will assist in the drying process of higher moisture level cleaning processes.

Carpet has a unique, positive “filter-like” or particle trapping feature that tends to hold particles to the floor that might otherwise be airborne. Matter being held by the “filter-like” feature of carpet can be taken out of the building instead of re-circulating in the air continually, by using a high power vacuum cleaner. Refreshing the indoor environment can be as easy as following a regular vacuuming and restorative cleaning schedule.

Based on the available science, carpet does not increase the incidence or severity of asthma or allergies in children and adults. From the standpoint of asthma and allergies, well maintained carpet is safe.

## Developing a Carpet Maintenance Plan

There are several considerations when developing a carpet maintenance plan, including building layout, planning for traffic flow, activities, and proper cleaning, which includes preventive measures, interim measures and restorative cleaning.

### Preventive measures

Keep the soil off of your carpet. The most economical way to keep your carpet clean is to keep it from getting dirty! Walk off mats are vastly underappreciated and rarely utilized properly by homeowners.

Walk off mats must be cleaned regularly to assure that they do not become a new source of soil contamination once they are loaded with soil. Spend a little more money and buy a mat designed for this purpose. Walk off mats are usually made from synthetic, non absorbent material and should be large enough for the individual entering the home to wipe both feet as they walk in. Such mats are available from local home improvement stores.

These types of mats should be used instead of a carpet scrap or other unsuitable material that cannot function nearly as well. A small area rug may be placed inside of the home as a second line of defense. Such rugs are more aesthetically pleasing, and will hold up to such use if there is a well maintained outside entry mat.

## Interim measures

Interim measures include vacuuming, spot cleaning, and restorative cleaning in high-traffic areas.

Effective, routine vacuuming is a must for good carpet performance, so a proper vacuuming program is essential in a well designed maintenance program. The most important features of your vacuuming maintenance program will be identifying high, medium, and low traffic areas by continually monitoring carpet performance and making any necessary adjustments to the schedule.

When selecting equipment, rather than choosing equipment based solely on cost, look for durability in a vacuum cleaner to reduce long-term cost of maintaining or replacing the equipment.

Efficient vacuum cleaners offer high airflow, high efficiency filtration and an adjustable rotating brush agitation for more effective soil removal. By using a powerful brush vacuum cleaner 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. Always use the manufacturer's recommended bags and accessories. Due to wear on the brush rollers and belts, these should be changed on a regular basis.

The use of the correct vacuum cleaner can extend the life of the carpet, will help to contain the respirable particles generated by the vacuuming process and avoids damage to the carpet. Some high pile carpets require alternative vacuums to ensure damage does not occur during vacuuming. These high pile styles are typically referred to as high nap frieze or shags. The most suitable vacuum type for maintaining high pile carpet is referred to as "straight air appliances". They are different from the typical vacuum cleaners in that they do not have brush roll agitators. The preferred styles are canister or central vacuum systems. A correctly designed tool should glide easily and has no brushes or Velcro type rub strips that can fray the carpet tufts. Cleaning efficiency is enhanced when the carpet is vacuumed from multiple directions as opposed to straight line back and forth movement.

The vacuum with brush roller will straighten the compacted fibre material in short pile carpets, preventing sticking and permanent fibre changes.

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.

Once the equipment has been selected, set a schedule for frequency of vacuuming. Using the facility diagram, classify carpet areas into high traffic and light to moderate traffic areas.

Vacuum high traffic areas daily, or more frequently as the need arises.

Vacuum light to moderate traffic areas as needed, but, at least two to three days each week.

- High traffic areas include: entrances, foyer, living room, family room or den, dining room, hallway, stairways, laundry room, kitchen and pet areas (vacuum to capture pet hair and dander from pet's fur).
- Light to moderate traffic areas include: bed room, storage rooms, closet dressing room, sports room, music room, library, office, computer and study room.

# VACUUMING

Recommended flooring maintenance

Traffic Level	Vacuum
Light/Moderate	As needed, but at least every 2-3 days
High	Daily



Figure 1

### Vacuum care tips

Periodically inspect vacuum machine:

- Keep the instructions that came with vacuum and refer to them periodically.
- Keep brushes clean and replace them when worn. Typically, worn brushes are stiff, and they cause surface texture change on carpet.
- Look for rough edges or bent metal on vacuum machine that can snag carpet.

