

COMMERCIAL

CARPET CARE INFORMATION

By Lamo

TABLE OF CONTENTS

Commercial carpet care information 3

- Prevention
- Vacuuming
- Spot and stain removal

Professional cleaning 6

Carpet Appearance

COMMERCIAL CARPET CARE INFORMATION

Commercial carpeting represents a large capital investment. This is justified by the benefits it brings in terms of comfort, luxury and aesthetic appeal. However, in order to protect your investment there are a number of simple maintenance issues to be aware of.

PREVENTION

Soiling (dirt, dust and abrasive matter) is the greatest threat to carpet. Quite simply, carpets get dirty because they are walked on, most of the dirt coming from outside. Therefore, it is imperative that adequate walk-off areas be provided at all external doors.

There are many types of walk-off matting to choose from. Textile matting is recommended as the best means of trapping both water and grit. In areas where moisture is not a factor than a grille type system can be appropriate.

Research has shown that a five meter long textile mat prevents practically all soil from tracking into a building. Unfortunately, not all premises can accommodate such walk-off mats. Look for creative solutions, such as placing recessed matting in revolving doorways where people tend to shuffle their feet as they enter, or the use of outdoor matting in conjunction with indoor matting.

Remember also that grease from kitchen areas and oil from plant rooms can also be tracked onto the carpet. Placing walk-off matting inside the doorways leading from such areas will easily avoid this problem. Matting in elevator cabs will prevent water and soil from tracking onto different levels.

Regular, thorough maintenance of entrance matting is mandatory, or the matting itself becomes a reservoir for soil, which increases rather than reduces soiling in a building.

VACUUMING

Most dirt, even dust, has the form of a hard particle and is as abrasive to the pile as sand paper when left in the carpet. The best way to increase the life of your carpet is to vacuum regularly meaning daily in medium to high traffic areas. More use means more vacuuming but beware that some vacuums can be aggressive to the pile and damage the surface of the carpet.

Vacuum cleaners with rotating beaters and/or brushes are more effective when it comes to removing soil but the mechanical action can shorten the life of the carpet.

Height adjustment of the brush is critical and is correct when the brush contacts the pile enough to vibrate the carpet lightly. Keep brushes clean and replace when worn and follow the manufacturer's instructions.

SPOT AND STAIN REMOVAL

Spills are likely to happen and if you treat spots and stains immediately, they will be easier to remove. However, it is important to note that no carpet is completely stain proof. Certain carpet qualities are stain resistant which allows time for removal. Be aware never to scrub the area because this can cause pile distortion.

Certain products can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, etc can have strong chemicals which discolour or dissolve carpet fibers. Products containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet.

Blot liquids with a dry, white, absorbent cloth or plain white paper towel. To prevent the spill from spreading, please work from the edge of the spot to the center. Continue until no additional spot shows on the cloth or towel.

For food and other non-liquids, start by gently scraping up with a spoon or knife blade and vacuum until completely removed.

If the stain remains, you can treat it with one of the following procedures.

Note: Do not get the carpet too wet. Wetting through to the backing may result in shrinkage, discoloration, odour and delaminating. Never walk on a cleaned area before it has thoroughly dried.

Dampen the stain and then blot using these cleaners (always use a white towel to blot or damp):

1 Mix 1/2 teaspoon of dish detergent (with no bleach or moisturizer) to 2 cups of mildly warm water. Follow spot cleaning by blotting with clear water.	4 Isopropyl Alcohol	7 Mix 2 tablespoons of household ammonia with 1 cup of water; Follow spot cleaning by blotting with clear water.
2 Warm water rinse: Dampen with mildly warm water and blot the stain	5 3% Hydrogen Peroxide. Follow spot cleaning by blotting with clear water.	8 Nail Polish Remover with Acetone
3 Dry Cleaning Solvent or Citrus Solvent (available in local hardware store or supermarket)	6 Mix 1 cup of white vinegar with 2 cups of water. Follow spot cleaning by blotting with clear water.	9 Vacuum

This advice is offered in good faith. No responsibility is accepted for claims arising from the proposed treatments and if stains fail to respond or if you have doubts about what caused the spot and how to remove it, please contact a professional carpet cleaner. It may anyhow be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Test spot removing materials on leftover pieces of carpet as soon as new carpet is installed. In this way it can be determined if spot cleaning products might possibly have an adverse effect on the colour of the carpet and, if so, alternative products can be chosen. (For woolen carpet qualities, always use a chemical that bears the WOOLSAFE APPROVED logo.)

