



# Supplementary General Cleaning Information

For all **ANKER** grades

## CONTENTS

<b>1.0 Foreword</b> .....	2
1.1 Prevention.....	2
<b>2.0 Maintenance cleaning</b> .....	4
2.1 Brush vacuuming .....	4
2.2 Cleaning agents.....	5
2.3 Stain removal .....	6
2.4 Cleaning interval.....	8
<b>3.0 Stain removal guidelines</b> .....	14
<b>4.0 Sources</b> .....	16

## 1.0 Foreword

Through its softness and sound-absorbing properties, carpeting creates a pleasant atmosphere, making rooms appear warmer, calmer and more elegant. Carpeting also filters fine particulates and allergens from the air of the room, benefiting bronchi and lungs. Studies of the German Allergy and Asthma Association DAAB, based in Mönchengladbach, have shown that carpeting significantly reduces the risk of excessive dust loads compared to smooth floor coverings. This is good news for allergy sufferers in particular.

Both the well-groomed appearance and the service life of carpeting depend significantly on proper cleaning. Proper planning can prevent potential problems from occurring in the first place. The manufacturer's normal warranty does not apply if the carpeting is not cleaned properly.

In principle, soiling or dirt is a material in an undesired location. Carpeting is never uniformly dirty; the degree of soiling varies from place to place. Generally, the heaviest soiling is to be found in places where the floor covering sees the greatest

use. When dirt is transported onto carpeting through normal walking and then accumulates because it is not adequately removed, this is considered general soiling.

The soiling can cling to the carpet fibers due to adhesion (e.g. moist soiling and greasy cooking vapors) and/or inadequate maintenance cleaning. Over time, this manifests itself on the surface of the carpeting in the form of “racetracks”. The dirt only becomes permanently visible there when the pile is saturated, i.e. the carpeting already contains a relatively large quantity of soiling that has not been removed. If this soiling is not removed, additional soiling will attach to it. Over the course of further use, the carpeting can no longer take up the additional quantities of dirt. The soiling is then transferred to other clean sections, and in this way can be carried through an entire building. This is known as the stamp-pad effect.

## **1.1 Prevention**

To ensure that as little street dirt as possible is carried into a building and/or prevent cleaning agents from being transferred from hard and elastic floor coverings to carpeting, an effective soil trap zone, consisting of coarse-dirt scrapers and walk-off zones (special textile mats and strips) are essential. These measures should always be taken into account in the construction planning, as particularly the installation of coarse-dirt scrapers can require special fixtures.

An effective soil trap zone should at a minimum be large enough to walk more than three steps. But of course, such dirt traps can never be large enough - the larger, the more effective. Additionally, textile walk-off zones should not only be located in the entry areas, but also at the transitions from production to administration, in front of and in elevators, in front of escalators – in short, wherever a particularly heavy soiling deposit is to be expected. Of course, such facilities must also be regularly serviced and cleaned in order to be effective.

Combinations of coarse-dirt scrapers such as clean-strip systems (alternating textile and brush strips) followed by walk-off zone textile systems (such as mats) made of cotton and/or polyamide have proven effective. Dirt collected in entry and other problematic zones using such systems cannot be carried into the building and thus cannot damage the carpeting.

In our experience, cotton products have proved themselves effective in soil trap facilities. Above all, they are able to absorb water adhering to the soles of shoe and thus break the existing adhesion. Once this is accomplished, the soiling remaining on the soles can be effectively absorbed by the further textile components.

In contrast, soil trapping products made of coconut and polypropylene fibers – which are often used – have proven not very effective. Particularly their low wear resistance and poor repetition capability are the negative criteria for both these fiber types. They are pressed down relatively quickly, are flattened and then no longer take up dirt.

Soiling not only dirties the product and creates a poorly groomed appearance, but is also destructive over time. Not only are all hard and smooth floor coverings damaged, but the carpeting fibers and yarns, and thus the carpeting surfaces, as well.

Particularly when, objectively, no more soiling can be extracted from the “clean” carpeting, yet it still appears dirty or not entirely clean, it must be assumed that the pile has been damaged. This can be either worn out or “just” coarsened. This condition is roughly equivalent to the grinding of a shiny piece of plastic,

which remains mat and dull even when cleaned scrupulously after grinding. In spite of all efforts, it will no longer shine.

**Generally, high-quality carpeting that is used within its tested load criteria will give good satisfaction for around 15 – 20 years at least under optimum conditions. Naturally, it will no longer appear new after years of intensive use, but even toward the end of its service life it will still look good and attractive.**

The less care is paid to the cleanliness of the floor covering, the greater its wear and the faster its surface appearance will deteriorate.