**Daily removal of spots and spills** helps maintain the carpet’s appearance. Immediate action against spots and spills also reduces the probability of a permanent stain

### Restorative measures

Restorative measures consist of deep cleaning. Restorative cleaning is effective at removing embedded abrasive soil. Restorative cleaning should be implemented before the soil in the carpet is easily visible in order to preserve carpet finishes and life.

Cleaning is the traditional activity of removing contaminants, pollutants, and undesired substances from an environment or surface to reduce damage or harm to human health or valuable materials. Carpet cleaning is the process of locating, identifying, containing, removing and properly disposing of unwanted substances from a fibrous surface or material. A primary objective of carpet cleaning is to maximize the removal of unwanted or foreign matter from the carpet and to minimize residues in the carpet.

## Hire a carpet cleaning professional

If you find that no matter how much you vacuum, your carpet still does not look like it used to, it may be time for deep cleaning. It is recommended to deep clean carpets every 12 to 18 months or more frequent for homes with kids, pets and smokers. While there are do-it-yourself cleaning methods on the market, hiring a professional is the safest, fastest and easiest option to make sure that your carpets are being professionally cleaned with quality products that will help maintain your carpet's life and beauty.

## Basic Scientific Principles of Effective Restorative Cleaning

The basic scientific principles of effective restorative cleaning can be divided into five major steps: dry soil removal, soil suspension, soil extraction, pile setting (finishing or grooming), and drying.

**Principle 1: Dry Soil Removal (Dry Vacuuming)**- Dry soil removal is accomplished in phases:

- Pile preparation (using grooming tools) is employed to untangle the fiber of high-pile carpet, and must precede dry vacuuming.
- Overall vacuuming with an efficient vacuum cleaner.
- Concentrated entry area vacuuming (removal of the destructive build-up of abrasive soil).
- Vacuuming the perimeter of the room to remove fine dust and soils that can settle in the crevices around the room, causing filtration soiling.\*

\*Filtration Soiling is a term used to describe dark, grayish lines that may appear around baseboards, under doors, along the edges of stairs, and possibly away from walls where plywood sub-flooring materials have been joined. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface.

**Principle 2: Soil Suspension** – Once dry soil has been removed from the carpet, soil suspension (pre-conditioning) procedures begin. Soil suspension and removal are the most critical steps in effective carpet cleaning. The goal of soil suspension is to separate soil from fiber surfaces. There are four fundamental activities to be accomplished under the soil suspension principle. These are chemical action, elevated temperature (heat), agitation and time.

Chemical action is employed in two phases of the cleaning process.

- In the first phase, chemicals are used to prepare the carpet for cleaning by reducing surface tension and dissolving various soils. This step, called 'pre-conditioning' is essential. It is unreasonable to suggest that soils, which have been ground into carpet, along with oils that have had years to oxidize or dry out, could be suspended adequately in the few seconds that elapse between the application and removal phase employed with restorative cleaning method. Therefore, remember that pre-conditioning takes time.
- The second phase of chemical activity occurs when chemicals are mixed into rinse solutions to suspend light soils that accumulate in non-traffic areas, along baseboards, or under furniture. Therefore, chemicals properly formulated, mixed and applied during preconditioning are essential for full effective cleaning.

**Elevated Temperature (Heat)** – Heat reduces the surface tension of water and enables faster, more efficient cleaning than cold water. It is merely a matter of thermodynamics: heat accelerates the molecular activity of chemicals employed, and thus aids in separation of unwanted matter from fibers.

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*Agitation* – Agitation in some form is required to accomplish uniform chemical penetration and distribution. Without agitation, soil suspension tends to be non-uniform, which is often indicated by soil streaks following the removal process. Agitation, using a common, multi-bristled brush or comb to work in pre-conditioner chemicals is most effective and time-efficient. Brush agitation refers to the fore-and-aft stroking of preconditioned carpet pile throughout traffic areas, placing particular emphasis on entry, pivot, and heavily soiled areas. Mechanical agitation involves the use of mechanized rotary or cylindrical, nylon-bristled brush action to achieve aggressive agitation and distribution of pre-conditioning chemicals into the carpet pile.

*Time* – The fourth fundamental, time, is often the least considered. Soils deposited and compacted over extended periods between cleanings take time to dissolve and become suspended. Pre-conditioner chemicals require prolonged contact or “dwell time” for adequate fiber penetration and soil suspension to occur. Based on chemical formulation and application temperature, dwell time can vary, usually 10 to 15 minutes. Follow pre-conditioner chemical manufacturer’s label instructions.

