



## Contract Cleaning Guide

Helping to ensure you get the maximum performance and enjoyment from your Westex contract carpet, please follow this maintenance guide. Combining and offering you our many years' experience, correct cleaning will help ensure you have no problems with either the appearance or durability of your carpet.

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## 1. Recommended cleaning methods

The following list is a guide for the types of cleaning methods that can be used for good carpet maintenance. If special conditions apply the procedures should be adapted accordingly.

<b>TRAFFIC INTENSITY</b>	<b>LOW</b>	<b>MEDIUM</b>	<b>HEAVY</b>
<b>ROOM TYPES</b>	Offices with few persons meeting rooms/depots	Office areas/corridors libraries/clinics	Entrances/ enquiry offices offices/shops/ canteens
<b>ANTISOILING MEASURES</b>			
Scraper Mats	NO	NO	YES
Barrier Mats	NO	YES	YES
<b>EASY CLEANING</b>			
Vacuum Cleaning	Once per week	3 times a week	Daily
Stain Removal	As required	As required	As required
<b>CLEANING AT INTERVALS</b>	Once a year	Twice a year	3 – 4 times a year
Chem- Dry® Method	YES	YES	YES
Combi – Cleaning	YES	YES	YES
Extraction Method	With proviso	With proviso	With proviso
Dry Cleaning	With proviso	With proviso	With proviso

## 2. Soil preventative actions

Prior to installation it is important to establish an effective cleaning zone in order to stop the ingress of dirt and soil. This will protect the floor covering and reduce cleaning costs.

The cleaning zone from outdoor areas should start with scraper mats in order to stop the drag-in of coarse particles. After this a barrier mat will absorb moisture and smaller particles. This should also be placed at high traffic points such as between factory and office, between kitchen and restaurants and also in the elevator area.

The most efficient cleaning zone should have a length of at least five metres. You should vacuum-clean the cleaning zones daily with a rotating brush and ensure that basic cleaning is made at regular intervals in order to maintain a maximum absorption of moisture and dirt.

## 3. Vacuum cleaning

The purpose of vacuum cleaning is to remove all loose dirt types and dust. Entrances and corridors should be vacuumed daily even though the areas are not visibly dirty. Plan the vacuum cleaning in order that high traffic point areas are vacuum-cleaned most often.

Vacuum cleaners mounted with a rotating mouth brush are recommended. The mechanical effect of the brushes is effectively loosening dirt and particles from the pile.

**Filters:** Use a vacuum cleaner with a good and efficient HEPA-micro filter system in order to be able to remove fine dust and maintain a good indoor climate. The HEPA filter system, which has been developed in co-operation with the Asthma and Allergy Association extracts 99,997% of pollen, dust, animal scales and other particles.

**Recommended vacuum cleaners:** Use a vacuum cleaner with an effective absorption capacity. The vacuum cleaner should have an effective micro filter system in order to be able to remove fine dust and maintain a good indoor climate

#### 4. Cleaning at intervals

Cleaning at intervals can be regarded as a less thorough cleaning, where the appearance of the carpet is freshened up at regular intervals. Cleaning at planned intervals is an excellent cleaning method for carpets with light or medium soiling. This type of cleaning involves the methods and procedures described as:

- a. Chem-Dry® method
- b. Combi - cleaning
- c. Extraction method
- d. Dry-cleaning

**a. The Chem-Dry® method** involves brushing in a hot (60-75 degrees) pH neutral heavy carbon dioxide aqueous solution, which is subsequently absorbed and dried with a cotton disc.

Advantages:

- ✓ extremely efficient cleaning
- ✓ small quantities of water used
- ✓ no soaking of the backing
- ✓ no use of chemicals
- ✓ the dirt is mopped from the carpet pile
- ✓ short drying time (typical 1 hour)
- ✓ minor risk of mistreatment
- ✓ method and agent with a minimum load on the indoor climate
- ✓ carpet stays clean longer, as there are no remaining concentrations of dirt attracting soap or chemicals.

Procedure: vacuum cleaning - spraying of carbon dioxide solution - absorption of dirt and moisture with cotton discs - possibly stain removal - drying.

**b. Combi - cleaning** involves cleaning with vapour in a custom-built brushing machine (Lux Professional). Two reverse rotating brushes loosen the dirt, which together with the cleaning water is lead via a conveyor belt into a drain tank. The machine uses small quantities of vapour / water, which results in short drying times.

