

EFFECTIVE FLOOR CARE GUIDE
COMPLIMENTS OF
CARPET CITY FLOORING CENTER

**Life-saving
rules to keep
your new carpet
looking new**

**1 Reduce soil
accumulation**

1. Reduce soil accumulation

Use wipe-off mats at all entrances to keep outside soil from being tracked onto the carpet. You may want to relocate furniture periodically to allow for an even distribution of traffic and wear on the carpet. Mats and runners will reduce wear in heavy traffic areas. If your carpet is not wall to wall, rotate it occasionally to reduce wear.

2. Vacuum regularly

Whoever said: "The three best ways to clean a carpet are- Vacuum, Vacuum, Vacuum" – was a carpet expert.

Most soil, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp-edged particles abrade the pile as effectively as sandpaper. Regular and thorough vacuuming will remove them.

How frequently should you vacuum? That depends on the amount of traffic and soiling to which your carpet is exposed. If you have "average" conditions, use Guide B...and make adjustments to meet your own needs.

Guide A (Light Traffic Areas)

Vacuum twice weekly in traffic lanes. Vacuum the entire area once each week.

Guide B (Medium to Heavy Traffic Areas)

Vacuum traffic lanes at least once daily. Vacuum the entire area twice weekly.

Up to three passes of the machine is considered light cleaning; five to seven may be necessary for heavy cleaning.

A vacuum cleaner or attachment with a rotating brush or "beater bar" to agitate the pile is more effective than one that relies on suction only. Be sure to pay attention to the correct pile-height adjustment for your carpet. **You should have an adjustable beater bar height. Dyson models are not well suited for premium soft or long pile carpets.**

**2 Vacuum
regularly**

**3 Remove spills
immediately**

**4 Select a proper
cleaning method**

3. Remove spills immediately

Anything spilled on carpet should be cleaned up promptly. Almost all spilled materials will stain or discolor the carpet or increase soiling if left unattended.

Steps to remove spills:

1. Blot with a clean white cloth or clean white paper towel or scoop up as much of the spill as possible. Don't scrub.
2. Find spill in Stain Removal Chart and follow procedure.
3. Apply all cleaning solutions sparingly, do not get the carpet backing wet. Use a clean white cloth or apply directly to spot as directed in the Removal Procedure.
4. Blot from outer edge of spill inward toward center, to keep the spill from spreading.
5. Blot up cleaning solution.
6. Rinse sparingly with clear water on a damp sponge.
7. Blot thoroughly to remove cleaning solution. Rinse with water again if carpet feels sticky or soapy.
8. Finish blotting by placing 1/2" thick pad of clean white towel or white cloth over the spot. Press with a heavy weight-2 hours or overnight. Get up all the moisture to prevent resoiling and bacteria growth.

4. Selecting a cleaning method

Invisible oily material from the air will build up on all carpets so they will have to be cleaned eventually. Soils, color, and local conditions effect how soon cleaning is necessary. Traffic lanes can be cleaned more often, between overall cleaning.

Do-it-yourself cleaning

If you decide to do your own carpet cleaning, ALWAYS read and follow directions of cleaner and machine maker, don't improvise. Mix all solutions per directions—more is not better. Remove furniture if possible. If an item can't be moved use plastic protectors under legs to prevent staining.

Shampoo and detergent selection

Unsuitable shampoos can cause immediate and long term problems. Mixed as directed, the shampoo should have an alkalinity of pH 9.5 or lower. pH test paper can be found at swimming pool, aquarium or janitorial supply stores. A shampoo too alkaline can cause colorfastness problems, immediate and delayed.

Check for residue by dipping a clean glass part way into mixed shampoo or detergent. Let this dry, dust a little talcum over the glass, tap lightly, and observe if talc sticks to detergent dipped area more than clean area. Sticky residue equals fast resoil.

Pretest the mixed solutions for dye bleed or color change on a hidden area of carpet. Put a small amount on a spot, allow to stand for ten minutes and check for color change or color bleeding. If you see any color change or bleeding, select another shampoo or get professional advice.

Professional Cleaning

If you decide to use a Professional Cleaning Service, choose them carefully. Truly professional carpet cleaners are businessmen whose livelihood depends on satisfied customers.

Professional cleaners will:

- Give references-check these
- Inspect before quoting a price
- Warn of any problems before cleaning