## **2.0 Maintenance cleaning**

The care and maintenance of carpeting must begin immediately after laying. "Maintenance cleaning" refers to the daily removal of stains and the thorough vacuuming of loose dirt (also daily).

### **2.1 Brush vacuuming**

Use only powerful brush vacuums (suction power  $\geq$  200 watts; approx. 50 l/s) whose brush rollers have their own drive – independent of the vacuumed air flow.

Effective maintenance cleaning is not possible with the widely used floor vacuums, otherwise known as “normal” vacuums, that have just a smooth nozzle and just a few tiny, folding and otherwise immobile, short and virtually rigid brushes. This vacuum type is designed solely for smooth flooring, and can only be used effectively on that. Accordingly, these devices cannot be considered “normal” vacuum cleaners in the context of carpeting.

Power specifications in the range below 300 watts indicate primarily the suction power that can be measured at the suction nozzle – directly above the product to be vacuumed.

Power specifications above 300 watts, on the other hand, cannot be considered a quality feature. These values indicate solely the consumption of the respective electrical appliances – including their suction motors – and not their performance.

High watt and current consumption figures seldom correspond with the suggested power.

In future, new EU directives will drastically restrict the watt specification, i.e. the current consumption of vacuum cleaners. As of September 1, 2017, only devices with a current consumption of no more than 900 watts may be sold.

Be sure to monitor brush wear, so that the brushes can be replaced in time before they lose their effectiveness. Vacuum cleaner bags must also be replaced in a timely manner (where applicable). They should generally be replaced when they are roughly between 1/3 and no more than 1/2 full.

As described above, a brush vacuum cleaner is essential for maintenance cleaning of carpeting. The simultaneous brushing and suction action effectively removes loose dirt from deep down and scrapes off soiling adhering to the fibers. Effective maintenance cleaning is not possible with the widely used floor vacuums, otherwise known as “normal” vacuums, that have just a smooth nozzle.

Also, do not move the vacuum cleaner too fast. Speed is detrimental when vacuuming. A vacuum must be given the chance to collect the dirt. A brush vacuum can only do this when it has a chance to suck up the dirt and soiling. So speed-vacuuming is counterproductive.

Experience has shown that a maximum time of 10 s/m<sup>2</sup> is required for proper vacuuming, which is equivalent to an hourly performance of approx. 360 m<sup>2</sup>. Moving the vacuum cleaner too fast when vacuuming does not clean, but only produces noise – a double disadvantage: inadequate cleaning and unnecessary noise.

In virtually all cases, tiny dirt particles will seldom be extracted from the carpet using an unsuitable vacuum cleaner or from inappropriate operation, and over time will almost inevitably result in a gradual accumulation of soiling.

Brush vacuuming is only partly suitable for needle felt floor coverings and not at all for shags, as the brushes generally snag in the high pile of the shag, making this procedure complicated and time-consuming, and damage to the surface of the floor covering cannot be ruled out.

## **2.2 Cleaning agents**

A wide range of cleaning agents are commercially available. Regardless of whether or not you are already familiar with a specific type of cleaning agent, it should always be tested first. To do so, pour it in a cup and allow the water to evaporate. Only a non-sticky, crystalline residue should remain that can be easily spread using fingers. No other types of cleaning agents should be used.

Agents that remain liquid, sticky or sludgy, which will almost inevitably remain in the rug structure after cleaning as they cannot be removed, can cause great damage to the carpeting. Thus, unsuitable cleaning agents not only cause the carpeting to get dirty again faster, but also result in matting of the fibers, reduced repetition capability and thus increased wear.

Additionally, the use of cleaning agents with unsuitable pH values often causes irreparable color damage. This in turn leads to dissatisfaction on the part of the users, who cannot understand why their freshly cleaned carpeting suddenly looks so poorly.

### 2.3 Stain removal

To permanently remove stains, it is important to not only dissolve the stain substance but to actually extract it from the carpeting. As some stain substances can have an aggressive effect over time, stains should be treated as soon as possible. This not only achieves a greater cleaning effect but also reduces the likelihood that long-term damage to the fibers or dyes occurs.

Around 80 % of all stains can be removed using plain cold water. Fresh, wet stains can be dabbed or absorbed using an absorbent cloth or paper towel. To do this, place a clean, white, absorbent cloth on the stain substance. Press down on the cloth with the palm of your hand. Repeat this until no more liquid can be extracted from the carpeting.