***Principle 3: Soil Extraction*** – Soil is an unwanted substance that is foreign to the construction of the carpet. In order to achieve effective cleaning, suspended soils must be removed physically (extracted or rinsed) as completely as possible from the carpet’s pile.

***Principle 4: Pile Setting*** (Finishing or Grooming) – The term “finishing” refers to any procedure that enhances the appearance of carpet beyond the physical soil removal process to improve the perception of cleanliness. Generally, pile setting or grooming employs one of several finishing or pile-grooming tools (carpet brush, comb) specifically designed for this purpose. Most low loop pile carpet does not require pile setting.

***Principle 5: Drying*** – Cleaning is not complete until carpet is dry and ready to be trafficked. Drying carpet is essential for several reasons:

- It is required to return the carpet to user as soon as possible.
- Drying carpet essentially eliminates slip-fall hazards, especially in areas where carpet transitions to hard surfaces.
- Rapid drying eliminates the potential for microorganism growth (bacteria and fungi) and associated musty odors, addition to health hazards that may arise if carpet stays wet in excess of 12 hours. Adequate ventilation is necessary to speed drying time. The use of commercial air movers (drying fans), HVAC handling systems or dehumidifiers greatly reduce drying time.

**Precautions:** During restorative cleaning of carpet, follow several common sense precautions:

- Always vacuum first.
- Apply pre-spray, following chemical manufacturer's label instructions, and agitate into the carpet's fibers allowing a dwell time of usually 10 to 15 minutes.
- If using a chemical cleaning agent, it is important to use a rinse system to remove any potential chemical cleaning residue from the carpet yarn that might result in a high rate of resoil.
- When properly performed, restorative cleaning methods should leave the carpet dry within six to eight hours. Humidity or environmental conditions may extend drying time, but under no circumstances should drying time exceed 12 hours.
- Supply natural or mechanical ventilation during the cleaning and drying phases of restorative cleaning. Adequate ventilation is necessary to speed drying time. The use of commercial air movers (drying fans), HVAC handling systems or dehumidifiers greatly reduce drying time.
- Follow directions for mixing solutions carefully. Using a solution stronger than the concentration recommended will not improve cleaning efficiency and may leave behind detergent residue that can lead to accelerated soiling.
- Limit access to damp carpet until it is completely dry to avoid rapid resoiling.
- Furniture should not be moved back into the room until carpet is completely dry.

Note: If furniture has to be moved back into the room before carpet is completely dry, be sure to use aluminum foil under the legs of furniture to prevent rust or furniture stains from developing on the carpet.



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## Carpet Cleaning Methods

All recommended carpet cleaning methods below offer various advantages. Properly performed under appropriate conditions, each method can provide satisfactory results. A combination of methods can be used to achieve the desired results.

### *Wet Cleaning system:*

Wet cleaning methods are effective for highly soiled carpets, with heavy oil/ greases /soil buildup. Jute-backed carpets and loose rugs with natural foundation yarns could shrink after a wet treatment, leading to suppositions that wet-cleaning could also remove wrinkles. Overwetting is common with this method which can cause backing delamination, straining, shrinkage, and odor. Wet cleaning systems naturally require drying time.

- **Carpet Shampooing:** the cleaning solution is showered onto the carpet through several openings in a rotary brush. The rotary action of the brush whips the detergent into a foam and provides agitation or rubbing action on the carpet. (Care must be taken not to damage carpet whilst cleaning; use of a stiff bristle brush can damage the carpet, especially cut pile.) This suspends the soil, and the wet/dry vacuuming that follows removes it. This method will leave residues which promote re-soiling trapped in the carpet pile. Carpet must be thoroughly vacuumed before and after cleaning and rinsed after shampooing to remove residues. Carpet shampoos will frequently also have an anti-resoiling additive such as a resin to reduce this resoiling tendency. The encapsulation cleaning solution may be used to create a crystalline residue that can be vacuumed and this avoids the drying time of carpet shampoos, making the carpet immediately available for use.
- **Hot Water Extraction:** hot water cleaning solution is sprayed on the carpet and immediately extracted (along with the dissolved soil) by a wet vacuum. Actual steam could damage manmade carpet fibers or shrink natural fibers such as wool. The advantage of the hot water extraction cleaning method is that effective cleaning is possible using only hot water or hot water with very diluted detergent solutions. This avoids the problems associated with detergent residues that can remain in the carpet.