4. Carpet Cleaning Methods				
	Cleaning Material	Equipment	Advantages	Disadvantages
Hot Water Extraction	Preferred Method Non-foaming detergents Water-usually hot Recommended every 12-18 months	Combination stray/vac unit Spray-vacuum floor tool	The closest to “in plant” cleaning Wide range of chemicals-can match variety of soils and carpets Extraction-rinsing leaves very little residue No pile damage	Skilled Operators or caution needed. Machines put a lot of water in carpet if misused- browning and dye bleeding can result.
Dry Powder	Cleaners in absorbent particles	Power brush to spread Vacuum to pick up	No water No shrinkage danger Safe for most dyes Operator needs little training Dry fast-good for traffic lanes	Hard to get all particles out of deep piles Brush may “flare” tips on cut pile carpet
Mist Pad	Fine mist of cleaners	Aerosol can or sprayer for mist Absorbent pads-may be machine driven	Very little water No shrinkage Safe for most dyes Causes little wear Dry fast-good for traffic lanes	Takes little practice to get right amount of mist. Cleans surface-can miss deep soil
Dry Foam	Super foaming detergent	Aerosol can plus hand brush or Brush-foam machine with vacuum Vacuum to finish	Method fast-dries faster than shampoo Operator needs less practice than shampoo method Resoil less than shampoo	Brushing action can damage cut pile (saxony, cut and loop) or shag carpets Foam mixture selection limited
Wet Shampoo	Sudsing detergent	Shampoo applicator (sometimes on brush) Rotary brush (Wet vacuum optional)	Strong brushing loosens heavy soil Most effective on loop pile “commercial” style carpet	Not recommended for residential carpets Brushing action can damage cut pile (saxony, cut and loop) and shag carpet Shampoos can leave a sticky residue Long drying time

**WARNING: HOUSEHOLD CHEMICALS
MAY “SPOT” YOUR CARPET**

Many modern-day household chemicals serve to improve our lives, however they may cause mysterious spots when they come in contact with carpet or other dyed fabrics. Depending on humidity and temperature, discolorations may not appear until several days after the carpet was exposed to the chemical. *The stain-resistant properties of ANSO® IV nylon cannot control such chemical reactions; therefore, the consumer must take precautions to prevent them.* Here are some of the common culprits.

Acne Medicine. Most skin care products contain benzoyl peroxide, which is a powerful oxidizing agent in the presence of humidity. Hand or facial residue can be unknowingly brushed onto carpet. It is recommended that a strong soap be used by the acne medicine user to make certain that the residue is not left on the face and hands.

Household Cleaners. Tile, toilet bowl, drain and oven cleaners contain strong acids or alkalis which can weaken the carpet fiber and cause “bleeding.” Exercise caution when using these cleaners around carpeted areas.

Bleaches. Chlorine and oxygen bleaches, mildew killers and swimming pool chemicals, which can be tracked into the home by unknowing swimmers, will cause yellow spots.

DMSO. Dimethylsulfoxide, which is commonly used for pain relief in medicines for arthritis, back problems, athletic injuries and muscular aches, can cause rapid loss of color on carpet due to its solvent action.

Insecticides and Pesticides. Products most often involved are Malathion, Diazinon, Vapona, and many others. When using indoors, apply insecticide in a fan-shaped mist and only to baseboards—never directly onto carpet.

Plant Foods. Liquid plant food spills or leakage from flower pots can cause oxidation spots. These typically start near the carpet backing and progress to the carpet surface—sometimes not apparent for months.

Prevention is the Key

Once a spot of discoloration on the carpet occurs, the damage is done, and carpet restoration or replacement may be necessary. If you know that one of these chemicals has been in contact with your carpet, consult a professional carpet cleaner to have the chemical extracted as soon as possible. Do not attempt to remove the chemical yourself.

Your carpet is an expensive investment. Take the necessary precautions to assure that it stays beautiful for a long time.

Stain Removal Chart I			
Stain	Procedure	Stain	Procedure
Asphalt	A	Lacquer	A
Beer	E	Lard	A
Berries	E	Linseed Oil	A
Blood	B	Machine Oil	A
Butter	A	Mascara	A
Candle Wax	G	Mayonnaise	B
Candy (Sugar)	D	Mercurochrome	E
Carbon Black	A	Merthiolate	E
Catsup	B	Milk	B
Charcoal	A	Mimeo Correction Fluid	A
Cheese	B	Mixed Drinks	E
Chewing Gum	G	Model Cement	L
Chocolate	B	Mustard	E
Coffee	E	Nail Polish	L
Cooking Oil	A	Paint-Latex	A
Crayon	A	Paint-Oil	A
Creme de Menthe	F	Rubber Cement	A
Dye-Blue, Black, Green	F	Shellac	I
Dye-Red	E	Shoe Polish	A
Earth	B	Shortening	A
Egg	B	Soft Drinks	E
Excrement	B	Soy Sauce	B
Fish Slime	B	Starch	B
Foundation Make-Up	A	Tar	A
Fruit Juice	E	Tea	E
Furniture Polish	A	Tooth Paste	B
Furniture Polish with Stain	H	Typewriter Ribbon	A
Gravy	A	Urine-Dry	J
Hair Oil	A	Urine-Fresh	K
Hand Lotion	A	Varnish	A
Ice Cream	B	Vaseline	A
Ink-Ball Point	A	Vomit	C
Ink-Fountain Pen	F	Wax-Paste	A
Ink-India, Marking Pen	A	White Glue	B
Ink-Mimeo	A	Wine	E

Although no carpet is stain proof, prompt and proper attention to spills will eliminate or minimize most stains. See stain removal equipment list on page 3.

