

General cleaning-related additional information for all ANKER qualities



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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, 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.

1.1 Fitted Carpet – its Capabilities

Fitted Carpets are high-quality textile decorative elements with building-physical properties (capabilities, suitability) and tasks. However, the absorption of dirt is not one of them. Due to their softness as well as their excellent sound insulation, carpets radiate a pleasant atmosphere and they give rooms a **maximum** of warmth, peace and elegance.

In addition, carpets bind fine dust and allergens from the room air and thus protect the respiratory tract such as bronchia and lungs. Studies by the German Allergy and Asthma Association (DAAB), Mönchengladbach, Germany, showed that compared to smooth floor coverings, the risk of increased dust exposure is reduced by more than 50 % on carpeted floors and is thus **significantly minimised**. This is extremely good news, especially for allergy sufferers.

Both the well-kept appearance and the lifespan of a carpet depend **significantly** on its proper cleaning. Through sensible planning at an early stage, possible problems can be eliminated before they arise.

1.2 Fitted Carpet – its Problems

Essentially, however, carelessness, superficiality, lack of attention, lack of powers of observation, rudimentary interest and/or low expertise are responsible for a fundamentally inappropriate poor handling of carpets. Most carpets are subject to both, inadequate treatment with regard to soiling and ineffective countermeasures.

Basically, dirt is a material that is in an undesirable place. It is well known that a carpet is never evenly soiled, but the degree of soiling varies from place to place. As a rule, the heaviest soiling occurs in the places where the floor covering receives its greatest use. If, in the course of time, dirt has been applied to the carpet through usual foot traffic and has accumulated there because no one has been able to remove it sufficiently, we can speak of general soiling.

Dirt can adhere to the carpet fibre through adhesion (e.g. damp dirt and greasy cooking fumes) and/or due to insufficient maintenance cleaning. Over time, it will show up on the surface of the carpet in the form of streaks. However, the dirt is only permanently visible there when the pile is already saturated, i.e. there is already a relatively large amount of dirt in the floor covering that has not been removed.

If this dirt is not removed, new, additional dirt will settle on it. In the course of further use, the surface can no longer absorb the amount of dirt that has been deposited. So the dirt remains on the sole of the shoe and is carried further into the building. In this way, with a time delay, it is later transferred further and further to clean surfaces and can thus be carried through an entire building.

1.3 Preventive Action

In order to carry as little street dirt as possible from outside into a building and/or to transfer care products from smooth, hard and elastic coverings to the carpet, it is absolutely necessary to have an effective dirt collection zone consisting of coarse dirt scrapers and clean run zones (special textile floor mats and rugs). These measures should definitely be taken into account

already during construction planning, because especially the installation of coarse dirt scrapers may require special fixtures.

An effective dirt collection area should be **at least** large enough that you have to walk several steps on it. But of course, such dirt collection areas can practically never be large enough – the larger, the more effective.

Furthermore, clean zones should not only be located in the entrance areas, but also in the transitions from production to administration, in front of and in lifts, in front of escalators, etc. – in short, everywhere where a lot of dirt is to be expected. Of course, these facilities must also be regularly maintained or cleaned to guarantee the desired success.

Combinations of coarse dirt wipers such as clean wiper systems (alternating textile and brush strips) with a subsequent clean run zone – textile systems (e.g. mats) made of cotton and/or polyamide – have proven to be very effective dirt-trapping devices. Dirt that is caught with such devices already in the entrance area or in problematic areas cannot get into the building and thus cannot cause any damage on the floor covering.

Experience has shown that cotton products have proven their worth in dirt trapping systems mainly because they are basically the only ones capable of absorbing the water adhering to the soles of the shoes and thus breaking their existing adhesion.

Only after the adhesive power has been removed can the dirt still present on the soles be effectively removed from further textile equipment.

In contrast, dirt trapping products made of coconut and polypropylene fibres – which are very common – have proven to be less effective. The negative criteria of these two types of fibres are their low wear resistance and low recovery capacity. They are worn or trodden down relatively quickly, lie flat and then no longer absorb dirt.

Dirt not only contaminates and thus makes for a scruffy appearance, but it also destroys over time. By far not only the carpet fibres or yarns and thus the carpet surfaces are damaged, but also **all** hard and smooth floor coverings. If, for example, one looks at the situation in entrance areas that

are equipped with hard flooring in the direction of the entrance door or in the backlight, one will clearly notice that and above all how far the stone, marble, granite etc. have been damaged in the used areas and how these coverings have still retained their original appearance in largely unused areas.

