



Cleaning Instructions No. 06

For all products with Care Concept and
Fluid Stop treatment

CONTENTS

1.0	Foreword	2
2.0	Special features of CARE CONCEPT	2
3.0	Maintenance cleaning.....	3
4.0	Disinfection	3
	4.1 Suitable disinfectants.....	3
	4.2 Mixing the cleaning solution.....	4
5.0	Stain removal	5
6.0	Procedures and inspections	6
	6.1 Cleaning process.....	6
	6.2 Cleaning interval.....	7
7.0	Stain removal guidelines	7
	7.1 Special stain substances.....	7
	7.2 Common stain substances.....	9
8.0	Cleaning methods	11
	8.1 Dry cleaning.....	11
	8.1.1 Yarn pad.....	11
	8.2 Half-wet cleaning.....	12
	8.2.1 Roller/double roller.....	12
	8.2.2 Scrubber.....	12
	8.3 Wet cleanin.....	13
	8.3.1 Shampooing.....	13
	8.3.2 Spray extraction.....	13
9.0	Sources	13

1.0 Foreword

For further important information, please be sure to refer to the General Supplementary Cleaning Information, which is posted on our website www.anker.eu under the heading "Service".

2.0 Special features of CARE CONCEPT

CARE CONCEPT is not just carpeting, but a sophisticated, proven complete system that comprises training for flooring-layers, instructions for cleaners, laying, maintenance, cleaning and disinfection guidelines as well as equipment tips. All parties can only be satisfied over the long term when this well-thought-out and tested concept is applied properly.

The experience that ANKER has gained from solution-dyed yarns in specialized, highly sensitive hospital environments as well as in similar areas (since April 1993) enabled the manufacture of new grades of this yarn type. The substantivity of the solution-dyed brand-name fibers used is virtually zero on account of the pigment (solid) dyeing technology. The color-fastness is extremely high. Due to the solid dye particles in the fibers, the yarns produced using these may be assumed to have the greatest possible light-fastness.

Solution-dyed yarns are largely fade-proof. Particularly when caustic solutions are spilled, this will have no negative impact on CARE CONCEPT carpeting. The advantages of solution-dyed yarns are particularly apparent when working with sanitary cleansers such as DanKlorix or Domestos. However, the contact time should not exceed 30 minutes.

All conventional stain substances can be removed completely from the floor covering using our ANKER cleaning instructions. This ensures uncompromised hygiene over the entire life of your carpeting. Provided basic maintenance cleaning has been performed daily using high-powered, properly maintained brush vacuum cleaners, the germ load on this carpeting will remain negligible even in highly sensitive hospital environments.

For use in such environments, CARE CONCEPT is additionally provided with a water-impermeable backing so that no liquids can penetrate it, unlike other carpeting. This makes soiling easy to remove so that it does **not** penetrate to unreachable carpeting layers or subflooring.

3.0 Maintenance cleaning

"Maintenance cleaning" refers to the daily removal of stains and the thorough vacuuming of loose dirt (also daily). Use only powerful brush vacuums (suction power ≥ 200 watts; approx. 50 l/s) whose brush rollers have their own drive – independent of the vacuumed air flow.

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. Because only then can it do its job. Experience has shown that a maximum time of 10 s/m² is required for proper vacuuming, which is equivalent to an hourly performance of approx. 360 m².

4.0 Disinfection

4.1 Suitable disinfectants

Designation	Manufacturer/vendor
Dismozon pur	Bode-Chemie
Biguanid	Dr. Schumacher GmbH
Biguamed Perfekt N	Desomed, Dr. Trippen GmbH
Hexaquart forte	B. Braun Melsungen AG
Incidin Extra N Insidur N	Ecolab GmbH & Co. OHG
Terralin Protect	Schülke & Mayr GmbH

Status May 2013

Stain removal must be performed daily.