\*\*Instead of vapour, clean water can be used; however, this will increase drying time\*\*

Advantages:

- ✓ very efficient cleaning
- ✓ small quantities of water
- ✓ no soaking of the backing
- ✓ no use of chemicals
- ✓ short drying time (typical 1- 2 hours)
- ✓ minor risk of mistreatment
- ✓ method and agent with a minimum load on the indoor climate
- ✓ carpet stays clean longer, as there are no remaining concentrations of dirt attracting soap and chemicals.

Procedure: vacuum cleaning - brushing treatment - possibly stain removal - drying.

**c. The Extraction Method** is carried out by spraying a cleaning solution into the carpet pile. After a short period of action a rinse with clean water is made and absorption of the cleaning solution and dirt.

Advantages:

- ✓ moderately effective cleaning
- ✓ the use of an extraction machine alone gives good removal of loose dirt but may not remove more difficult stains

Disadvantages:

- larger quantities of water required
- longer drying times required (typical minimum 24 hours)
- risk of mistreatment
- the use of a cleaning solution (chemicals)
- risk of remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - spraying of cleaning solution - short wait - 2 - 3 times rinsing with clean water and absorption - ending with 1-2 times absorption - drying.

**d. Dry-cleaning** is an alternative cleaning method which can be applied where there is no time for the carpet to be allowed to dry before being walked on again.

Advantages:

- ✓ moderately effective cleaning of visible dirt
- ✓ no drying times
- ✓ the carpet can be taken into use immediately after cleaning.

Disadvantages:

- dry-cleaning can have an influence on the air quality during and after execution
- effective air circulation is a must
- immediately after dry-cleaning small quantities of the dry-cleaning agent may be left in the carpet, which demands repeated vacuum cleanings before they are fully removed.

Procedure: vacuum cleaning - pre moisten with pre spray - spread the dry cleaning agent - brushing - drying - vacuum cleaning with a mouth brush.

## 5. Basic cleaning

The purpose of basic cleaning is to achieve a more thorough cleaning of the carpet. The method is used for periodic cleaning where the carpet has become somewhat or very dirty. Basic cleaning can be carried out by using methods and procedures following:

**e. The Chem-Dry® method** for basic cleaning involves the use of the PowerHead™ AXT technique, which injects a 60-75 degree hot pH-neutral heavy carbon dioxide aqueous solution through 550 jets per minute. The carpet is at the same time manipulated with 550 mechanical steps per minute. Absorption is made with a combination of heavy vacuum through 5000 suction planes per minute and a mechanical fluid flow through the carpet. After this the pile can be dried with a cotton disc if necessary.

Advantages:

- ✓ extremely efficient cleaning
- ✓ small quantities of water used
- ✓ thorough but no soaking of the backing
- ✓ no use of chemicals
- ✓ the dirt is mopped up from the carpet pile
- ✓ short drying time (typical 1 - 2 hours)
- ✓ minor risk of mistreatment
- ✓ method and agents with a minimal load on the indoor climate
- ✓ carpets keep clean longer, as there are no remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - spraying of a carbon dioxide solution and absorption of dirt is made during one work routine - possible drying with cotton discs - possible stain removal - drying.

**f. Combi-cleaning** for basic cleaning involves cleaning with vapour from a custom-built brushing machine (Lux Professional). Two reverse rotating brushes loosen the dirt, which together with the cleaning water is lead via a conveyor belt up to a drain tank. The machine uses small quantities of vapour / water, which results in short drying times.

\*\* In heavily soiled areas, water can be used instead of vapour with a small quantity of low-foaming carpet cleaning agent added.\*\*

After rinsing with clean water, absorption with an extraction machine might be necessary in heavily soiled areas. The use of water, however, will prolong drying time.

Advantages:

- ✓ very effective cleaning
- ✓ small quantities of water
- ✓ no use of chemicals
- ✓ short drying time (typical 1-2 hours)

- ✓ minor risk of mistreatment
- ✓ method and agents with a minimum load on the indoor climate
- ✓ the carpets keep clean longer as there are no remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - brushing - (rinsing with water - absorption with the extraction machine) - possible stain removal - drying.

## 6. Treatment

Your Westex Carpet has been treated against soil and stains at our factory and cured during the manufacture of your carpet. This secures good resistance to wear and cleaning. The Guardsman treatment used will last throughout the life of your carpet.

