



## General Cleaning & Maintenance

With careful selection of colour, design and quality plus a positive approach to maintenance your carpet will perform up to expectations.

When selecting a carpet, colour is an important consideration. In general plain light shades require more cleaning and maintenance than darker shades.

Careful consideration of the activities carried out in the building and the standards of cleaning required will give indications of the likely maintenance requirements of the carpet.

Company policy and the size of the building will have a bearing on whether or not the cleaning will be carried out by your own staff or by cleaning contractors. These recommendations are intended to assist you by highlighting the requirements and the options available to ensure that your carpet gives optimum performance.

It is important that appropriate cleaning tasks are carried out before the carpets appearance has declined too far. If a piece of unused carpet is retained for regular comparison purposes it will enable an accurate assessment of the state of the carpet to be made.

## Other Routine Maintenance

Carpets should be given an all over vacuum clean, paying particular attention to the edges, to remove the air borne dust that settles on all areas. The frequency for this task will vary depending on local conditions, in general a weekly all over vacuum will be adequate.

## Vacuum Cleaning

Proper vacuum cleaning is a vital part of any maintenance programme. We recommend that heavily trafficked areas are thoroughly vacuumed daily as soiling will be present though not necessarily visible. Less heavily trafficked areas should be vacuumed once or twice per week.

When vacuum cleaning, we recommend the use of upright vacuum cleaners which have a good brushing action and good suction. We do not recommend the use of cylinder vacuum cleaners without rotating brushes.

It is also important that the vacuum cleaner is properly maintained to ensure that brushes are not worn down and that blockages or full bags do not impair suction.





## Periodic Maintenance

Eventually it is likely that the carpet will require more intensive cleaning. The frequency of such cleans will depend on the traffic levels and on the efficiency of the other maintenance techniques.

To remove deep-seated soiling the most effective method is considered to be either rotary brushes or spray extraction, sometimes referred to as hot water extraction or, erroneously, steam cleaning.

As the name suggests, spray extraction involves spraying carpet shampoo under pressure and then extracting the shampoo and loosened soil from the carpet with a powerful vacuum. The carpet is left wet and requires fairly extending drying time. For this reason spray extraction cleaning is usually carried out at night or at weekends so that traffic can be restricted until the carpet is dry.

Unless staff are properly trained cleaning would be expected to be carried out by a specialist contractor.

## Preventative Maintenance

Most of the soil deposited on a carpet is brought in on the footwear of people using the building. By providing entrance mats at all outside entrances and in areas where hard floors are adjacent to carpet the amount of soil deposited on the carpet can be considerably reduced. However, the entrance mats must be of adequate length - at least two strides long and be kept clean if they are to do an effective job. If an entrance cannot be cleaned replace it.

Whilst the build up of soil in traffic lanes is a major cause of the poor appearance of a carpet, stains resulting from spillages can often have a greater affect on lowering the carpets appearance. Spillages should be dealt with as soon as possible, certainly on a daily basis. See the section on stain removal for more information on the recommended procedures.

All spillages should be treated as soon as possible, as although they may not initially appear as a stain, residues can retain soil, slowly degrade fibres or produce odours.

A small spray extraction machine or wet/dry vacuum cleaner would be useful for quickly removing wet spillages.





## Interim Maintenance

Despite good daily maintenance it is likely that additional cleaning will be required if the carpet's appearance is to be maintained at a high level.

Regular critical appraisal of the condition of the carpet is an important part of ensuring standards are maintained. One method of assessing the carpet's appearance is to use a sample of new carpet for comparative purposes.

## Powder Cleaning

Absorbent powder is available for interim cleaning. The powder comprises a carrier, which incorporates a solvent and detergent so that oil and water borne soils can be absorbed by the powder. The powder is spread on the carpet when worked into the pile using the machine provided, left for a period for the absorption processes to take place, then vacuumed away. The method leaves the carpet virtually dry and treated areas need not be restricted to traffic.

Powder cleaning is a quick and easy method of improving the carpet's appearance.

## Care Homes and Hospitals

In these environments spillages are likely to occur frequently, and these should be dealt with as soon as possible.

Where a high level of spillage is likely we recommend that Weston Healthcare Collection carpets with impervious backings are installed. An impervious backing prevents spillages from passing through the carpet into the sub-floor, whilst also enabling the carpet to be cleaned using plenty of water.

Spillages of urine, blood, vomit and food, if neglected can result in malodorous and permanent staining. Prompt attention and the use of a small spray extraction unit will help to reduce the problem. Please refer to our Stain Removal pages for help with different types of spillage.

Various biocide and deodorisers are available to reduce odour problems, and may be useful in certain areas. Where odours have become a problem, it is also important to consider that the source may be such areas as upholstered furniture and not the carpet.





## Stain Removal

When spillages occur the quicker the attempt at removal is made the better.

