

CLEANING INSTRUCTIONS No. 05

For Sheet Goods (rolls), Punched Elements,
Element and Climate Tiles with Shag-surfaces



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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 of the carpet is completed.

2.1 Vacuum Cleaning

In order to avoid damaging the carpet during the routine cleaning, you should only use a floor vacuum cleaner for the routine cleaning of Shags. Unlike a brush vacuum cleaner, a floor vacuum cleaner is only equipped with a smooth nozzle.

Please make absolutely sure that existing vacuum cleaner bags are replaced by you in good time. As a rule, these should be about 1/3 to a **maximum** of 1/2 full 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

Strictly speaking, you can only clean a shag wet or semi-wet. There are no other **reasonable** ways to clean a shag. However, you should make sure that you do **not use** rotating brushes. Similar to brush vacuum cleaner, such machine parts behave quite roughly and thus damage the surface.

Furthermore, you should be aware that the shag must not be walked on during wet cleaning. And it must be completely dry before you can walk on it again. After all, a wet carpet surface 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 sheets

Although **no other** cleaning method is recommended, we advise you to use water cautiously when cleaning this type of product because of the many seams and openings within the carpet surfaces and the air-permeable construction through which water could penetrate.

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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