## 7. When the cleaning is finished

Check your carpet for possible remaining stains, which were not removed during the cleaning process and treat them accordingly.

Do not walk on your carpet again before it is completely dry. The carpet also has to be quite dry before furniture is put back in place, as chair legs and similar may rub off on the wet carpet.

## 8. Stain removal

Usually stains emerge after spillage's or by set-off from soles of shoes. The stains should be removed immediately. No matter which type of carpet you have chosen the following "first aid" should be a good guidance.

### a. First aid

1. Remove loose dirt. In case of fresh stains, first remove loose remains and spilled fluid should be absorbed with a dry cloth or white paper towel. **Do not rub but dab the stain away.** Dried-up or concentrated stains are treated with a brush and vacuum cleaner.
2. Lukewarm water. Dissolve with lukewarm water without soap, detergent or the Dab carefully the area with a wet cloth and absorb as much of the moisture as possible by "dabbing" with a dry cloth. Then sprinkle with corn starch and leave to dry for 24 hours before vacuum cleaning.

3. Carpet stain remover. If water is not sufficient to dissolve the stain go on with a universal stain remover. See the instructions on the packing. In order for the stain not to spread or to be pressed deeper into the carpet the stain remover has to be removed again by “dabbing”. Remember to dab with clean water and afterwards dab with absorbent material in order to remove all residues of the carpet stain remover.

4. Use special agents. If none of the three above steps of the “first aid” are successful, treatment with special agents is required. Observe the directions for use and dosage carefully and never treat humid areas, leave them to dry first. If there are rims after the treatment the carpets is generally dirty and needs to be cleaned. If the stain emerges again there are either residues of the carpet stain remover or of the stain. You will have to treat the area again as described under step 3.

The first time a cleaning agent or stain remover has to be used on your carpet it must to be examined to establish whether the agent is harmful to the carpet. Damages may occur as a consequence of colour bleed, discoloration, bleaching or dissolution. It is recommended to test the stain remover in an inconspicuous area (a corner, under a radiator etc.). The test is to be made according to the prescribed dosages and action times.

### **Important**

Always work on the stain from the outer edge towards the middle. To avoid the cleaned area becoming rapidly soiled again ensure good rinsing and removal of the remaining stain remover.

When removing stains from larger areas the use of an extraction machine is recommended. The faster action is taken towards stains the greater chance of removing them. Please note that some types of stain are very difficult to remove and that such stains will be more visible on a light, plain coloured carpet than on a darker and more patterned carpet. Some types of stains e.g. coffee, tea, soft drinks and red wine may still be visible after cleaning with a universal stain remover or a special agent because of colour residues. Such colour residues can often be removed successfully with a special bleaching product (see our description of special agents following).

### **WARNING!**

**NEVER use chlorine-containing products as there is a risk of bleaching your carpet.**

### **b. Stain removal guide**

STAIN	CLEANING ADVICE
Alkyd paint	Absorb immediately with a cloth damped with turpentine. Old stains cannot be removed.
Asphalt	Soften the stain with margarine for approx. 12 hours. Then remove the stain with as little benzene as possible.
Ball pen	Dab with a cloth damped with spirit.
Beer	Damp the stain with a stain remover. Dry with water and a dry cloth.
Beetroot juice	Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash the stain with a cloth rinsed in lukewarm water. Keep on until no more colour can be removed. In case of dried stains these are first softened with a stain remover after which the stain is washed off with a cloth rinsed in lukewarm water. Remaining colour residues are bleached with HelpMate® or 3% peroxide
Blood	Absorb immediately and dab with a cloth rinsed in water added 2 teaspoonful salt per litre water.
Butter	Scrape off or absorb as much as possible. Dab carefully with a cloth damped with kerosene. The treated area can bulge for a while if the carpet is not fully adhered.
Cellulose varnish	Dab with a cloth damped with acetone.
Chewing gum	Put a bag with ice on the stain to harden it. Scrape off as much as possible of the stain. Dab with a cloth damped with gasoline.
Chocolate and chocolate ice-cream	Damp a cloth with kerosene and dab the stain until you cannot remove any more colour. The treated area can for a short while bulge if the carpet is not fully adhered.
Chocolate, drinks	Damp a cloth with kerosene and dab the stain until you cannot remove more colour. The treated area can for a short while bulge if the carpet is not fully adhered.
Cocoa and chocolate drinks	Damp a clean cloth with kerosene and dab the stain until no more colour can be removed. The treated area can for a short while bulge if the carpet has not been fully adhered.
Coffee	Absorb immediately as much as possible with kitchen paper. Then wash off the stain with a cloth rinsed in lukewarm water. Keep on until no more colour can be removed. In case of dried coffee stains these are first to be softened with a stain remover after which the stain is washed off with a cloth rinsed in lukewarm water. Remaining colour residues can be bleached with HelpMate®.
Cola	Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water. Keep on till you cannot remove more colour. Remaining colour residues can be bleached with HelpMate® or 3% peroxide
Cooking oil	Scrape off or absorb as much as possible. Dab carefully with a cloth damped with kerosene. The treated area can for a short while bulge if the carpet has not been fully adhered.
Crayon	Damp a cloth with spirit and dab the stain.
Cream	Scrape off or absorb as much as possible. Dab carefully with a cloth damped with kerosene. The treated area can for a short while bulge if the carpet is not fully adhered.
Dessert wine	Absorb immediately as much of the stain as possible with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water.
Egg	Dry as much as possible. Damp the stain with a stain remover and dab with a cloth rinsed in lukewarm water with a little ammonia added. Use ½ dl. 8% ammonia for 2 ½ litres of water. Dab with clean water and after that with dry cloths.