### *Dry Cleaning system or “very low moisture” (VLM) system:*

Dry methods use dry chemicals or dry foams are generally best for high traffic areas where a more thorough wetting could be a problem and they are typically used with periodic with deep cleaning. The theory is that the liquids dissolve the soil and this soil/detergent/solvent mixture is absorbed into the carrier and is then vacuumed up. Heavily soiled areas require the application of manual spotting, or of pretreatments, preconditioners, or “traffic-lane cleaners”, which are detergents or emulsifiers that break the binding of different soils to carpet fibers over a short period of time, commonly sprayed onto carpet prior to the primary use of the dry-cleaning system.

- **Dry Chemical or Foam:** An absorbent cleaning compound is spread evenly over carpet and brushed or scrubbed in. Dirt and grime is attracted to the compound, which is then after a short period vacuumed off, leaving carpet immediately clean and dry. The process can be repeated, if necessary, without damage to the carpet and will remove most surface soil. As potential drawback is that if not properly applied and removed the dry materials can act as dirt attractants.

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## Which Cleaning Method for Various Fibers?

*Natural fibers* may require specialized care; therefore rely on the following recommendations for cleaning:

**Wool** is obviously a favorite fiber for carpets and because of its natural resiliency will last many years in a residential or contract setting. Excessive agitation and excessive heat should be avoided. Wool is easily damaged by bleaches and alkalis. Clean wool with neutral detergents (pH 5.0 - 8.0) and dry quickly to limit yellowing or browning.

**Silk** is a very delicate fibre; the cleaning of silk fibers is best left to carpet-cleaning professionals. Abrasive cleaning will easily damage a silk rug, and care must be taken to ensure that cleaning is effective and safe. Silk should be cleaned using a dry cleaning process with little water and neutral to slightly acidic pH or gently blot with a cloth dampened with equal parts white vinegar and water and then allow it to dry. Chemical cleaners or stain removers must never be used for silk cleaning. These fibers may be damaged by high temperatures, high pH (>9) and sunlight, and will lose strength and may turn yellow when wet.

**Cotton** is cellulosic fiber. Most cellulosic fibers are subject to browning if prolonged drying occurs or if alkaline solutions are used. Cotton can be degraded by acids and if these fibers are overwet, shrinking may occur. Avoid excessive agitation. Use fans, air blowers or carpet dryers for fast drying since cotton will take longer to dry than less absorbent fibers.

**Linen** (flax) is a strong fiber that doesn't stretch when pulled. But because it's a hard fiber too, it doesn't readily stand up to traffic. Linen carpets should be cleaned using a dry cleaning method and then dried as soon as possible to prevent mildew and shrinkage. These fibers can be damaged by bleach. The carpet cleaning should be undertaken by a professional carpet cleaner.

**Rayon** (viscose) is the first manmade regenerated cellulosic fiber. It breaks easily when wet and must be dried quickly to prevent microbial growth. Rayon is prone to shrinking when water soaked and has a tendency to "bleed" dye. Dry cleaning is an option to clean this type of rug. Dry the wet areas quickly by using an air mover or fan or dehumidifier to speed the process. Rayon's tendency to break can leave the rug's appearance altered after washing. Spot treating may result in discolored patches, or patches that differ in texture. If washing or spot treating a rayon rug, pat dry--never scrub. Leaving the rug to dry in the sun will not alter the appearance. However, it is best to have a professional clean a rayon rug.

**Plant fibers** include sisal, jute and bamboo. For these fibers, it is best to use a carpet-cleaning professional. It is important during cleaning to control the amount of moisture. It is not recommended that the natural fiber be steam cleaned, wet shampooed or any other method that involves water saturation. It is recommended that a dry cleaning process be used. These fibers are subject to browning if cleaned with a high pH (>7.5) and may release color during cleaning.

- **Sisal** is naturally stain resistant and very durable. It also doesn't build up static electricity. Sisal rugs are also very durable and will not compress or show as many wear patterns as wall-to-wall carpeting. Sisal rug should not be used in high humidity or wet areas, such as bathrooms or kitchens. Since sisal is an organic material, it can develop water stains.
- **Jute** is a durable fiber and can withstand abrasion. It is eco-friendly with insulating and antistatic properties. It is an efficiently low-thermal conductivity substance. However, the fiber is absorbent, and tends to weaken and turn yellow due to excessive exposure to sunlight. When exposed to moisture it becomes prone to microbes and mildew growth. In case of an accidental spill, immediately vacuum and clean as soon as possible and then treat with soapy water, blot and blow dry to remove moisture.

