

# Cleaning Instructions No. 06

For all Care Concept and products with  
Fluid-Stop-Equipment



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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. Please **be sure** to take into account our extremely informative "Allgemeine reinigungstechnische Zusatzinformation" (General cleaning-related additional information), which you can call up on our website [www.anker.eu](http://www.anker.eu), under the term "Service" > "Downloads".

Only with professional and proper cleaning measures according to 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.

ANKER has no influence on the proper and professional cleaning performance and for this reason assumes no guarantee for the respective cleaning result. If a carpet is **not** cleaned properly and professionally during its period of use, the usual warranty **does not apply**.

## 2.0 CARE CONCEPT – Special Feature

CARE CONCEPT is not just a carpet, but a mature and tested complete system: training for floor layers, instructions for cleaners; installation, maintenance, cleaning and disinfection guidelines as well as tips on machinery.

Only when this well-thought-out and tested concept is implemented can all parties involved be satisfied in the long run.

**ANKER's** experience with carpets made of Solution-Dyed yarns in special, highly sensitive hospitals, but also in similar areas (since April 1993),

made it possible to produce new qualities with this type of yarn. Solution-dyed brand fibres are still being processed. These receive their colour through the pigment / solid dyeing technology. Since solid dye components are therefore enclosed in the fibre, not only is the colour fastness extremely high, but the highest possible light fastness can also be assumed.

All conventional stain substances can be completely removed from the covering according to the ANKER cleaning guidelines. This ensures perfect cleanliness for the entire life of the carpet.

Solution-dyed yarns are largely resistant to bleaching. Especially when corrosive liquids are spilled and act for a short time, this will not necessarily be detrimental to CARE CONCEPT. Especially with sanitary cleaners such as Dan Klorix or Domestos, the advantages of solution-dyed yarns can be demonstrated impressively. However, a neutralisation of these aggressive liquids must take place within a time frame of 20 - 30 minutes.

Provided that thorough maintenance cleaning by powerful, professionally maintained brush vacuum cleaners is carried out daily, the germ load of this floor covering is negligible, even in the hospital sector. CARE CONCEPT is optimally equipped for such highly sensitive areas. To prevent liquids from penetrating it, CARE CONCEPT is also equipped with a waterproof backing. This makes it easy to remove liquid contaminants in particular and **prevents them** from reaching inaccessible covering depths or even the subfloor.

## 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.

### 3.1 Brush Vacuum Cleaning

For thorough maintenance cleaning of a carpet, it is essential to use a powerful brush vacuum cleaner (suction power  $\geq 200$  watts; approx. 50 l/sec.) whose respective brush roller - independent of the air flow sucked in - has its own drive. Through a simultaneous brushing and suction action, loose dirt is effectively removed from the depths and the dirt adhering to the fibres is stripped from them.

Make sure that the brush wear is controlled so that the brushes can be replaced early before they lose their effectiveness. Existing dust bags must also be replaced at an early stage. As a rule, they should be 1/3 to a **maximum** of 1/2 full before they are replaced with new dust bags.

A vacuum cleaner must have the opportunity to pick up the dirt. Because the vacuum cleaner is only able to do this if it is given the opportunity. That is why experience has shown that a **maximum** time of 10 seconds/m<sup>2</sup> is necessary for a proper vacuuming process - this corresponds to an hourly output of approx. 360 m<sup>2</sup> of free, **unobstructed** surface.

### 3.2 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

From CARE CONCEPT, more than 90% of all stains can be removed with clear water. Fresh, wet stains should be vacuumed if possible. Further treatment should be carried out with a absorbent cloth or paper towel with which the stain is dabbed or vacuumed. Always treat from the outside inwards so as not to unnecessarily enlarge the stain. This procedure must be repeated if necessary.

Thickened and dried substances must be removed with a spatula or the back of a knife and brushed or vacuumed out.

Water-soluble stains are moistened again with a little water and treated again as described.

Only a few stains are solvent soluble alone. In this case, special treatment with commercially available stain removers is required. However, they must never be applied directly to the textile floor covering, but always by means of a soaked cloth in order to avoid pile and colour damage, damage to the back coating or loosening of the adhesive bond.