STAIN	CLEANING ADVICE
Faeces	Damp the stain with equal portions water and domestic vinegar. After 10 minutes dab with humid and dry cloths by turns. Dab with water diluted with a disinfectant
Fruit juice	Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water.
Fungicide	If the fungicide is water-based the stain is to be cleaned with a cloth slightly rinsed with water. If the fungicide is alcohol-based the stain is cleaned with a cloth damped with household alcohol.
Grass	See coffee.
Gravy	Scrape off or absorb as much as possible. Dab carefully with a cloth damped with kerosene.
Grease	Scrape off or absorb as much as possible. Dab carefully with a cloth damped with kerosene. The treated area can for a short while bulge if the carpet is not fully adhered.
Ice	Damp a cloth with kerosene and dab the stain until no more colour can be removed.
Ink	On synthetic carpets absorb immediately with a cloth damped with 8% undiluted ammonia water. On carpets containing wool dab with a cloth damped with water.
Juice	Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water.
Ketchup	Absorb immediately as much of the stain as possible with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water.
Lipstick	Damp a cloth with kerosene and dab the stain until no more colour can be removed. The treated area can for a short while bulge if the carpet has not been fully adhered.
Liqueur	Damp the stain with a cloth rinsed in lukewarm water and absorb with a cloth.
Lubricating oil	Damp a cloth with kerosene and dab the stain immediately until no more colour can be removed.
Mascara	Damp a cloth with kerosene and dab the stain. The treated area can for a short while bulge if the carpet has not been fully adhered. If there is still a remaining colour residue it is possible to bleach the stain with HelpMate® or 3% peroxide.
Milk	Absorb as much as possible. Damp the stain with a stain remover and dab with a cloth rinsed in lukewarm water with ammonia added to it. Use ½ dl. 8% ammonia to 2½ l water. Dab with clean water and after this with dry cloths.
Motor oil	Damp a cloth with kerosene and dab the stain immediately until no more colour can be removed.
Nail polish	Dab with a cloth damped with acetone.
Oil - black lubricating oil	Damp a cloth with kerosene and dab the stain immediately until no more colour can be removed.
Paint	See alkaloid or plastic paint.
Paraffin	Remove as much as possible with e.g. a blunt knife. Damp a cloth with kerosene and dab
Pen for Indian ink on water base	Damp a cloth with spirit and dab the stain. Pen for Indian ink on spirit base Absorb immediately as much of the stain as possible with kitchen paper or a dry cloth. Then clean off the stain with a cloth rinsed in lukewarm water. Keep on until no more colour can be removed. Remaining colour residues can be bleached with HelpMate® or possibly 3% peroxide.
Red wine	Absorb immediately as much as possible with kitchen paper. Then wash off the stain with a cloth rinsed in lukewarm water. Keep on until no more colour can be removed. In case of dried stains these are first softened with a stain remover after which the stain is washed off with a cloth rinsed in lukewarm water. Remaining colour residues are best bleached with HelpMate® or possibly 3% peroxide.