Beer	1	2
Blood	7	5
Butter	3	7
Candy	1	6
Carbon Black	9	1
Chocolate	3	7
Chocolate Milk	3	6
Chewing Gum	3	
Clay	3	6
Cola	1	5
Coffee	1	5

Cologne	1	7	6	Margarine	3	1	2	
Cooking Oil	3	1	7	Mayonnaise	3	1	7	
Cosmetics	8	3	1	Milk	3	1	7	
Cough Medicine	1	7	6	Mud	1	2		
Cranberry Juice	1	7	5	Mustard	1	6	5	
Crayon	3	1	4	Nail Polish	8	3	1	
Dye	4	3	2	Oil	3	1		
Egg	1	7	6	Paint (acrylic)	3	6	2	
Feces	1	7		Paint (oil based)	3	2	1	
Felt Marker	8	3	5	Paint (water based)	1	7	2	
Food Dye	4	3	2	7	Rust	1	2	
Fruit Juice	1	7	6	Salad Dressing	3	1		
Furniture Dye	8	3	1	Sauces	3	1	7	
Furniture Polish (oil based)	8	3		Shoe Polish (liquid)	3	8	1	
Glue	3	2		Shoe Polish (paste)	3	1		
Graphite	9	3	2	Shoe Polish (wax)	3	1	2	
Gravy	3	1	7	Soft Drinks	1	7	6	5
Grease (black)	3	1		Syrup	1	7	2	
Grease food stains	3	1	7	Tea	1	6	2	5
Hair Shampoo	2	7	4	Tomato Juice/Sauce	1	6	2	5
Hand Cream	3	1	7	Urine (dry)	1	6	2	5
Ice Cream	3	1	7	Urine (wet)	1	7	6	
Iodine	3	1	5	Varnish	3	1		
Ink	8	3	2	Vegetable Oil	3	1	2	
Jelly	1	7	6	Vinegar	7	2		
Ketchup	1	7	6	Vomit	1	7	6	
Liquor (alcohol)	1	7	6	Wax	3	1	6	
Make-up	3	1	2	Wine	1	6	7	5

PROFESSIONAL CLEANING

Periodic professional cleaning is necessary to remove the oil and soil which cannot be removed by vacuuming. The frequency may vary depending on the level and type of traffic and the conditions to which the carpet is exposed. Professional cleaning should be considered before your carpet begins to show soil. Letting the carpet become excessively soiled will make cleaning more difficult and shorten the carpet's useful life.

Bonnet cleaning

Bonnet cleaning involves skimming the surface of the carpet using a soft pad impregnated with detergent solution. Lano does not ordinarily recommend the use of rotary cleaning techniques due to their tendency to cause pile burst and superficial fuzzing. However, with very dense carpet constructions, where traffic levels are high (such that the pile is well consolidated) and where there is limited time available for cleaning (where there is a high throughput of people at times when cleaning may be undertaken), bonnet cleaning may be carried out with care.

Absorbent powder

This cleaning method (also known as dry powder or dry extraction cleaning) is an acceptable way to brighten the carpet's appearance whilst keeping drying times short.

However, because this process involves brushing a detergent laden powder into the carpet pile, it is critical that effective vacuuming is carried out at the end of the cleaning process. Otherwise particles of the powder will remain trapped within the pile and ultimately contribute to overall levels of soil in the carpet.

More thorough cleaning

Despite your best efforts at protection and cosmetic cleaning, there may be time when more thorough cleaning is necessary. We recommend only hot water extraction, supported in heavily trafficked areas by vacuuming using a dual motor vacuum machine, sometimes known as a pile lifter. Such machines have two motors, one to drive a rotating brush and another to apply suction, and are usually dragged backwards over the carpet. These machines open up the carpet pile and thus make soil trapped at the base of the tuft accessible for removal in the subsequent wet extraction process.

CARPET APPEARANCE

Even with regular maintenance, some changes in appearance can occur:

Fading

Direct sunlight can cause fading. Protect the carpet with the most appropriate window covering.

Shedding

is an effect of all new carpets, in particular cut-pile qualities, and is not a defect of the carpet. Shedding is caused by the short fibers within the pile that work loose during service, most likely in high traffic areas. The total fiber loss during use is relatively small and the length of time required to eliminate shedding will depend upon the type and amount of vacuuming. Shedding is more apparent in staple products than continuous filament products.

Shading

is not a true colour change but a visual effect as a result of light reflecting differently from the tips of the carpet tufts versus the sides of the tufts. Shading, which is normal in luxurious, cut pile carpet qualities, is not a manufacturer's defect.

Seams

Qualified installers from professional carpet stores know how to minimize the appearance of seams. Seams may be slightly more apparent with a loop pile carpet than with a cut pile carpet.

Footprints

Most deep, cut pile carpets will show shoe or foot impressions. A low pile carpet with a denser construction can help minimize this condition.

Pile crush

Crushing is unavoidable and will occur to some degree, mainly in high traffic areas and under the legs of pieces of furniture. Crushing is the compression of the carpet tufts. Vacuuming and gentle brushing of the area with the hand will hasten the recovery.

Tip bloom

Over time, day-to-day foot traffic can cause the tips of cut pile carpet tufts to untwist and open up. This is a normal occurrence.

Static discharge

This can be an annoying problem, especially when your carpet is new. Static discharge is caused because the natural moisture content is removed during manufacturing. When the natural moisture returns, static should greatly subside and also the amount of static will minimize through daily use.

Indoor Air Quality

When properly installed and maintained, Lano Carpets will be a significant part of a safe and healthy interior, providing years of beauty and comfort. Extensive studies showed that carpet is completely safe and non-toxic to humans and pets when properly installed and maintained. Providing ventilation (opened window/door) will diminish and possibly eliminate any initial temporary odours which emit from padding, seam sealers, glue, subfloor treatments and other finishes or components related to the carpet installation process.

LANO

Flooring Solutions!

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