

CARPET MAINTENANCE GUIDE

HOW TO CLEAN CARPET

A carpet is simple and cheap to maintain compared to other types of floor covering. Stone or wooden floors have to be swept, mopped, polished, sanded and/or waxed. With a carpet there is no fuss with chemicals or dragging buckets around. These practical maintenance tips will preserve your carpets beauty for a long time.

Prevent your carpet from getting dirty

The best way to maintain your carpet is to prevent it from getting dirty. Lay mats or grates in front of your doors to trap the dirt. Wiping your feet before entering your house will keep your carpet cleaner.

Vacuum twice a week

High traffic areas, such as corridors, stairs and entrance halls, should be vacuumed daily. The whole carpet should be vacuumed twice a week. Dirt lying on the surface will be removed thus avoiding penetration further into the pile. Keep the vacuum cleaner in the direction of the pile for a long time and then the opposite way. Repeat as necessary.

Always follow the manufacturer's instructions regarding to the machine bag and filter change to ensure maximum possible suction at all times.

Remove spills immediately

Act quickly when anything is spilled! Do not allow stains to dry in, but remove them immediately with a clean absorbent cloth. Scoop solids with a spoon.

HOW TO REMOVE CARPET STAINS

Carpet stain removal

Don't panic if you spot a stain on your carpet. Today's high-quality carpet fibres allow most stains to be easily removed. However, which cleaning method depends on the type of stain.

React quickly

Stains in carpets should always be treated immediately. The earlier you fight the stain, the easier the removal.

- Absorb liquids immediately with an absorbent cloth such as kitchen paper, toilet paper, cotton towel
- Remove solid substances with a spoon. Any remaining residue can be treated.
- The majority of stains can be removed using tepid water.
- When applying cleaning agents, follow instructions on the packaging. Put on a cloth first and not directly onto the carpet and always test first in an inconspicuous area.
- By working your way inwards from the outer edge of a spot, you can prevent the stain from spreading.

- Avoid rubbing the stain, only dab it, as this can cause the stain to spread and damage the carpet.
- After applying the treatment, blot the area as dry as possible by applying pressure with paper towels or absorbent cloth.
- Apply a thick layer of paper towels over the wet area and weigh them down to dry the carpet.
- Brush the pile with your fingers to restore the texture after the area has dried.
- If you are in any doubt, please contact a local cleaning expert.

Warning: Chlorine-containing products risk bleaching your carpet.

Tepid water

Tepid water is lukewarm, meaning that it is neither hot nor cold to the touch. Tepid water consists of two parts cold water and one part boiling water, which renders a temperature of about 40 degrees Celsius.

Stubborn stains

Most of the stains on carpets can be removed with a towel and tepid water as described above. Some stains however are best treated differently:

- **Mud:** Do not use water to remove a mud stain from a carpet. It is best to allow sand, mud and suchlike to dry out. When the stains have dried out you can thoroughly vacuum clean them.
- **Candle wax:** Moisten the carpet around the wax stain with cold water. This makes sure that the grease cannot penetrate deeper into the carpet. Then heat the candle wax with a hairdryer to make it liquid again. After a short while you can dab up the liquid candle wax with a towel. Caution! Never use an iron to heat up and remove candle wax from your carpet. You'll risk leaving burn marks.
- **Burns or scorch marks:** do not use water on these stains. The carpet material has been damaged and cleaning is no longer possible. Cut off the hairs. Take new carpet fibres from a spare piece and adhere this to the bald patch with glue. Special solutions exist to remove very stubborn stains.

PROFESSIONAL CARPET CLEANING

When should you consider deep cleaning?

Vacuuming regularly is the most important step for carpet cleaning. However, deeper extraction cleaning takes care of removing tough, stubborn and deep lying dirt. There are several deep cleaning techniques. The most common ones are **steam cleaning** and **spray extraction**.

How often deep cleaning must be done depends on carpet use and care methods. Do not wait until dirt is visible on the carpet. If the carpet is already heavily dirty, cleaning is all the more difficult and expensive and, as a result, its life is considerably reduced. You should use a recognized professional carpet cleaning company.