Coagulated or dried substances must be detached using a scraper or the back of a knife and then brushed and vacuumed. Re-moisten water-soluble stains with a little water and dab them up again. Always remove the stains by working from the outside in, so as not to make them larger unnecessarily. Repeat this treatment as necessary. Should you have to remove stains by rubbing, always rub in a straight line – toward and away from your body. Circular motions when treating stains on a small area of carpeting lead to irreversible pile changes.

#### ANKER currently recommends \*

Cleaning process	Product name	Manufacturer
Stain removal – organic soiling; water-soluble stains	Expert A	Huk-Ernst e. K.
Stain removal – inorganic soiling; solvent-soluble stains	Expert B	

Removal of tannin discolorations: Coffee, tea, red wine, etc.	Expert C	Rotrehre 14 31541 Bad Nennd Germany
Yarn pad cleaning process	Applicator	Tel.: +49.5723 – 8 26 79 Fax: +49.5723 – 8 10 16 Email: <a href="mailto:info@huk-ernst.de">info@huk-ernst.de</a>
Spray extraction process	Pre-sprayer	

\* We will be happy to send you a list of further cleaning processes tested and deemed suitable by ANKER on request. This list is provided merely for orientation purposes and does not relieve users of their own responsibility to test the suitability of cleaning products before use.

The following is one method for gently removing stains:

Place a paper towel on the liquid stain, press it down and flush vigorously with water. Osmotic\* forces will draw that stain out of the carpeting pile and into the paper towel as if by magic. Removing the towel interrupts this effect immediately, and it can no longer be reactivated at this location on the paper towel. To resume the treatment, apply a different, fresh part of the same paper towel or use a fresh paper towel.

(\*) Osmosis = the transfer of a solvent of a solution to a more concentrated solution through a finely porous membrane.

Just a few stain types are removable solely using solvents. In this case, special treatment using common commercial stain removers is necessary. Never apply them to the textile floor covering directly, but only via a saturated white cloth, in order to avoid damage to the pile and dye, damage to the backing coating or dissolving of the glue.

For reasons of environmental protection, unknown stains should initially be treated as water-soluble. If this doesn't work, clean the stain with a stain remover once it has dried. Treated sites must first be allowed to dry completely and then brushed before they can be walked on again.

Many stains can also be removed "dry" using carpet cleaner granulate. Spread the granulate, brush it in using a hand brush and then vacuum when dry.

## 2.4 Cleaning interval

If the intervals between the individual cleanings are very long, it may become impossible to remove stains completely. Additionally, the entire carpet becomes unattractive and gray, and its appearance becomes progressively worse. Consequently, in addition to deep cleaning, which should be performed at least once a year, regular interim cleaning is highly recommended as well.

Interim cleaning is the cleaning of specific carpet sections – such as walkways, doorways, stairs, hallways and the like – so that they visually match the remaining

unused areas. Both the yarn pad method and granulate cleaning are virtually ideal here.

When the more heavily used areas are cleaned more often from the beginning according to a specific plan, the entire carpet will always remain in good condition.

### 3.0 Guidelines for removing stains from synthetic carpeting surfaces

Substance	Change	Removal
<b>Blood</b>	Red stains (aged: brown stains)	Flush with clear cold water and then spray-extract using clear cold water.
<b>Butter</b>	Light yellow stains	Flush with clear hot water and then spray-extract using clear cold water; post-treat with Dialyson Expert A
<b>Cola</b>	Brownish stains	Spray-extract with clear warm water
<b>Curry</b>	Orange stains	Spray-extract with clear warm water; post-treat with Dialyson Expert C
<b>Egg, raw</b>		Spoon up, spray-extract with clear cold water
<b>Egg, soft-boiled</b>		Spoon up, spray-extract with clear cold water
<b>Grease</b>	Yellow stains	Flush with clear hot water and then spray-extract using clear cold water; post-treat with Dialyson Expert A
<b>Fruit juices</b> (orange, apple, grape)	Various	Spray-extract with clear warm water; post-treat with Dialyson Expert A
<b>Honey</b>	Amber stains	Flush with clear hot water; spray-extract with clear warm water
<b>Coffee</b>	Brown stains	Dab fresh stains with dry cloths, then flush with highly carbonated mineral water and extract. Use Dialyson Expert C only for dry stains
<b>Some stains may require further treatment</b>		