Unknown stain substances and all bodily fluids and excretions that reach the CARE CONCEPT carpet must always be disinfected before stain removal. Perform disinfection using a mixture of **cold** water and disinfectant. Refer to the respective manufacturer's instructions for the mixing ratio when preparing the solution.

When preparing the solution, please note that the total solution quantity is given as the specified percentage of disinfectant **including** the water quantity. Accordingly, 10 liters of a 1 % solution (mixture) comprises 9,900 ml water and 100 ml disinfectant concentrate.

So as not to impair the effect of the disinfectant unnecessarily, extremely coarse soiling should first be removed from the floor covering, separately disinfected **directly** afterward and disposed of appropriately.

The disinfectant mixture is applied generously to the stain substance from the outside in – extending beyond edges of the stain. After the prescribed application time, spray-extract the stain.

4.2 Mixing the cleaning solution

Liters	Disinfectant concentrate						
	0.25 %	0.5 %	1.0 %	1.5 %	2.0 %	2.5 %	3.0 %
1	2.5 ml	5.0 ml	10.0 ml	15.0 ml	20.0 ml	25.0 ml	30.0 ml
2	5.0 ml	10.0 ml	20.0 ml	30.0 ml	40.0 ml	50.0 ml	60.0 ml
3	7.5 ml	15.0 ml	30.0 ml	45.0 ml	60.0 ml	75.0 ml	90.0 ml
4	10.0 ml	20.0 ml	40.0 ml	60.0 ml	80.0 ml	100.0 ml	120.0 ml
5	12.5 ml	25.0 ml	50.0 ml	75.0 ml	100.0 ml	125.0 ml	150.0 ml
6	15.0 ml	30.0 ml	60.0 ml	90.0 ml	120.0 ml	150.0 ml	180.0 ml
7	17.5 ml	35.0 ml	70.0 ml	105.0 ml	140.0 ml	175.0 ml	210.0 ml
8	20.0 ml	40.0 ml	80.0 ml	120.0 ml	160.0 ml	200.0 ml	240.0 ml
9	22.5 ml	45.0 ml	90.0 ml	135.0 ml	180.0 ml	225.0 ml	270.0 ml
10	25.0 ml	50.0 ml	100.0 ml	150.0 ml	200.0 ml	250.0 ml	300.0 ml
15	37.5 ml	75.0 ml	150.0 ml	225.0 ml	300.0 ml	375.0 ml	450.0 ml
20	50.0 ml	100.0 ml	200.0 ml	300.0 ml	400.0 ml	500.0 ml	600.0 ml
30	75.0 ml	150.0 ml	300.0 ml	450.0 ml	600.0 ml	750.0 ml	900.0 ml

For coarse, visually extremely ugly stains, applying the disinfectant mixture generously from the outside in beyond the edge of the stain - as described above - and vacuuming it away with the stain substance has proven effective. The stain is subsequently disinfected once more in the same way. After the prescribed contact time, the stain remaining after the first treatment is spray-extracted repeatedly as necessary.

After vacuuming of the liquids with a sufficiently powerful spray extractor, the carpet is generally completely dry after around 8 – 12 hours.

We recommend using a small spray extractor to take up the stain substances after disinfecting. The regular inspection and cleaning of all equipment used must in any case be assured so as to keep the germ load in the accustomed low range.

5.0 Stain removal

To permanently remove common stains as well, it is important to not only dissolve the stain substance but to actually extract it from the carpeting. The sooner stains are removed, the greater the cleaning effectiveness.

Over 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 treat them again. Fresh stains should be absorbed as much as possible. 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, damage to the backing coating or dissolving of the glue.

Initially treat unrecognized stains as water-soluble. If this doesn't work, clean the stain with a stain remover once it has dried.

6.0 Procedures and inspections

Care system	daily	weekly	monthly	yearly	1 ½ yearly
Stain removal	X				
Brush-vacuuming	X				
Cleaning inspection		X			
Change HEPA microfilter				X	
Inspect brush vacuum			X		
Deep cleaning/area disinfection					X
Inspect small spray extractor			X		
Inspect large spray extractor				X	

Due to the greater adhesion of wet materials, the treated sites should first be dried and then brushed out before being walked on.