Especially when, objectively speaking, no more dirt can be removed from the "clean" carpet, but it still appears dirty or not completely clean, it must be assumed that the pile yarn has been damaged. It can be worn or "only" roughened. This condition is roughly comparable to sanding a shiny piece of plastic, which will always look dull and matt after the sanding process despite excellent cleaning procedures. Despite all efforts, it will no longer shine.

As a rule, a carpet that is used within its **tested** load criteria will provide good service for **at least** 15 – 20 years under **optimal** conditions. Certainly, after years of intensive use, it will no longer look like new, but even at the end of its useful life, it will still leave an appealingly good visual impression.

The less attention is paid to the cleanliness of the floor covering, the higher its wear will be or the faster its negative surface change.

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 thorough maintenance cleaning of a carpet, **it is essential** to use a powerful **brush** vacuum cleaner (suction power ≥ 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.

Effective maintenance cleaning of carpets cannot be carried out with the widely used "**normal**" floor vacuum cleaner, whose long and light suction lance is only equipped with a smooth nozzle and a few puny, flip-out, and otherwise immobile, almost rigid short brushes. This type of vacuum cleaner is designed only and exclusively for smooth floors and can only be used effectively there. In this respect, there can be no question of a "normal" vacuum cleaner in connection with carpeted floors.

However, the vacuum brushing process is only suitable to a limited extent for needle felt coverings and not at all for shags, as the brushes usually "bite" into the high pile of the shag, making this process complicated and time-consuming on the one hand, and on the other hand damage to the surface of the covering cannot be ruled out for precisely this reason. Usually, during the vacuum brushing process, the surfaces of needle felt coverings are roughened to the point of unsightliness.

Specified wattages in the range of **less than** 300 watts mainly indicate the suction power that can be measured at the suction nozzle – directly above the product to be vacuumed. However, wattages **above** 300 watts are **by no means** a sign of quality. These values only indicate the consumption of the respective electrical appliances – i.e. also that of vacuum cleaner motors - and not their performance.

However, high wattage or power consumption figures are rarely associated with the suggested performance. Not least for this reason, the applicable EU directives restrict the power consumption of vacuum cleaners. Since 1. September 2017, only appliances with a maximum power consumption of 900 watts may be placed on the market.

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 1/2 full before they are replaced with new dust bags.

In addition, the vacuum cleaner should not be moved too quickly so that it at least has 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 speed in the suction process is disadvantageous. Experience has shown that a maximum time of 10 seconds/m² is necessary for a proper vacuuming process – this corresponds to an hourly performance of approx. 360 m² of free, unobstructed surface.

In almost all cases, tiny dirt particles are rarely removed from the carpet due to an unsuitable vacuum cleaner or inadequate handling of the vacuum cleaner, and over time they almost naturally lead to a slow build-up of dirt.

2.2 Cleaning Agents

There is a wide range of cleaning products on the market. Regardless of whether the user already knows the type of detergent or not, he should test it beforehand. To do this, pour the respective agent into a saucer and let the water evaporate.

What remains must be a **non-sticky**, crystalline residue that can be easily broken up with the fingers. The use of **all other** cleaning agents must always be warned against.

Liquid, sticky and/or slushy cleaning agents, which inevitably remain in the carpet construction after cleaning because they cannot be removed, sometimes cause a lot of damage. **Unsuitable** cleaning agents not only lead to a very quick re-soiling of the carpet, but also to a capping of the fibres, a lack of recovery capacity and thus to increased wear.

In addition, pH values of the cleaning agents used that are unsuitable for carpet are **often** responsible for irreversible colour damage. This in turn ultimately leads to dissatisfaction on the part of the user, who naturally does not understand why his **cleaned** carpet suddenly has so many disadvantages and attributes this circumstance predominantly to a lack of quality of the carpet, although the cause of the defect lies in the responsibility of the unsuitable cleaning agent or its manufacturer.

2.3 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 cold water. Dab fresh, wet stains with an absorbent cloth or paper towel. This is done by placing a clean, white, absorbent cloth on the stained substance. Now apply pressure to this cloth with the flat of the hand. Repeat this procedure until no more liquid is absorbed from the carpet.

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. If necessary, this procedure must be repeated. In order not to increase the size of the stains, this removal process always takes place from the outside inwards.

If it is necessary to remove stains by rubbing them out, this rubbing process should always be carried out straight - away from your own body and back. Circular movements when treating stains on small carpet surfaces lead to irreversible pile displacements.