<b>Substance</b>	<b>Change</b>	<b>Removal</b>
<b>Cocoa</b>	Brownish stains	Spray-extract with clear cold water; post-treat with Dialyson Expert A
<b>Chewing gum</b>		Scrape off; Dialyson Expert B
<b>Ketchup</b>	Orange stains	Spray-extract with clear cold water; post-treat with Dialyson Expert C
<b>Condensed milk</b>	Yellow-white stains	Spray-extract with clear cold water; post-treat with Dialyson Expert A
<b>Jelly</b>	Reddish-brown stains	Spray-extract with clear cold water; post-treat with Dialyson Expert C
<b>Ball-point pen ink</b>	Various	Dialyson Expert B
<b>Margarine</b>	Light yellow stains	Flush with hot water and then spray-extract using clear cold water; post-treat
<b>Jam</b>	Reddish-brown stains	Spray-extract with clear cold water; post-treat with Dialyson Expert C
<b>Milk</b>	White stains	Spray-extract with clear cold water; post-treat with Dialyson Expert A
<b>Shoe cream</b>	Various	Dialyson Expert B
<b>Mustard</b>	Ochre stains	Spray-extract with clear warm water; post-treat with Dialyson Expert C
<b>Cheese spread</b>	Yellow-white stains	Scrape off, spray-extract with clear warm water; post-treat with Dialyson Expert A
<b>Soup</b>	various	Spray-extract with clear cold water; post-treat with Dialyson Expert A
<b>Tea</b>	Brownish stains	Dab fresh stains with dry cloths, then flush with high carbonated mineral water and extract. Use Dialyson Expert C directly only for dry stains

#### 4.0 Sources

<b>Soil trap and walk-off zones</b>	<b>Brush vacuums and Cleaning machines</b>
<b>C/R/O/ GmbH</b> Feldheider Str. 70 - 74 40699 Erkrath, Germany Tel.: 0049 2104 – 91 92 0 Fax: 0049 2104 – 91 92 20 Email: <a href="mailto:info@cro.de">info@cro.de</a>	<b>Alfred Kärcher GmbH &amp; Co. KG</b> Alfred-Kärcher-Str. 28 – 40 71364 Winnenden, Germany Tel.: 0049 7195 – 14 - 0 Fax: 0049 7195 – 14 22 12 Email: <a href="mailto:info@vertrieb.kaercher.com">info@vertrieb.kaercher.com</a>
<b>Brush vacuums without bags</b>	<b>Brush vacuums with bags</b>
<b>Dyson GmbH</b> Lichtstr. 43 B 50825 Cologne, Germany Tel.: 0049 18 05 – 33 97 66 Email: <a href="mailto:kundendienst@dyson.com">kundendienst@dyson.com</a> .	<b>SEBO Stein &amp; Co. GmbH</b> Wülfrather Str. 47-49 42553 Velbert, Germany Tel.: 0049 20 53 – 89 81 Fax: 0049 20 53 – 89 81
<b>Cleaning machines</b>	<b>Cleaning agents</b>
<b>Cleanfix Reinigungssysteme GmbH</b> Am Weiher 2 63505 Langenselbold, Germany Tel.: 0049 61 84 – 93 12 0 Fax: 0049 61 84 – 48 01 Email: <a href="mailto:info@cleanfix.de">info@cleanfix.de</a>	<b>Huk Ernst e.K.</b> Rotehre 14 31541 Bad Nenndorf, Germany Tel.: 0049 57 23 – 8 26 79 Fax: 0049 57 23 – 8 10 16 Email: <a href="mailto:info@huk-ernst.de">info@huk-ernst.de</a>
<b>Roller/double-roller system</b>	<b>Roller/multiple-roller system</b>
<b>Allclean GmbH Reinigungs- und Umwelttechnik</b> Mr. Peter Hoppe Endweg 31 77966 Kappel-Grafenhausen, Germany Tel.: 0049 7822 – 76 72 92 Fax: 0049 7822 – 76 72 93 Email: <a href="mailto:allcleanpeter@yahoo.de">allcleanpeter@yahoo.de</a>	<b>Progenta</b> Veenendaalsestraatweg 14 b NL – 3921 EC Elst (Utr), Netherlands Tel.: 0031 – 3 18 47 18 23 Email: <a href="mailto:marjin@progenta.com">marjin@progenta.com</a> <a href="http://www.progenta.com">www.progenta.com</a>

Would you like to learn more about carpeting? We recommend the book "Teppichboden, der textile Tausendsassa", published by Holzmann-Verlag – ISBN 978-3-7783-0887-5.

We also recommend our website [www.anker.eu](http://www.anker.eu), where you can obtain even more interesting information under "Service -> Downloads".

If you still have questions, give us a call. We'll be happy to help you:

**ANKER** Gebr. Schoeller GmbH + Co. KG

– Anwendungstechnik –

Zollhausstraße 112

D-52353 Düren, Germany

Tel.: 0 24 21/ 804 – 351

Fax: 0 24 21 – 804 55 10

[a.arbeiter@anker-dueren.de](mailto:a.arbeiter@anker-dueren.de)