<b>STAIN</b>	<b>CLEANING ADVICE</b>
Resin	Dab carefully with a mixture of equal parts of turpentine and spirit.
Rust	Damp the stain with a stain remover and leave for a couple of hours. Dab with a dry cloth and dab with clean water.
Shoe polish	Damp a cloth with kerosene and dab the stain. In case of a colour residues it is possible to bleach with HelpMate® or possibly 3% peroxide .
Soft Drinks	Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water. Absorb immediately as much as possible of the stain with kitchen paper or a dry cloth. Then wash off the stain with a cloth rinsed in lukewarm water. Remaining colour residues can be bleached with HelpMate® or possibly 3% peroxide.
Soot	Damp a cloth with kerosene and dab the stain. If there are still colour residues left it is possible to bleach with HelpMate® or possibly 3% peroxide.
Street dirt	Leave the stain dry and vacuum-clean the carpet.
Tar	Soften the stain with margarine for 12 hours. Then remove the stain with as little gasoline as possible.
Tea	Absorb as much as possible with kitchen paper. Then wash off the stain with a cloth rinsed in lukewarm water. Keep on until no more colour can be removed. In case of dried in stains these are first softened with a stain remover after which the stain is washed off with a cloth rinsed in lukewarm water. Remaining colour residues can be bleached with HelpMate® or possibly 3% peroxide.
Urine	Damp the stain with equal parts of water and vinegar. After 10 minutes dab by turns with humid and dry cloths. Dab with water with a disinfectant added. Follow instructions as to how much to use. Remaining colour residues can be bleached with HelpMate® or possibly 3% peroxide.
Vomit	Damp the stain with equal parts of water and vinegar. After 10 minutes dab alternately with humid and dry cloths. Dab with water with a disinfectant.
Wax polish	Clean the stain with a cloth damped with turpentine. The pile will paste if left too long.
White wine	See red wine.
Wine	See red wine or liqueur
Wood preservatives	Absorb immediately with a cloth damped with turpentine.

## 9. Description of cleaning agents and methods

### STAIN REMOVERS

- Acetone: Highly flammable and dangerous to inhale.
- Gasoline: Highly flammable, use cleaned gasoline.
- Peroxide: A 3% solution can possibly be tried as an alternative bleaching agent to HelpMate® - the latter is, however, more effective.
- HelpMate®: An effective bleaching agent for removal of remaining colour residues after stain removal. Particularly suitable for bleaching coffee, tea and red wine.
- Vinegar: Irritant to eyes and skin.
- Spirit: Methyalated spirit, ethanol – highly flammable.
- Kerosene: Choose odourless. Kerosene is highly flammable and may leave a greasy stain that will evaporate after a short while. PLEASE NOTE: The treated area can bulge for a while if the carpet is not fully adhered.
- Ammonium: The chemical name is ammonium water but in the trade you usually meet the name ammonium.
- Turpentine: White spirit. Highly flammable and dangerous to inhale. Turpentine may leave a greasy stain but this should evaporate after a while.

### CLEANING METHODS

#### Carbonic acid method

Natural pH-neutral, heavy carbonic acid producing aqueous solution containing minerals and adjusted with amino acid. Does not contain soap, enzymes, phosphates or solvents.

#### Combi-cleaning method

Vapour or clean water for normal cleaning at intervals.

#### Extraction method

Taski TR 103 is an aqueous low-foaming cleaning agent containing tensides. pH in a 10% solution is ca. 6-8.

#### Dry-cleaning

Capture is a dry-cleaner consisting of absorbing particles damped with water and a cleaning agent. Host is a dry-cleaner consisting of absorbing particle damped with water, cleaning and solution agents.

#### Carbonic acid method

Natural® pH-neutral, heavy carbonic acid producing aqueous solution containing minerals and adjusted with amino acid. Does not contain soap, tensides, enzymes, phosphates or solvents.

**Combi-cleaning method**

Vapour or clean water when basic cleaning slightly soiled areas. Taski TR 103 is added to the water in especially soiled areas. The product is an aqueous low-foaming cleaning agent containing tensides. pH in solution is ca. 6-8. See the instructions of the supplier before use.

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**The art of fine quality carpets – unlimited colours, unbeatable service.**

**Take advantage of superior non-crush properties, the prevention of pile reversal, luxury and built-in durability.**

Please view our website for further information or contact us.

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