

## O & M Guide for Carpet

### CARPET CARE

Care of your new carpet is a major determining factor in how long it will last. This document provides all the recommendations required for care, stain removal and cleaning to enhance the beauty of your carpet throughout its lifetime. Poor upkeep, more particularly the use of unsuitable stain removers or detergents, can rapidly cause lasting and virtually irreversible damage to the floor covering. In such situations, Xeyet cannot be held liable.

Proper carpet care involves four types of activity:

- Protecting entrances.
- Vacuuming.
- Removing stains.
- Regular care.

#### 1. PROTECTING ENTRANCES

Dry soil and dust brought indoors is by far the most damaging type of contaminant for carpet. All entrances leading to carpeted areas should therefore be protected.

**IMPORTANT:** all mats should be vacuumed every day if they are to perform their intended purpose.

#### 2. VACUUM-BRUSH CLEANING

Regular use of a vacuum-brushing cleaner is the best way to care for carpets. The intensity of foot traffic should be clearly identified in each area so that vacuuming activities can be properly planned (refer to the frequency table). It is absolutely essential to use a vacuum cleaner with a rotating brush for best results; this type of vacuum cleaner removes dust efficiently through its mechanical action. Vacuum cleaners with flat nozzles remove only a limited amount of dust and do not lift the pile. To prevent fine dust being discharged into the air, the vacuum brushing cleaner should be fitted with an additional efficient filter (HEPA filter).

#### 3. REMOVING STAINS

Your fitted carpet is a textile item: as you would with any other fabric, act fast and sensibly to solve the problem. It is recommended that you deal with any stains as soon as they occur. Dirt is considerably more difficult to remove once it has settled in. Use a stain-removing product that is

appropriate to the particular problem. We recommend that you check that the stain-remover is compatible with the carpet before use, by applying a small amount to a concealed part of the carpet.

Spills:

Blot spills as soon as possible using a clean, dry and absorbent white cotton pad. Avoid rubbing the stain.

Solid stains:

Remove as much of the substance as possible with a blunt knife.

- Then use a stain-removing product that is appropriate.
- Apply the stain remover to a white cotton cloth and dab the stain forcefully without rubbing it.
- Start from the edge and work inwards to prevent the stain spreading.
- Continue doing as instructed as long as the stain is soaked up by the cloth.
- The upturned glass method can be used to good effect to massage the stain by making circles with the upturned glass and removing any foam that forms. Repeat this step until the foam stops appearing.
- When the stain is removed, rinse with clean water and dab it vigorously with a damp sponge. Dab with a dry cloth to absorb as much moisture as possible.
- Finally, cover with a white absorbent layer (cotton cloth or kitchen roll) about 1 centimetre thick, weighted down by a heavy object and covered with a plastic sheet to absorb any residual moisture and the remains of the stain.

#### 4. REGULAR CLEANING

Regular cleaning done properly can put off more drastic cleaning operations such as “spring-cleaning” or “restorative cleaning” for a very long time.

##### 4.1 Cleaning with absorbent powder

- Spray 5 to 10 sq. metre-sections with diluted stain remover, paying particular attention to dirty and stained areas.
- Then spread as thin a layer as possible of the powder over the treated area.
- Work the powder into the carpet with a dusting brush or stiff broom.
- Leave the product to take effect for 1 to 3 hours depending on how wet it is.
- Remove by vacuuming it lengthwise and widthwise several times if necessary.

Recommendations:

- This method is not suitable for loop pile woollen products.

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- The hardness of the brush should be adapted to the resistance of the pile.
- Take particular care not to brush Saxony-type pile carpet too hard.

#### 4.2 Injection extraction

This deep-cleaning method cleans the pile fibre from top to bottom. If done on a regular basis, only heavy traffic areas need to be gone over thoroughly. It should not be used on carpets tile. This method is also suitable as part of the so-called “restorative” treatment, in which case the entire surface of the carpet should be treated.

Start by thoroughly vacuuming the area to be treated. Put plastic sheets underneath the legs of pieces of furniture that cannot be easily moved. This method works on the principle of injecting a highly diluted detergent solution in warm water (hot for very greasy stains) to remove dirt. Water and dirt can be removed by immediately following this up with very vigorous wet vacuuming. The detergent solution should be chosen carefully; its pH must be less than 8. As a precaution, add an anti-foam agent in the machine’s recuperation tank.

#### 4.2 Injection extraction

Proceed as follows:

- Vacuum in parallel lines, going against the direction of the pile where necessary in heavy traffic areas. Use just enough detergent solution to clean the carpet. Clean in straight lines wherever possible, overlapping each run by one third of the nozzle width to avoid any traces of passage.
- After each cleaning operation, go over the same area without detergent once more with just the vacuum cleaner.
- Extraction should be repeated in areas where visible dirt has not been removed with just one pass of the cleaning nozzle.
- Lastly, repeat the above, replacing the detergent with water, to remove all traces of detergent from the pile.
- If extraction has been properly performed, the ideal drying time should be from 6 to 12 hours, during which no one should be allowed to walk on the carpet. Drying time can be much shorter if special dryers are used.

Recommendation for carpet tiles:

Efficient extraction is essential to prevent any residual damp, which could cause problems of curvature and premature clogging of seams.

Important general recommendations:

The use of unsuitable stain removers or cleaning products can cause irreversible damage. Textile floor coverings are sensitive to chemical agents: the topside fibres and the backing can be damaged

by aggressive agents such as alkali (ammonia etc), bleach and/or oxidizing agents (chloride bleach, hydrogen peroxide etc).

Avoid drowning the stain - prolonged or repeated humidity can discolour and soften the carpet or even detach the backing, cause shrinking, warp carpet tiles, turn the carpet yellow or encourage proliferation of mould and bacteria.

#### 5- Restoration.

This procedure should be planned in extreme cases (lack of maintenance, failure to respect maintenance plan, absence of protection of access areas etc.). It involves the implementation of numerous techniques combining brushing, spraying, extraction etc. over the whole of the surface area and should be carried out under the supervision of a professional. Generally speaking single-brush, Rotowash and injection-extraction type machines can be used. Selective stain removal may subsequently prove to be necessary.