- **Bamboo** Leaving bamboo rug exposed to direct sunlight for too long should be avoided, as this can lead to premature discoloration in the bamboo.

*Synthetic fibers* may be cleaned with most cleaning methods and products on the market that are safe for synthetic carpets.

**Nylon** is known as a durable fiber. Nylon carpets can be cleaned with most cleaning agents. Cleansers that have a high alkaline content may cause a nylon carpet to lose its ability to resist stains. Cleaning agents that work with steam cleaners should have a pH lower than 10 to avoid reducing the carpet's stain resistance.

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## Spills and Spots and How to Effectively Treat Them

Spills and spots are inevitable, but they don't have to be permanent. There should be an immediate reaction to remove incidental spills, mud, oil, tar, etc., from the surface of the carpet. These contaminants should be removed as quickly as possible to prevent the spill on the carpet from becoming a permanent stain. Complete removal of many common spills may require the repeated use of a single solution or the use of a combination of solutions. Always use the spot-cleaning solutions in the concentrations recommended.

### SPOT REMOVAL STEPS

#### STEP 1

- Act quickly! The longer the delay, the higher the probability a spill will become a permanent stain.
- Vacuum all dry spills/ solids that typically do not cause stains or gently scrape up semisolids that could cause stains with a rounded spoon and vacuum. If a stain occurs, follow the procedures for removing spots and stains. Do not pour any liquid onto a dry spill as it may create additional problems.
- Liquid spills should be blotted with a dry, white, absorbent cloth or plain, white paper towels. Do not scrub the area! Continue to blot until the area is completely dry. If a stain occurs, follow the procedures for removing spots and stains.
- Don't use a steam cleaner when dealing with urine spots because the heat will set the stain and the smell. Extracting the spill with a wet-vacuum and rinsing with cool water will reduce the odor.

#### STEP 2

- Apply water to the spill first. Especially if the spot is fresh, water may be all that is needed to remove the spill. If water doesn't remove the spill, proceed as follows.
- Locate the spill on the spot removal chart (Figure 4) and follow the directions carefully.
- Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye. After applying several drops to the testing area, hold a white cloth on the wet area for ten seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, another cleaning solution must be selected.

#### STEP 3

- Apply a small amount of the selected cleaning solution to a white cloth and blot. Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot, absorbing as much as possible, and repeat, if necessary.
- Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill. Be patient! Complete removal of the spill may require repeating the same step several times.

#### STEP 4

- Rinse the affected area thoroughly with clear water after the spill has been removed. Blot with a dry cloth until all of the solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed. Small extraction machines designed for rinsing after spot cleaning are an excellent investment. Dry absorbent polymer can also be used to absorb and remove any residues left behind by the spot cleaning agent.
- Place a one-half inch layer of white paper towels over the affected area to absorb all the moisture and weigh down with a flat, heavy object that will not transfer color. Continue to change paper towels as needed.

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## Descriptions of Spot Removal Solutions

### **Dry Cleaning Fluid/Solvent:**

**Volatile Solvent** (A fast-evaporating dry cleaning fluid) – Exercise caution when using a solvent. A non-flammable spot removal solution is preferred. Never pour a volatile cleaning solvent directly onto the carpet. Volatile cleaning solvents will destroy the latex that holds the carpet components together.

**Non-volatile Solvents** (Referred to as paint, oil and grease removers) – This type of cleaning solvent evaporates slower for more effective cleaning. Non-volatile solvents can leave residues that may cause rapid soiling. When using a non-volatile remover, always rinse the area thoroughly with a volatile solvent.

**Nail Polish Remover** – Use nail polish removers without conditioners. Nail polish removers containing amyl or ethyl acetate and also contain alcohol to assist in rinsing residues.

**Detergent Solution** – Mix ¼ teaspoon liquid (non-lanolin, non-bleach that destroy dyes, no optical brighteners that dye the fiber) hand dishwashing detergent with one cup warm water (or volume mixing ratio of 1:200), or mix professionally formulated detergent solutions according to the manufacturer's recommendations. Always use a detergent with a pH of less than 10. Care should be used in selecting a detergent. A professionally formulated neutral detergent solution, specifically designed for use on carpet, should also be considered for consistent spot removal results. Allow the detergent solution to remain on the affected area for 10 to 15 minutes to lift the stain. Thorough rinsing is necessary to remove detergent residues that may cause rapid soiling. You may need to rinse with warm water several times to completely remove residues.