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. Due to the higher adhesion of wet material, it is advisable to brush out the treated dry spots before using the carpet again..

#### **4.0 Disinfection**

In the case of unknown stain substances and **all** body fluids and excretions that get onto CARE CONCEPT, disinfection must take place before their removal. In order not to unnecessarily limit the effect of the disinfectant, very coarse contaminants should be removed from the covering beforehand, disinfected separately immediately afterwards and disposed of accordingly.

For this purpose, please use a mixture of **cold** water and disinfectant. The mixing ratio for preparing the working solution can be found in the instructions of the respective manufacturer.

The percentage of the amount of disinfectant **including** the amount of water is the total amount of working solution. 10 litres - i.e. 10,000 ml - of a 1% ready-to-use solution (mixture) are therefore made up of 9,900 ml water and 100 ml disinfectant concentrate.

## 4.1 Suitable Disinfectants

Product name	Manufacturer / Supplier
Dismozon pur	Bode Chemie
Biguanid	Dr. Schumacher GmbH
Hexaquart forte	B. Braun Melsungen
Incidin Extra N + Insidur N	Ecolab GmbH & Co. OHG
Terralin Protect	Schülke & Mayr GmbH

As of January 2020

The disinfectant solution mixture is poured generously onto the stain substance from the outside in - extending beyond the edges of the stain. After the prescribed exposure time, the stain is spray-extracted accordingly.

### Additional Note

In the case of coarse visually very unpleasant stains, it has proven effective to pour the disinfectant solution mixture generously onto the stain substance from the outside in - extending beyond the edges of the stain. Immediately afterwards, both the stain substance and the disinfectant are sucked off as well as possible. Afterwards, the residual stain is again doused with the disinfectant solution mixture in the same way as described. After the prescribed disinfecting exposure time, the stain remaining after the first treatment is spray-extracted accordingly several times.

After the liquids have been extracted with a sufficiently powerful spray extractor, the covering is usually dry after about 8 - 12 hours.

In principle, regular inspection and cleaning of all equipment used must be a matter of course in order to keep the germ load in the usual low range.

#### 4.0 Application Solution

Liter	Disinfectant concentrate						
	0,25%	0,5%	1,0%	1,5%	2,0%	2,5%	3,0%
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
15							
20							
30							

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#### 5.0 Cleaning Interval

If the intervals between the individual cleanings are very long, it sometimes becomes impossible to remove stains completely. In addition, the carpet becomes unsightly, it grays and its appearance increasingly deteriorates. Therefore, in addition to an overall surface cleaning, which should be carried out regularly about every 1 - 2 years or as needed for reasons of value preservation, we also recommend carrying out partial surface cleanings. Partial area cleaning is the cleaning in between of certain partial areas - such as walkways, doorways, stairs, corridors and the like. The yarn pad system, the roller/double roller system and the scrubber system are all ideal for this purpose. If the carpet areas that are used more often are cleaned according to a certain sensible plan from the beginning, the entire carpet will always be in good condition.

#### 6.0 Process and Inspection



Care-System	daily	weekly	monthly	yearly	1+½ yearly
Detachment	x				
Brush-vacuuming	x				
Cleaning Inspection		x			
HEPA-Micro-Filter Exchange				x	
Inspection of the Brush-Vacuum Cleaner			x		
Basic cleaning / Surface disinfection					x
Check small sprayer			x		
Check large sprayer				x	

ANKER's experience with stain removal in long-term tests is summarised in the following tables. However, due to the different concentrations and compositions of the various stain substances, this information can only serve as a guideline. Under certain circumstances, individual stains may require a follow-up treatment.

**Example:**

Heinz ketchup has a different spice mixture than, for example, Livio and Kraft ketchup and must therefore be treated differently, if not fundamentally. Similarly, not all coffee is the same.