The experience we have gained in long-term testing is summarized in the following tables. However, on account of the different concentrations and compositions of the various staining substances, this information can only be regarded as guidelines.

Example

Heinz ketchup has a different seasoning mix than Kraft ketchup, and must thus be treated differently, even though this may be just a matter of degree. And coffee is not just coffee, etc.

6.1 Cleaning process

Both care and maintenance of carpeting must begin immediately after laying.

6.2 Cleaning interval

If the intervals between cleanings are very long, carpeting becomes unattractive overall. Carpeting grays, and its appearance progressively deteriorates. Consequently, regular interval cleaning of CARE CONCEPT carpeting is highly recommended.

Both the yarn pad method and the granulate method can be performed on an interim basis with no problems, specifically when only partial areas, such as runways, doorways, stairs, hallways and the like must be cleaned. 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.

7.0 Stain removal guidelines

7.1 Special stain substances

Substance	Discoloration	Removal
Blood	Red spots (older: brown stains)	Disinfect, spray-extract using plain cold water.
Cutasept (disinfectant)	Brownish stains	Spray-extract using plain cold water.
Betaisadona (disinfectant)	Brownish stains	Spray-extract using plain cold water.
Dan Klorix / Domestos (sanitary cleanser)	None	Spray-extract using plain cold water within no later than 20 minutes
Disinfectants (general) Active agent: - active chlorine - aldehyde - alcohol - peroxide	None	Spray-extract using cold water within no later than 20 minutes
Diesin-Rapid concentr. (disinfectant)	Yellowish stains	Spray-extract using plain cold water.
Vomit	Various	Disinfect, spray-extract using plain cold water.
Formaldehyde (5 %)	None	Spray-extract using plain cold water.

Substance	Change	Removal
Bile	Greenish-yellow stains	Disinfect, spray-extract using plain cold water.
Gentiana-violet tincture (disinfectant)	Violet stains	Not completely removable; spray-extract with plain cold water; post-treat with Dialyson Expert B
Isopropanol	None	Spray-extract using plain cold water.
Tincture of iodine (disinfectant)	Brownish stains	Can be removed entirely within the first 5 minutes by soaking with 15 % sodium thiosulfate or hydrosulfide solution, subsequently spray-extract with plain cold water. Later complete removal is not possible.
Feces	Brown stains	Disinfect, spray-extract using plain cold water.
Lyso FD 10 concentrated (disinfectant)	None	Spray-extract using plain cold water.
Sodium hypochlorite (5 % active chlorine)	None	Spray-extract using plain cold water within no later than 20 minutes
Perubalsam (disinfectant)	Yellowish-brown stains	Spray-extract with plain cold water; post-treat with Dialyson Expert A
PVP iodine (disinfectant)	Brownish stains	Can be removed entirely within the first 5 minutes by soaking with 15 % sodium thiosulfate. Then spray-extract using plain cold water. Later complete removal is not possible.

Substance	Discoloration	Removal
Rivanol (disinfectant)	Yellowish stains	Can be removed entirely within the first 5 minutes by soaking with 15 % sodium thiosulfate. Cannot be completely removed later; partial success with 5 % hydrosulfide solution, subsequently spray-extract with plain cold water.
Sterillium (disinfectant)	None	Spray-extract using plain cold water.
Urine	Yellowish stains	Disinfect, spray-extract using plain cold water.
Hydrogen superoxide (5 %)	None	Spray-extract using plain cold water.
Individual stains may require post-treatment.		