**Warm Water Rinse** – Use lukewarm tap water in most cases (except the blood spot) to rinse the spotting agent from the fiber. Failure to completely rinse the solutions from the fiber may cause accelerated soiling, also wicking will occur if contaminate is not totally removed.

**White Vinegar Solution** – Mix equal parts white vinegar (a 5% acetic acid solution) and water. This is used most often to lower the alkalinity caused by detergent solutions or alkaline spills removing residue. A professional solution may also be used (available from sanitation suppliers).

**Ammonia Solution** – Mix one tablespoon of household ammonia and one cup of water (or volume mixing ratio of 1:16), or use a professional protein spotter (available from cleaning suppliers).

**Spot Removal Kit** – Available from most carpet retail stores and professional carpet cleaning suppliers. Follow directions closely! Some spot removal kits contain a detergent solution and a stain-resist solution. Use of the stain-resist solution prior to the complete removal of the spill may cause a permanent stain. (Other spot removal kits may have dry absorbent cleaning products for fast spot removal). It is suggested that a professional spotting kit be purchased and that a portable spot extractor be used.

### **Spot Removal Residue Precautions!**

Although your detergent selection is important, it is even more important to remove all the detergent you put into the carpet. A detergent's ability to bind to particles of soil and oil is what makes cleaning happen. However, the detergent residue continues to attract and hold soil even after drying. Increasing the amount of detergent beyond the recommended level does not increase cleaning performance but makes the complete removal of detergent more difficult. A small, portable extractor is recommended for efficient rinsing and spot removal. A solution of equal parts white vinegar (5% acetic acid solution) and water can be used to remove heavy detergent residue. Remember: Never use any of the solutions in concentrations stronger than those recommended.

**Avoid Overwetting** – Prolonged dampness may cause discoloration, promote growth of mold and bacteria in the carpet, or cause separation of the backing.

Figure 2

**SPOT REMOVER CHART**

	DRY CLEANING FLUID	NAIL POLISH REMOVER	DETERGENT SOLUTION	WARM WATER RINSE	WHITE VINEGAR SOLUTION	AMMONIA SOLUTION	SPOT REMOVAL KIT	CALL A PROFESSIONAL
BLOOD *			2	3		1	4	5
BUTTER	1	2	3	6	5	4		7
CHEWING GUM **	1							2
CHOCOLATE	1		2	5	4	3		6
COFFEE			1	3	2		4	5
CRAYON	2	1						3
DYE	3		1	2				4
EGG			1	4	3	2		5
FINGER NAIL POLISH		1	2	3				4
FOOD COLORING			1	2	3			4
HAND LOTION	1		2	4		3		5
ICE CREAM	1		2	5	4	3		6
INK (BALL POINT)	2	1	3	6	5	4	7	8
LATEX PAINT			1	3		2	4	5
LIPSTICK	2	1	3	6	5	4	7	8
MILDEW			1	3		2	4	5
MUSTARD			1	3	2		4	5
OIL, COOKING	2	1	3	5		4		6
PERFUME			1	4	3	2		5
RUST			2	3	1		4	5
SOFT DRINKS			1	4	3	2	5	6
SOY SAUCE			2			1		3
TOMATO SAUCES			1	3	2		4	5
URINE			1	2	3	4		5
VOMIT			1	4	3	2	5	6
WINE			1	4	2	3	5	6
UNKNOWN	2	1	3	6	4	5	7	8

NOTE: \* Use only cold water when removing blood stains.

\*\* Freeze chewing gum or candle wax with ice by placing the ice in a metal pan and setting pan on top of wax or gum. Allow to sit for about 10 minutes, until frozen. Break with a blunt instrument (e.g. a knife handle). Vacuum up the pieces. Repeat until removed. Using alcohol or a dry cleaning solvent on a white absorbent cloth, blot the spot to dissolve the remaining residue and remove with fingers.

