

CLEANING INSTRUCTIONS No. 03

For Sheet Goods (rolls), Punched Elements,
Element and Climate Tiles as well as Air Permeable
Carpet Tracks made from BFC-yarn
and all types of Velour Carpets



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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 installation.

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

You can clean the carpet wet, semi-wet or dry, just as you like. But you should be aware that if you use too hard brush bristles, the surface will be radically altered. Furthermore, you should be aware that the carpet must not be walked on under any circumstances during wet cleaning. This means that it must be completely dry before this happens again. After all, a wet carpet has a relatively high adhesion capacity.

Just as wet hands get dirty more quickly and visibly than dry hands when they, for example, are stuck in sand, carpet gets dirty much more quickly when it is walked on in this state than when it is completely dry. Depending on the quality of the carpet, the amount of liquid used and the climate prevailing at the time of cleaning, as well as the ventilation possibilities, it can take between 24 and 72 hours to dry through to the base material.

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

The most suitable cleaning method for this is by applying the yarn pad. However, regular granule cleaning also offers satisfactory solutions. Both methods also allow you to clean partial areas without any problems.

Because of the many seams and openings within the decking surfaces due to the air-permeable construction through which water could penetrate, we recommend that you use water cautiously to clean these product types. If you absolutely have to use water – for example in case of sticky beverage residues – we recommend the use of a roller/double roller or the 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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