### Treatment for various Types of Stain

Stains fall into two broad categories; water based and oil based.

Water based stains are tackled by using a detergent, oil based stains by using a solvent. Frequently the stain may have water and oil based components, for example gravy, in which case the stain would be tackled using detergent and solvent

As an alternative to the use of detergent and solvent you may prefer to use a proprietary stain removal chemical, a number of which are available. It is likely that staining in your location will be predominantly of one type, so it should be possible to select the most suitable stain remover. You would need to keep the other items of equipment - spoon, spatula, cloths or sponges to enable the job to be carried out. - See stain removal kit.

If possible liquid spills should be soaked up by blotting with a clean cloth or paper towel.

Solid material should be scooped up with a spoon or blunt knife.

Avoid spreading the spillage, work from edges of the spillage to the centre of the affected area.

Blot with a moist cloth or sponge - don't rub.

Refer to the stain removal chart and, after checking that the carpet is colour fast to the agent to be used, apply working from the outer edges of the stain.

When no more of the stain can be removed, an indication of this is when there is no evidence of the stain being transferred onto the cleaning cloth, apply clean water to remove the cleaning agent and blot up the excess moisture.

Apply a wad of tissues weighted by books or similar heavy objects, place polythene between weight and pads to prevent transfer of materials between the weight and the pads. Leave to dry overnight.

Occasionally when all the staining agent is not removed the stain apparently reappears. If this occurs repeat the stain removal procedure.





## Stain Removal Kit

If in-house cleaning is carried out it would be useful to have a stain removal kit available.

### Suggested Contents

Detergent	A crystallising carpet shampoo will avoid premature resoiling. One tablespoon to one litre water.
Ammonia	Clear household ammonia. Two tablespoonfuls to one litre water.
Vinegar	Pure white vinegar. Two tablespoonfuls to one litre water.
Solvent	Dry-cleaning solvent (spot remover).
Blotting material	Clean white cloth or white paper towel.

Important: Never use bleach or bleach containing cleaning products unless you are completely satisfied that the fibres used in the construction are isolution dyed and will be resistant to bleach. Cleaning products should always be kept out of reach of children.

## Stain Removal Chart

(Number determines cleaning method to be used)

Asphalt (1) Lacquer (3)

Beer	(4)	Lard	(1)
Berries	(4)	Linseed oil	(1)
Blood	(11)	Machine oil	(1)
Butter/Margarine	(1)	Mascara	(1)
Cheese	(2)	Mayonnaise	(2)
Chewing Gum	(7)	Milk	(2)
Chocolate	(2)	Mixed drinks	(4)



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Coffee	(4)	Nail varnish	(1)
Cooking Oil	(1)	Paint (latex)	(1)
Cough syrup	(5)	Rust	(10)
Crayon	(1)	Salad dressing	(1)
Curry	(10)	Shoe polish (liquid)	(10)
Dye	(10)	Shoe polish (paste)	(1)
Egg	(2)	Soft drinks	(4)
Excrement	(2)	Solder	(10)
Foundation cream	(1)	Soya sauce	(2)
Fruit juice	(4)	Starch	(2)
Furniture polish	(1)	Sweets	(4)
Furniture polish (stain)	(9)	Tar, soot	(1)
Garden soil	(2)	Tea	(4)
Gravy, culinary sauces	(1)	Toothpaste	(2)
Hair oil	(1)	Typewriter ribbon	(1)
Hairspray	(1)	Urine (dry)	(12)
Hand lotion	(1)	Urine (wet)	(8)
Ice cream	(2)	Varnish	(3)
Ink (ball point)	(1)	Vomit	(5)
Ink (felt-tip marker)	(1)	Wax (candle)	(7)
Ink (fountain pen)	(6)	Wax (paste)	(1)
Ink (permanent)	(5)	White glue	(2)
Ketchup	(2)	Wine	(4)





## Cleaning Methods

Solvent > blot > detergent > blot > water > blot

Detergent > blot > ammonia > blot > detergent > blot > water > blot

Solvent > detergent > blot > water > blot

Detergent > blot > white vinegar > detergent > blot > water > blot

Detergent > blot > ammonia > blot > white vinegar > blot > water > blot

Detergent > blot > white vinegar > blot > ammonia > blot > water > blot

Freeze with ice cubes > shatter with blunt object > vacuum > solvent > wait several minutes > blot > repeat if necessary

Blot > water > blot > ammonia > detergent > blot > water > blot

Denatured alcohol > blot > repeat if necessary call a carpet cleaning professional

Use cold ingredients Detergent > blot > ammonia > blot > detergent > blot > water > blot

Detergent > blot > vinegar > blot > ammonia > blot > detergent > blot > water > blot

Caution - No carpet is absolutely stain proof. In general hot liquids, bleaches and products containing natural dyes such as curry, mustard, herbal tea, etc., can cause permanent discoloration.