Removal Procedures		
Procedure A	Procedure B	Procedure C
Apply Solvent* Blot Detergent Blot Water Blot	Detergent Blot Ammonia Blot Detergent Blot White Vinegar Blot Water Blot	Mix Baking Soda & Water Apply Scrape & Vacuum Water Blot Enzyme Presoak* Cover with Aluminum Foil Wait 30 Minutes & Blot Water Blot Dry Powder* Cleaning
Procedure D	Procedure E	Procedure F
Detergent Blot White Vinegar Detergent Blot Water Blot	Detergent Blot Ammonia Blot White Vinegar Blot Water Blot Dry Powder* Cleaning	Detergent Blot White Vinegar Blot Ammonia Blot White Vinegar Blot Water Blot
Procedure G	Procedure H	Procedure I
Freeze with ice cube or freon, shatter with blunt object, vacuum out chips. Apply Solvent* Soak Blot Repeat, if necessary	Apply Solvent* Soak several minutes Blot Detergent Blot Water Blot	Denatured Alcohol Blot Repeat, if necessary Note: Pretest for dye bleeding
Procedure J	Procedure K	Procedure L
Detergent Blot White Vinegar Blot Ammonia Blot Detergent Blot White Vinegar Blot Water Blot	Blot Water Blot Ammonia Blot Detergent Blot White Vinegar Blot Water Blot	Polish Remover (non-oily if possible) Blot Repeat

What to do about—

Pile Crushing

Pile becomes crushed or compacted with use. Vacuum with “beater-bar” or “groom” with carpet rake to restore and lift crushed pile.

Dents

(From furniture or heavy objects.) Shift location of furniture from time to time. Brush the dented area, or use a grooming tool to loosen and stand up the mashed tufts. Using a steam iron, steam the dented area lightly and brush up the tufts with your fingertips. **DO NOT LET IRON TOUCH THE CARPET.**

Sprouts

To remove yarn tufts that stick up higher than the carpet, clip off excess length with a scissors or fingernail clipper. Do not use a knife.

Snags

If tufts are pulled out of the carpet, clip off with a scissors. Never pull them. If a long “run” occurs, see your carpet dealer to have the yarn retufted or glued back in place. Snags occur most frequently in loop pile constructions.

Burns

Remove the charred tips of burned fibers by cutting with a curved fingernail scissors. If the burned spot is deep, it may require replacement. See your dealer about this condition.

Fuzzing

Most noticeable in older loop pile carpets, fuzzing is the pile of loose fibers still bound at one end. It's caused by fiber breakage, surface wear and the cutting of filaments by embedded grit. Vacuum frequently to get rid of grit. Carefully clip off protruding fibers.

Shedding

It's normal in new cut pile carpets. The amount shed is of no consequence. Regular vacuuming removes the loose fibers without harming the carpet.

Pilling

“Pills,” small balls of entangled fibers and lint, can be safely clipped off with scissors.

Shading

A characteristic of dense, cut pile carpets such as Saxonies and plushes. It's caused by the fact that the light reflects differently from the tips and sides of tufts. This adds a rich, luxurious shading to the beauty of the carpet. For a more uniform effect, make the final vacuum strokes in the same direction.

Static

Carpets of Anso IV and Anso-X have protection against annoying static shock. For carpets without this feature, use of a humidifier (in cold weather, when humidity is low) will reduce static build-up. Anti-static treatments are available; their effect is temporary so application must be made periodically.

It's up to you

Begin to care for your carpet from the day it's installed...and you'll enjoy all its beauty for years to come. Proper care is quick, easy and inexpensive. Prevent soil accumulation, vacuum frequently, clean up spills promptly, and periodically clean carpet thoroughly. A carpet you care for will serve you better and add luxurious beauty, warmth and comfort. It's up to you.

Stain Removal Equipment Your Carpet First-Aid Kit

Detergent Diluted solution of mild hand-dishwashing detergent without oily skin-conditioners.

Ammonia Undiluted household ammonia (containing detergent)

Vinegar

Undiluted white vinegar solvent

Enzyme Presoak i.e.: Axion or Biz

Dry Powder

i.e.: Capture, Blue Luster or Host

Blotting Material

White cloth, paper towels

Keep these materials readily available as your carpet “First-Aid Kit.”

A medicine dropper or a plastic squeeze bottle of the type used for dispensing mustard, ketchup or some brands of hair coloring are convenient means of application. If you store your solutions in these bottles, be sure to label them. Please keep them out of the reach of children!

HARD SURFACE CARE INSTRUCTIONS

- Sweep or vacuum regularly to remove loose dirt.
- Wash your floor regularly with proper cleaner recommended for your floor.
- Do not use soap-based detergents, abrasive cleaners or “Mop & Shine” products, as these may leave a dull film on your floor.
- Be sure to wipe up any spills quickly.

PROTECTING YOUR HARD SURFACE

- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scratching and gauges.
- Use floor protectors on chairs and other furniture to reduce indentation.
- Be careful with rolling casters. They can damage the surface of the floor.
- To collect tracked-in dirt and absorb excess moisture, use a natural or colorfast mat at outside entrances.
- We recommend mats without a rubber back since the backing can cause permanent discoloration.

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