



CLEANING INSTRUCTIONS No. 01

for roll carpeting made of 100% wool or wool-synthetic mixtures

e.g. Viva Wool
WO / PA-IC-Velours 5398

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1.0 Introductory remarks

Please be sure to observe the instructions and information in the General Cleaning Instructions, which you can view in their entirety on our website www.anker.eu.

2.0 Maintenance cleaning

The maintenance and cleaning of a carpet 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

A brush vacuum is absolutely necessary for maintenance cleaning of carpeting; its brush roller should have its own drive, regardless of the suction air volume. 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.

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.

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. Experience has shown that a maximum time of 10 s/m² is required for proper vacuuming, which is equivalent to an hourly capacity of approx. 360 m². Moving the vacuum cleaner too fast when vacuuming does not clean, but only produces noise – a double disadvantage: no cleaning and unnecessary noise.

2.2 Stain removal

To permanently remove stains, it is important to not only dissolve the stain substance but to actually extract it from your ANKER 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 water. Fresh, wet stains can be dabbed or absorbed using an absorbent cloth or paper towel. 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. Finally, stains should be dabbed and not rubbed in, so as to avoid damaging the pile. Always remove the stains by working from the outside in, so as not to make them larger unnecessarily. Repeat this treatment as necessary.

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

3.0 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, stairs, hallways and the like. A scrubber system is virtually ideal for this purpose.

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.

3.1 Cleaning in the chair roller zone

In the chair roller zone, the floor covering becomes lighter in color during use. These lighter areas are the result of typical scaling residues from the outer wool yarn walls. These scales are not completely removable by vacuuming and, as they accumulate over time, they impair the appearance somewhat. Such light spots can be easily removed using an extremely damp chamois cloth or through spray extraction. When the floor covering dries, its original appearance is restored.

4.0 Cleaning sequence

Proper professional cleaning of carpeting is always performed according to the standard RAL 991 A3 or its respective national equivalent. This forms the prerequisite for verifying the cleaning work performed and thus for the comparability of the price of cleaning.

RAL 991 A3 defines the proper and professional procedure:

1. Examination of type of floor covering
2. Examination of type of fixing
3. Brush-vacuuming
4. Examination of stains/stain removal
5. Deep cleaning
6. Examination of stains/post-removal
7. Brush-vacuuming

4.1 Special characteristic of wool and wool-synthetic mixtures

Effective methods for cleaning carpeting made of wool/wool-synthetic mixtures with a high wool proportion include wet cleaning processes such as the scrubber system and the spray extraction method. Most importantly, however, these must be applied in a "wool-friendly" manner, as wool has the unique characteristic that it does not release soiling shortly after contact with water. Consequently, the cleaning agent may only be sprayed on as a mist before spray extraction begins.

Naturally, wet carpeting may not be walked on. The carpeting must be completely dry before it is opened to traffic. Depending on the amount of liquid used and the climate prevailing at the time of cleaning as well as the ventilation possibilities, it can take anywhere from 24 to 72 hours for the carpet to dry down to the base material.

Dry cleaning systems such as the yarn pad method and granule cleaning are of only limited use for carpeting made of wool/wool-synthetic mixture with a relatively high wool component - and their use may even harm the appearance of the floor covering.

4.2 Wet-cleaning methods

Here, the cleaning agent is applied on and in the pile of the ANKER carpeting. The following wet cleaning methods are commonly used:

4.2.1 Scrubber system

As a wet cleaning process, ANKER-TEPPICHBODEN recommends above all the scrubber system, an extremely effective "half-wet" system. This cleaning machine does not use a rotating brush, as is common, but rather a swinging scrub brush that moves mainly vertically into the ANKER carpet pile at a high speed.

The carpeting is first thoroughly brush-vacuumed. A cleaning fluid is then sprayed using a spraying pump at a constant spray pressure.

A small quantity of water is sprayed on the carpeting inside the scrubbing machine directly in front of the scrub brush. This brush rubs in the mixture of water and cleaning agent, which is suctioned up immediately afterwards. It is thus the gentlest possible method for cleaning your floor covering. If the carpeting is sprayed with water only once or twice in the course of such a cleaning process, it is scarcely wet afterwards and is usable without restrictions after just 2-3 hours, following the mandatory brush-vacuuming.

4.2.2 Spray extraction process

In the gentle spray extraction process, the cleaning agent is also first sprayed on the ANKER carpeting using a spray pump at a constant pressure. After a brief application time, plain water is sprayed into the carpet pile without mechanical support using a spray extraction machine; the dirt-bearing cleaning fluid is then suctioned up again immediately after. The dwell time of the spray nozzle on the carpeting determines whether more or less liquid is sprayed into the carpet pile locally. The ANKER carpeting is brush-vacuumed once it dries.

If maintaining the value of your carpeting is as important to you as it is to us, we recommend you take a look at the website of the AWT/FDT® working group www.werterhalt.org. This is a neutral, multiple-manufacturer platform that covers issues relating to carpeting, in particular maintaining value, as well as maintenance and cleaning.

5.0 Sources

Soil trap and walk-off zones	Brush vacuums without bags
Miltex GmbH Ohmstr. 2 68519 Viernheim, Germany Tel.: 0049 6204 – 7 08 69-0 Fax: 0049 6204 – 7 08 69-29 E-Mail: info@miltex.de	Dyson GmbH Lichtstr. 43 B 50825 Cologne, Germany Tel.: 0049 18 05 – 33 97 66 E-Mail: kundendienst@dyson.com .

Brush vacuums with bags	Cleaning machines
SEBO Stein & Co. GmbH Wülfrather Str. 47-49 42553 Velbert, Germany Tel.: 0049 20 53 – 89 81 Fax: 0049 20 53 – 89 81 E-Mail: t.dietz@sebo.de	Cleanfix Reinigungssysteme GmbH Am Weiher 2 63505 Langenselbold, Germany Tel.: 0049 61 84 – 93 12 0 Fax: 0049 61 84 – 48 01 E-Mail: info@cleanfix.de

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www.anker.eu

You will find a lot of interesting information here under “Service”.

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

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