**7.0 Guidelines for Stain Removal**

## 7.1 Special Stain Substance

Substance	alteration	Removal
<b>Blood</b>	red stains (aged) brown stains	disinfect, then spray extract with clear, cold water
<b>Cutasept</b> (Disinfection agent)	brownish stains	spray extract with clear, cold water
<b>Betaisadona</b> (Disinfection agent)	brownish stains	spray extract with clear, cold water
<b>Dan Klorix/Domestos</b> (Sanitary cleaner)	none	spray extract with clear, cold water after 20 minutes at the latest
<b>Disinfection Agents</b> (in general) based on active ingredients	none	spray extract with clear, cold water after 20 minutes at the latest
<ul style="list-style-type: none"> <li>- Active chlorine</li> <li>- Aldehyde</li> <li>- Alcohol</li> <li>- Peroxide</li> </ul>		
<b>Diesin-Rapid-Cenctr.</b> (Disinfection agent)	yellowish stains	spray extract with clear, cold water
<b>Vomit</b>	various	disinfect; spray extract with clear, cold water;
<b>Formaldehyde 5%th</b>	none	spray extract with clear, cold water
<b>Gall liquid</b>	greenish-yellow stains	disinfect; spray extract with clear, cold water
Substance	alteration	Removal

<b>Gentiana-Violett</b> Tincture (Disinfection agent)	purple stains	not completely removable; spray extract with clear, cold water
<b>Isopropyl</b>	none	spray extract with clear, cold water
<b>Iodine-tincture</b> (Disinfection agent)	brownish stains	completely removable within the first 5 minutes by dousing with 15% sodium thio- sulphate or hydrosulphide solution, subsequently spray extract with clear, cold water; later complete removal not possible.
<b>Excrements</b>	brown stains	disinfect; spray extract with clear, cold water
<b>Lyso FD 10</b> concentrated (Disinfection agent)	none	spray extract with clear, cold water
<b>Sodium hypo chloride</b> (5% active chloride)	none	spray extract with clear, cold water after 20 minutes at the latest
<b>Peru Balsam</b>	yellowish, brown stains	spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
<b>PVP-iodine</b>	brownish stains	completely removable within in the first 5 minutes by dousing 15% sodium thiosulphate; then spray extract with clear, cold water; later complete removal not possible.

<b>Substance</b>	<b>alteration</b>	<b>Removal</b>
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<b>Rivanol</b>	yellowish stains	completely removable within the first 5
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(Disinfection agent)		minutes by dousing with 15% sodium thio-sulphate or 5% hydrosulphide solution, subsequently spray extract with clear, cold water; later complete removal not possible.
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<b>Sterillium</b> (Disinfection agent)	none	spray extract with clear, cold water
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<b>Urine</b>	yellowish stains	disinfect; spray extract with clear, cold water
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<b>Hydrogen Peroxide</b> (5% active)	none	spray extract with clear, cold water
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**Under certain circumstances, individual stains may require follow-up treatment.**

## 7.2 General stain substance

<b>Substance</b>	<b>alteration</b>	<b>Removal</b>
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<b>Butter</b>	yellowish light stains	pour clear, hot water over them and then spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
<b>Coke</b>	brownish stains	spray extract with clear, warm water
<b>Curry</b>	orange stains	spray extract with warm water; follow-up treatment with Dialyson Expert C
<b>Eggs raw / soft</b>		spoon up, spray extract with clear, cold water
<b>Grease</b>	yellowish stains	pour clear, hot water over them and then spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
<b>Fruit juices</b> (orange, apple, Grape)	various	spray extract with warm water; follow-up treatment with Dialyson Expert A
<b>Honey</b>	amber coloured stains	pour clear, hot water over them and then spray extract with clear, warm water
<b>Coffee</b>	brown stains	pick up fresh stains with dry cloth, then pour strongly carbonated mineral water over them and extract. Use Dialyson Expert C directly only with dried up stains

<b>Substance</b>	<b>alteration</b>	<b>Removal</b>
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<b>Cocoa</b>	brownish stains	spray extract with clear, cold water
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follow-up treatment with Dialyson Expert A