7.2 Common stain substances

Substance	Discoloration	Removal
Butter	Light yellow stains	Soak with plain cold water and then spray-extract with plain cold water; post-treatment with Dialyson Expert A.
Cola	Brownish stains	Spray-extract with clear warm water
Curry	Orange stains	Spray-extract with clear warm water; post-treat with Dialyson Expert C
Egg, raw		Spoon up, spray-extract with plain cold water

Substance	Discoloration	Removal
Egg, soft-boiled		Spoon up, spray-extract with plain cold water
Grease	Yellowish stains	Soak with plain hot water and then spray-extract with plain cold water; post-treatment with Dialyson Expert A.
Fruit juices (orange, apple, grape)	various	Spray-extract with plain warm water; post-treat with Dialyson Expert A
Honey	Amber stains	Soak with plain hot water and then spray-extract with plain warm water
Coffee	Brownish stains	Absorb fresh stains with dry cloths, then soak with mineral water and extract. Only use Dialyson Expert C directly for dried stains.
Cocoa	Brownish stains	Spray-extract with plain cold water; post-treat with Dialyson Expert A
Chewing gum		Scrape off; Dialyson Expert B
Ketchup	Orange stains	Spray-extract with plain cold water; post-treat with Dialyson Expert C
Condensed milk	Yellow-white stains	Spray-extract with plain cold water; post-treat with Dialyson Expert A
Jelly	Reddish-brown stains	Spray-extract with plain cold water; post-treat with Dialyson Expert C

Substance	Discoloration	Removal
Ball-point pen ink	various	Dialyson Expert B
Margarine	Light yellow stains	Soak with plain hot water and then spray-extract with plain cold water; post-treatment with Dialyson Expert A.
Jam	Reddish-brown stains	Spray-extract with plain cold water; post-treat with Dialyson Expert C
Milk	White stains	Spray-extract with plain cold water; post-treat with Dialyson Expert A
Shoe cream	various	Dialyson Expert B
Mustard	Ochre stains	Spray-extract with plain warm water; post-treat with Dialyson Expert C
Cheese spread	Yellow-white stains	Scrape off, spray-extract with plain warm water; post-treatment with Dialyson Expert A
Soup	various	Spray-extract with plain cold water; post-treat with Dialyson Expert A
Tea	Brownish stains	Soak up fresh stains with dry cloths, then soak with mineral water and extract. Only use Dialyson Expert C directly for dried stains.
Individual stains may require post-treatment.		

8.0 Cleaning methods

Professional carpet cleaning is performed according to RAL 991 A3. This standard defines a proper and appropriate procedure:

1. Examination of type of floor covering
2. Examination of type of fixing
3. Brush-vacuuming
4. Stain removal
5. Deep cleaning
6. Post-removal
7. Brush-vacuuming

8.1 Dry cleaning

8.1.1 Yarn pad

ANKER recommends using the yarn-pad method as the most environmentally friendly and lowest-noise dry cleaning method. It permits individual sections to be cleaned gently and with minimum strain on the material.

After brush-vacuuming, a cleaning agent is sprayed on the carpeting at a constant pressure using a spray pump. This is then worked using a cotton pad. This pad is moved over the carpeting in a circular motion at approx. 200 - 400 rpm 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 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 low absorption capacity of the pads. To avoid having to purchase large quantities of these pads, this cleaning method should be applied at a very early stage – in other words before the soiling becomes plainly visible.

8.2 Half-wet cleaning

8.2.1 Roller/double roller

The roller cleaning method somewhat resembles the cleaning machines used for granulate cleaning. These essentially consist of two liquid trays with corresponding openings, two counter-rotating brush rollers and – often but not always – an elastic transport belt.

The liquid cleaning agent runs through the openings of the fresh water/cleaning fluid tray onto the floor or the rollers. The brush rollers work this liquid into the CARE CONCEPT carpeting. As the brush bristles are in direct contact with the carpeting during rotation, they are pressed backwards – and thus tensioned. When the bristles lose contact with the carpeting, they rapidly snap back, catapulting the detached soiling onto the elastic transport belt, which transports the soiling to the dirty-water catch tray.

