



## CLEANING INSTRUCTIONS No. 03

for all products (rolls and tiles) made of BCF-yarn  
+ cut-piles made of spun yarn

### Tufting:

e.g.: Aera, Aera ONE, Aera Structure, Alba, Barolo, Barolo Deluxe,  
Barolo Extreme, Beta, Cara, Carlton, Delta, Delta ONE, Elysee,  
Gamma, Grid, Groove, Join by Marcel Wanders, Jota, Jungle,  
Lucca, PEP, Plot 600, Resort, Rondo, Sixpack, Soul, Sphere, SUN,  
Zeta.

### Woven:

e.g.: Entre 100, Flat, Kashmir, Perlon Rips CUT, Perlon Rips Mixed,  
Perlon Rips LCS CUT, Perlon Rips JACX, Perlon Rips Velvet, Pixa,  
Taurus,

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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](http://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/m<sup>2</sup> is required for proper vacuuming, which is equivalent to an hourly capacity 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: 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. Stains should be dabbed wherever possible, and never rubbed in. 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.

### **2.3 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. Both the yarn pad method and granule 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 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

### **3.1 Dry-cleaning methods**

#### **3.1.1 Yarn pad method**

ANKER-TEPPICHBODEN recommends the yarn pad system as the quietest and most environmentally friendly dry cleaning option. It permits individual sections to be cleaned simply and gently.

In this method, the ANKER carpeting to be cleaned is first thoroughly brush-vacuumed. Then, a cleaning fluid is sprayed using a spray pump and worked with a special pad. This pad is moved over the carpeting horizontally in a circular motion using a single-disk machine equipped with a special powered plate. The dirt is loosened and drawn onto the pad. This method puts minimal strain on your ANKER carpeting, which then only needs to be brush-vacuumed after cleaning. Depending on the quantity of cleaning agent used, the carpeting can be returned to full service within 20-30 minutes after cleaning.

The disadvantage of this method is the lack of a deep-cleaning effect. For this reason, this cleaning system should be used very early on, i.e. when soiling is not apparent or just barely visible.

#### **3.1.2 Granule cleaning method**

Another dry-cleaning method is granule cleaning, which ANKER-TEPPICHBODEN also recommends. Although it is much more time-consuming and expensive, when conducted properly it enables trouble-free cleaning of specific areas, as no drying time is required. Your ANKER carpeting can even be walked on during the cleaning process without being damaged.

The carpeting is first thoroughly vacuumed. A cleaning fluid is then sprayed using a spraying pump at a constant spray pressure and immediately rubbed in. This is achieved most effectively using special machines with two counter-rotating roller brushes.

The next step is to spread the cleaning granules over the areas to be cleaned – approx. 50 - 100 g/m<sup>2</sup> (roughly a handful), depending on how dirty they are. Only use as much granulate as can be brushed in immediately afterwards, as the active cleaning agents contained in the granules are released and begin to dissipate immediately after spreading. The moist granules are then brushed into the carpet with the same machine. This brushing releases special soiling solvers that remove the dirt from the fibers and bind it. The brushing process also removes stains.

The granules remain in the carpeting until it is dry, which can take from one to two hours. However, as your ANKER carpeting can be walked on during the cleaning process, the application time is not important. The dirt-laden granulate is then removed from the carpet by thorough vacuuming.

If any stains are still visible after removal of the cleaning granules, you can work on these separately by spreading granules again and working them in with a hand brush.

## **3.2 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:

### **3.2.1 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 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.

### **3.2.2 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.

It is important, however, that as your ANKER carpeting becomes wet, it may not be walked on during wet cleaning. The carpeting must be completely dry before it is opened to traffic. A wet carpet has a relatively high adhesion. When it is walked on in this state, it becomes soiled much faster than when completely dry. 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.

#### 4.0 Cleaning of punch blanks, element and climate tiles

Due to the many seams into which water can penetrate, it is recommended that wet cleaning of carpet tiles be performed only when necessary. If water absolutely must be used – for instance for sticky beverage residues – the extremely effective “half-wet” scrubber method is most suitable.

The most suitable cleaning method is the yarn pad system. But regular granule cleaning also produces satisfactory results. Both methods also permit problem-free cleaning of individual sections.

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](http://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

<b>Soil trap and walk-off zones</b>	<b>Brush vacuums without bags</b>
<b>Miltex GmbH</b> Ohmstr. 2 68519 Viernheim, Germany Tel.: 0049 6204 – 7 08 69-0 Fax: 0049 6204 – 7 08 69-29 Email: <a href="mailto:info@miltex.de">info@miltex.de</a>	<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>Brush vacuums with bags</b>	<b>Cleaning machines</b>
<b>Alfred Kärcher Vertriebs-GmbH</b> Freidrich-List-Str. 4 71364 Winnenden Tel.: 0049 71 95 – 903-0 Fax: 0049 71 95 – 903-28 05 Email: <a href="mailto:info@vertrieb-kaercher.com">info@vertrieb-kaercher.com</a>	<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>

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[www.anker.eu](http://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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