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**Chewing gum**

scrape it off; follow-up treatment with solvent-based cleaning agent

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**Ketchup**

orange stains

spray extract with clear, cold water; follow-up with Dialyson Expert C

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**Condensed milk**

yellow-white stains

spray extract with clear, cold water; follow-up treatment with Dialyson Expert A

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**Fruit jam**

red-brownish stains

spray extract with clear, cold water; follow-up treatment with Dialyson Expert C

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**Ballpoint pen**

various

Dialyson Expert C

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**Margarine**

yellow-white stains

pour clear, hot water over them and then spray extract with clear, cold water follow-up treatment with Dialyson Expert A

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**Marmalade**

red-brownish stains

spray extract with clear, cold water; follow-up treatment with Dialyson Expert C

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**Milk**

white stains

spray extract with clear, cold water; follow-up treatment with Dialyson Expert A

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**Shoe polish**

various

solvent-based cleaning agent

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**Substance**

**alteration**

**Removal**

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**Mustard**

ochre-coloured

spray extract with clear, warm water;

stains follow-up treatment with Dialyson Expert C

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**Spreadable cheese** yellow-white stains scrape off; spray extract with clear, warm water;  
follow-up treatment with Dialyson Expert A

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**Soup** various spray extract with clear, cold water; follow-up  
treatment with Dialyson Expert A

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**Tea** brownish stains pick up fresh stains with dry cloth, then pour  
strongly carbonated mineral water over them  
and extract. Use Dialyson Expert C directly  
only with dried up stains

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**Under certain circumstances, individual stains may require follow-up treatment.**

## 8.0 Cleaning Process

Professional, properly executed carpet cleaning is always carried out in accordance with RAL 991 A3 (RAL = **Reichs-Ausschuss für Lieferbedingungen**) - (Imperial Committee for Delivery Conditions).. This makes it possible to check the cleaning work carried out and thus to compare the cleaning price.

Ral 991 A3 defines the proper and professionally sensible procedure:

1. check the type of floor covering;
2. check the type of fastening;
3. brush vacuum cleaning
4. checking the stain substance / detachment
5. basic cleaning procedure
6. checking the stain substance / after-detachment
7. brush-vacuum cleaning.

This makes it clear that a carpet must be thoroughly brush-vacuumed before and after intensive cleaning - regardless of the cleaning method used!

## **8.1 Dry**

### **8.1.1 Yarn pad**

The yarn pad method is probably the most environmentally friendly and quietest dry cleaning option. This method allows easy cleaning of partial surfaces in a gentle way.

A cleaning agent is sprayed on by means of a spray pump and worked in with a special pad. This pad is moved horizontally in a circle on the carpet with a single-disc machine equipped with a special driving plate at approx. 200 - 400 revolutions per minute. This loosens the dirt and draws it onto the pad.

The carpet is minimally stressed and only needs to be brush-vacuumed after cleaning. Depending on the amount of cleaning agent used, the carpet can be used again without restrictions within about 20 - 30 minutes after cleaning.



The disadvantage of this method is the limited absorption capacity of the pads. In order not to have to purchase a huge number of these pads, this cleaning method should be used at a very early stage - i.e. already when the contamination is hardly visible or not yet visible.

### **8.1.2 Granules**

The moist cleaning granulate is spread on the surfaces to be cleaned - depending on the degree of soiling approx. 50 - 100 g/m<sup>2</sup> (about a handful) and brushed into the carpet by means of special machines with two contrasting roller brushes. This brushing process loosens the dirt from the fibres and binds it.

You should only spread as much granule as can be worked in again immediately afterwards, as the active cleaning substances contained are released immediately after spreading and begin to evaporate.

It can take between 1 and 2 hours until the granules are dry enough to be removed by thorough vacuuming, depending on the amount of granules applied. It remains in the carpet for this time. However, since the carpet can be walked on during the cleaning process, the dwell time does not play a significant role and so even the problem-free cleaning of partial areas is made possible.

## **8.2 Semi wet**

### **8.2.1 Roller / Double Roller**

Roller cleaning machines essentially consist of two liquid trays with corresponding openings / spray nozzles, two (up to three) contrasting brush rollers and - although not in all cases - an elastic conveyor belt.