**How to use the Spot Removal Chart**

1. Look on the left side of the chart to locate the type of spot or stain to be removed.
2. Across the top of the chart, see the appropriate methods of removing a spot or stain.
3. Once type of spot or stain is located, look in the center of the chart and follow along the type of spot or stain doing step 1 first.
4. If the first step removes the spot or stain, continue using this as long as there is improvement in removing spot, it isn't necessary to move to the next step.
5. If no improvement, proceed to step 2. Follow the steps in order until spot or stain is removed.
6. Rinse with water and blot with a dry cloth to remove any residues of cleaning agent every time before changing the cleaning solution.

## Troubleshooting

Following carpet installation, questions may arise pertaining to common characteristics of carpet. These characteristics are usually for a short duration or are easily remedied.

### Burns

Burn damage can be remedied only by reweaving, retufting, or resectioning the damaged area. However, in some cases, the appearance of an area of charred carpet can be improved by carefully clipping off blackened ends of tufts using small, sharp scissors. Trim surrounding tufts to minimize indentation.

### Crushing

Crushing is the loss of pile thickness due to foot traffic. It is not a manufacturing defect. Regular vacuuming can help reduce crushing.

### Depressions

The weight of heavy pieces of furniture can put indentions in carpet. Use furniture glides or cups under the legs of heavy pieces, or occasionally move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur, saturate the indentions with water by a spray bottle. Apply heat to the indentation with a hairdryer set on high. Hold the hairdryer a few inches above the indentation. Continue applying heat and use your fingers to gently work the pile upright and in the opposite direction until completely dry.

### Fading or Color Loss

Protect carpet from direct sunlight to minimize fading or color loss. Fading can be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.

### Filtration Soiling

Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents, and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet cleaning professional for assistance.

### Fluffing or Shedding

The balls of fluff found on carpet or in the vacuum cleaner bag, are merely loose bits of fiber left in the carpet from the manufacturing process. The removal of loose fibers does not affect the carpet life or quality. With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

### Matting

Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified cushion or cushion failure, can also be the cause. Matting is not considered a manufacturing defect.

### Shading, Pile Reversal, "Watermarking" or "Pooling"

Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet or rug. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut pile carpet than in patterned and textured styles. This is not a manufacturing defect and does not affect the durability or the carpet. Shading sometimes can be reduced by aggressive steaming and pile lifting, but it invariably reappears within a few days or weeks of correction.

### **Soiling**

The secret to maintaining the beauty of your carpet is to vacuum often and clean it regularly before it becomes excessively soiled. Dulling is caused by the deposits of all types of soil that abrade the carpet's fibers. Still, the original color is not lost, but is present under the soil film. If the soil is allowed to remain, the carpet is much more difficult to clean. Frequent cleanings are important to avoid excessive soiling.

### **Sprouting**

Occasionally a yarn tuft will rise above the pile surface of a carpet. Just snip these tufts off level with the tufts. Do not pull them out. If a long run has occurred, consult our sales representative, installer, or professional cleaner promptly. It is frequently possible for the yarn to be retufted (reburled) or glued back into place.

### **Moth and Beetle Control**

Wool and wool-blend carpet made by Tai Ping is treated to be permanently moth resistant. Carpet and rugs made of man-made fibers are naturally resistant to insects. Synthetic carpet fiber is resistant to beetles, commonly called "carpet beetles," because it is not a food source.



## References

1. 'Carpet Maintenance Guidelines for Commercial Applications', The Carpet and Rug Institute
2. 'Carpet and Rug Care Guide', The Carpet and Rug Institute
3. 'How to Vacuuming Carpet Pile Care, Size or Type', [www.ecovacuumcleaner.com](http://www.ecovacuumcleaner.com)
4. 'Carpet fiber characteristics', by Jeff Cross Cleanfax magazine
5. 'Properties of Natural Fibers', CAMEO: Conservation and Art Materials Encyclopedia Online
6. 'Solution Dyed Carpet', <http://www.floorbiz.com>
7. 'Carpet, Asthma and Allergies – Myth or Reality', by Mitchel W. Sauerhoff, Ph.D., DABT
8. 'Clearing The Air About Clean Carpet', The Carpet and Rug Institute
9. 'Carpet Cleaning', Wikipedia
10. 'Comparison of Carpet Cleaning Methods', [www.homehintsenews.com](http://www.homehintsenews.com)
11. 'Carpet Cleaning Basics', [www.allabouthome.com](http://www.allabouthome.com)
12. 'Carpet Cleaning Maintenance Tips', IICRC; Institute of Inspection Cleaning and Restoration Certification

If there are any questions concerning the care and maintenance of your Tai Ping carpet or rug, please contact your local Tai Ping representative.