

CLEANING INSTRUCTIONS No. 01

For Sheet Goods (rolls), Punched Elements,
Element and Climate Tiles made of 100% pure virgin wool
and wool-synthetic blends



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1.0 Preliminary note

The information in these cleaning instructions is of a general nature. They serve as explanations for the experienced cleaner and do not claim to be complete.

Only with professional and proper cleaning measures – especially by observing these cleaning instructions prepared for him – as well as our extremely informative “General cleaning-related additional information”, which you can call up on our website www.anker.eu under the term "Service" > "Downloads", as well as the current standards such as RAL 991 A3, will it be possible to use the assured usage properties and the complete performance potential of the carpets and carpet tiles in the long term.

Therefore, all cleaning agents, materials and substances to be used with which the carpet comes into contact must be such that they – coordinated with each other – ensure a functional carpet. They must not have a negative effect on the carpet surface, let alone on the entire construction.

2.0 Routine Cleaning

The term "routine cleaning" refers to the daily removal of stains (detachment) and the – equally daily – thorough vacuuming of loose dirt. This process must begin immediately after the laying procedure is completed.

2.1 Brush Vacuum Cleaning

For the routine cleaning of a carpet, you, as the cleaner, have to use a powerful brush vacuum cleaner. Its brush roller must have its own drive – independent of the air flow sucked in. Due to the simultaneous brushing and suction action, loose dirt is effectively removed from the depths and dirt adhering to the fibres is stripped from them.

Please make sure to check the brush wear regularly so that the brushes can be replaced early before they lose their effectiveness. You must also replace existing vacuum cleaner bags at an early stage. As a rule, these should be

filled to about 1/3 to a **maximum** of 1/2 of their volume before they are exchanged for new dust bags.

A vacuum cleaner must be given the opportunity to pick up the dirt that is present. Therefore, you should calculate a necessary, maximum time expenditure of 10 seconds/m² for the proper suction process, which corresponds to an hourly job performance of approx. 360 m² of free, **unobstructed** surface.

2.2 Stain Removal (Detachment)

In order to remove stains permanently, it is important that you do not just dissolve the stain substance, but really get it out of the carpet. As some stain substances have an aggressive effect in the long run, you should carry out the stain treatment as early as possible. This will not only increase the likelihood of your cleaning success, but also reduce the possibility of permanent damage to fibres and colours.

You can remove about 80% of all stains with clear water. Dab fresh, wet stains with an absorbent cloth or paper towel or soak up the stain substance. Thickened and dried substances can be removed with a spatula or the back of a knife and then brushed or vacuumed off. Water-soluble stains can be moistened or wetted again and then vacuumed up again. You may have to repeat this process. To avoid an unnecessary increasing of the stain, always carry out the treatment from the outside inwards.

Only a few stains are exclusively solvent soluble. In such cases, special treatment with commercially available solvent-based stain removers is required. Please never apply these directly to the textile floor covering, but always by means of a soaked white cloth, in order to avoid pile and colour damage, damage to the back coating or loosening of the bonding.

For ecological reasons, you should first treat unidentifiable stains as water-soluble stains. If this is not successful, you should clean the stain after it is dry again with a solvent-based stain remover or a stain remover specially adapted to the stain substance. Before using the carpet again, it is advisable to brush out the treated dry spots to remove any residues.

3.0 Cleaning

3.1 Special feature with pure virgin wool and wool-synthetic-blends

Powerful methods for cleaning carpets made of pure virgin wool / wool-synthetic blends with a high content of wool are semi-wet and wet cleaning, such as the scrubbing and spray extraction methods. Please be sure to note that these must be applied in a "wool-friendly" manner in particular to be successful. This is because a short time after wool has come into contact with water its scale structure closes and no longer releases any soiling.

Therefore, you should never spray a wool carpet first in order to rinse-extract it later. Instead, you should immediately and completely subject it to the cleaning process in the areas to be cleaned, as intensively as necessary but also as gently as possible.

However, it is crucial that the carpet is not walked on during wet cleaning. And it must be completely dry before it can be walked on again. Finally, a wet carpet has a relatively high adhesion capacity. Similar to the way wet hands stain faster and more noticeably than dry hands when stuck in sand, for example, carpet stains much faster when walked on in this condition than if it were completely dry.

Depending on the amount of liquid used and the climate prevailing at the time of cleaning, as well as the ventilation possibilities, drying through to the base material can take between 24 and 72 hours. Dry cleaning with both the yarn pad and granules is only partially effective on carpets with a high content of wool – sometimes their use even worsens the appearance of the floor covering.

4.0 Punched Elements, Element- and Climate Tiles as well as Air Permeable Carpet sheets

Due to the pile material, dry cleaning is **not** recommended. The most suitable cleaning methods, especially in this case, are the roller, double roller and/or scrubber system. These methods also allow you to clean partial areas without any problems. But because of the many seams and/or because of the air-permeable construction into which the water could penetrate, we recommend that you hold back cleaning with water for these product types.

Even if you absolutely have to use a lot of water – in the case of sticky drink residues, for example – It makes most sense to use the roller, double roller or scrubbing method.

Additional note

If a carpet is **not** cleaned properly and professionally during its period of use, the usual warranty **does not apply**.

Furthermore, ANKER has no influence on the proper and professional cleaning performance and for this reason assumes no guarantee for the respective cleaning result.

In addition, please also take into account our website www.anker.eu where you can find even more interesting information under the term "Service" > "Downloads". And on our ANKER YouTube channel you can experience the technology tips visually <https://anker.eu/service/video-archiv/technik-tipps/>



If you still have questions, please call us. We will be happy to help you:

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