The advantage of this method is that the CARE CONCEPT carpeting does not become very wet and can be used again relatively quickly. When suitably soft brushes are used, they can be used specifically to extract fine dirt particles from the carpeting. The greatest part of the soiling is extracted without damaging the carpeting. The drying time is approx. 60 minutes.

8.2.2 Scrubber

The scrubber method is another effective method in which a cleaning fluid is first sprayed on. A small quantity of water is then sprayed on the carpeting inside the scrubbing machine directly in front of the scrub brush. This brush rubs in the water, which is suctioned up immediately afterwards. The result is a gentle cleaning of the carpeting. If the CARE CONCEPT carpeting is sprayed with water only once in the course of such a cleaning process, it is scarcely wet afterwards and is usable without restrictions after just 30 - 60 minutes, following the mandatory brush-vacuuming.

8.3 Wet cleaning

8.3.1 Shampooing

ANKER does **not** recommend this cleaning method. For one thing, the possible scope for error appears too great; for another, this method is not effective enough.

8.3.2 Spray extraction

In the spray extraction process, the cleaning agent is first sprayed on the CARE CONCEPT carpeting using a spray pump at a constant pressure. After a brief contact time, plain water is sprayed into the carpet pile using a spray extraction machine; the dirt-bearing cleaning fluid is then suctioned up again. The application time of the spray nozzle on the carpeting determines whether more or less liquid is sprayed into the carpet pile locally. Once the carpeting has dried, it is brush-vacuumed and can be used without restrictions.

However, thanks to CARE CONCEPT's design, walking on the wet carpet cannot cause any damage.

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.

9.0 Sources

Dirt trap zones	Walk-off zones
Arwei GmbH Duisburger Str. 4 57234 Wilnsdorf, Germany Tel.: +49 (0)02739 – 89 46-0 Fax: +49 (0)02739 – 89 46-50	C/R/O/ GmbH Feldheider Str. 70–74 40699 Erkrath, Germany Tel.: +49 (0)2104 – 93 22 33 Fax: +49 (0)2104 – 93 46 93 Email: crogmbh@t-online.de

Disinfectants	
Bode Chemie GmbH & Co. KG Melanchthonstr. 27 22525 Hamburg, Germany Tel.: +49 (0)40 – 5 40 06 -136 Fax: +49 (0)40 – 5 40 06 -344	Desomed Dr. Trippen GmbH PO Box 5325 79020 Freiburg, Germany
Ecolab GmbH & Co. KG PO Box 130 406 40554 Düsseldorf, Germany Tel.: +49 (0)211 – 98 93-0 Emergency No.: +49 (0)211 – 9 89 37 00 Email: information@ecolab.com	Schülke & Mayr GmbH Robert-Koch-Str. 2 22850 Norderstedt, Germany Tel.: +49 (0)40 – 52 100-0 Fax: +49 (0)40 – 52 10 03 18 Email: regina.rieckmann@schülke.com
	Dr. Schumacher GmbH Am Roggenfeld 3 34323 Malzfeld, Germany Tel.: +49 (0)5664 – 94 96-0 Fax: +49 (0)5664 – 84 44 Email: post@schumacher-online.com
Cleaning agents	
Brush vacuums	
Huk-Ernst e.K. Rotrehre 14 31542 Bad Nenndorf, Germany Tel.: +49.5723 – 8 26 79 Fax: +49.5723 – 8 10 16 Email: info@huk-ernst.de	Sebo Stein & Co. GmbH Wülfrather Str. 47-49 42553 Velbert, Germany Tel.: +49 (0)2053 – 89 81 Fax: +49 (0)2053 – 89 85 Email: info@sebo.de
Brush vacuums and cleaning machines	
Alfred Kärcher GmbH & Co. KG Alfred-Kärcher-Str. 28 – 40 71364 Winnenden, Germany Tel.: +49 (0)7195 – 14 - 0 Fax: +49 (0)7195 – 14 - 22 12 Email: info@vertrieb.kaercher.com	

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, where you can obtain even more interesting information under "Service -> Downloads".

If you still have questions, please 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