Through the openings / spray nozzles, cleaning liquid from the fresh water liquid tray reaches the carpet surface and/or the rollers. The rollers equipped with bristles work this liquid into the covering. As the bristles are in direct contact with the carpet during rotation, they are pushed forward - they are tensioned in this way. When the contact

with the carpet is nearing its end, the bristles close backwards due to the sudden release of tension and spray the loosened dirt onto the elastic conveyor belt. This belt transports the dirt into the dirty water collection tray.

The carpet does not get excessively wet and can be used again relatively quickly. If appropriately soft brushes are used, they are able to specifically remove relatively fine dirt particles from the carpet. The majority of dirt is picked up without damaging the carpet. The drying time is only about 60 minutes.

### **8.2.2 Scrubber**

This automatic washer does not use a rotating brush as usual, but a kind of oscillating scrubbing brush that is moved at high speed, especially vertically, into the carpet pile.

A cleaning liquid is sprayed on by means of a spray pump at a constant spray pressure. Now a small amount of water is sprayed onto the carpet inside the scrubber machine in front of the scrubber-like brush. The brush massages in the water-cleaning agent mixture. Immediately afterwards, the dirty cleaning liquor is sucked off again.

If the carpet is sprayed with water only once or twice during such a cleaning process, it is hardly wet afterwards and can be completely used again after 2 -3 hours.

### **8.3 Wet**

Various wet cleaning methods are now in use. Whether from a truck platform or using high-pressure equipment, nothing is abstruse enough not to be touted as **the** cleaning method. Nevertheless, the classic wet cleaning methods are predominantly offered as

a rule. However, due to ignorance and/or misunderstood technical information, the error rate is quite high. It is also important to pay attention to seemingly insignificant details.

### **8.3.1 Shampooing**

This cleaning method is not recommended by **ANKER**. On the one hand, the potential for errors seems too high and on the other hand, the cleaning is not effective and successful enough.

### **8.3.2 Spray Extraction**

In the gentle spray extraction process, the cleaning agent is also first applied to the carpet by means of a spray pump at a constant spray pressure. After a short reaction time, clear water is sprayed into the carpet pile with a spray extraction machine without any mechanical support and the cleaning liquid loaded with dirt is immediately sucked off again.

This method is particularly suitable for liquid as well as sugary, sticky soiling. Due to the lack of mechanics, effective intensive cleaning is impossible.

It depends on the dwell time of the spray nozzle on the carpet whether more or less liquid is sprayed into the carpet pile in certain places. Only after the carpet is completely dry again can it be used without restrictions.

### **8.3.3 Washing Machine (Scrubber Extractors)**

Automatic washers / scrubber extractors are basically compact spray extractors with an upstream brush roller which provides the necessary mechanics. The rotating brush is moved at relatively moderate speed in or on the carpet.

Here, too, a cleaning liquid is sprayed on by means of a spray pump at a constant spray pressure. Now water is sprayed onto the carpet in front of the rotating brush. The water-cleaning agent mixture is massaged in by this brush and then sucked out again.

When using the right brush hardness, an extremely gentle treatment of the floor covering is possible in this way. If the carpet is only sprayed with water once or twice during such a cleaning process, it is fully usable again after 6 -8 hours, after the usual brush vacuuming. One possible disadvantage of these machines is their unwieldiness due to their size.

### 8.3.4 Drying

However, regardless of which method is used, 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. After all, 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 quality of the carpet, 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.

## 9.0 Sources of Supply

**Dirt trapping zones**

**Cleaning Agents**

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**C/R/O/ GmbH**

**Huk-Ernst e.K.**

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**Disinfection Agents**

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**Bode Chemie GmbH & Co. KG.**

**Dr. Schumacher GmbH**

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**Disinfection Agents**

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**Ecolab GmbH & Co. KG.**

**Schülke & Mayr GmbH**

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**Cleaning Machines**

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**Alfred Kärcher GmbH & Co. K.G**

**Kenter GmbH**

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**Roller System**

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**Roller-/Double Roller System**

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**Rotowash**

**Progenta**

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Would you like to learn more about carpeting? Then we recommend the reference book "Teppichboden, der textile Tausendsassa" (Carpet, the textile jack-of-all-trades), published by Holtzmann-Verlag - ISBN 978-3-7783-0887-5.

In addition, please also take into account our website [www.anker.eu](http://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/>



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