A gentle detachment method is the following:

A kitchen towel is placed on the **liquid** stain substance, pressed down and sprayed with water from above. Due to osmotic* forces, the kitchen towel pulls the stain substance out of the carpet pile as if by magic. If the towel is lifted, the effect is immediately cancelled and can no longer be activated at this point of the towel. A continuation of the treatment requires another, fresh spot of the already used towel or another kitchen towel.

(*) Osmosis = transfer of the solvent of a solution into a more concentrated solution through a fine-pored septum

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. Before using the carpet again, it is advisable to brush out the treated dry spots to remove any residues.

A number of stains can also be removed "dry" with cleaning granules. For this purpose, the granules (see there) is sprinkled on, brushed in with a hand brush and vacuumed off after drying.

ANKER currently recommends*

Cleaning-Procedure	Product name	Manufacturer
Detachment – organic pollution water soluble stain	Expert A	Huk-Ernst e.K. Rotrehre 14 31541 Bad Nenndorf Tel.: 00495723 – 8 26 79 E-Mail: info@huk-ernst.de
Detachment – in organic pollution solvent soluble stain		
Detachment of tannic acid discolouration; coffee, tea, red wine, etc.	Expert C	
Yarn pad cleaning procedure	Applikator	
Spray extraction method	Pre-sprayer	

* We will be happy to send you a list of other cleaning agents tested by **ANKER** and rated as "suitable / unsuitable" for **ANKER** carpets on request. However, this list only serves as a guide and does not release the user from a responsibility to test the cleaning agent for suitability before use.

3.0 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. It is intended to visually match the more frequently used and therefore rather dirty areas to the adjacent larger areas. With this measure, the much more extensive overall area cleaning can be delayed.

4.0 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!

5.0 Cleaning Procedures

The following cleaning methods are suitable for carpet cleaning:

5.1 Dry

5.1.1 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.

Due to its horizontal movement, the yarn pad process is of very limited use for both coarse bouclé carpets made of staple fibre yarn and for shags.

5.1.2 Granules

The moist cleaning granulate is spread on the surfaces to be cleaned - depending on the degree of soiling approx. 50 - 100 g/m² (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. In addition, the brushing process also removes stains.

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.

5.2 Semi wet

5.2.1 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.

5.2.2 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. This enables an extremely gentle cleaning of the floor covering. 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.

5.3 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.

5.3.1 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.

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.

5.3.2 Washing Machine (Scrubber Extractors)

Automatic washers / scrubber extractors are basically compact spray extractors with an upstream brush roller that are 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. One disadvantage of these machines is their unwieldiness due to their size.

5.3.3 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 floor covering, 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.

6.0 Guidelines for Stain Removal

Substance	Alteration	Removal
Ballpoint pen	various	solvent-based cleaning agent
Blood	red stains (aged) brown stains	pour clear, cold water over them and then spray extract with clear, cold water
Butter	yellowish light stains	pour clear, hot water over them and then spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
Chewing gum		scrape it off; steam cleaning device; solvent-based cleaning agent
Cocoa	brownish stains	spray extract with clear, cold water follow-up treatment with Dialyson Expert A
Coffee	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
Coke	brownish stains	spray extract with clear, warm water
Condensed milk	yellow-white stains	spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
Curry	orange stains	spray extract with warm water; follow-up treatment with Dialyson Expert C
Eggs raw / soft		spoon up, spray extract with clear, cold water
Fruit jam	red-brownish stains	spray extract with clear, cold water; follow-up treatment with Dialyson Expert C
Fruit juices (orange, apple, grape)	various	spray extract with warm water; follow-up treatment with Dialyson Expert A

Substance	Alteration	Removal
Grease	yellowish stains	pour clear, hot water over them and then spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
Honey	amber coloured stains	pour clear, hot water over them and then spray extract with clear, warm water
Ketchup	orange stains	spray extract with clear, cold water; follow-up with Dialyson Expert C
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
Marmalade	red-brownish stains	spray extract with clear, cold water; follow-up treatment with Dialyson Expert C
Milk	white stains	spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
Mustard	ochre-colored stains	spray extract with clear, warm water; follow-up treatment with Dialyson Expert C
Shoe polish	various	solvent-based cleaning agent
Spreadable cheese	yellow-white stains	scrape off; spray extract with clear, warm water; follow-up treatment with Dialyson Expert A
Soup	various	spray extract with clear, cold water; follow-up treatment with Dialyson Expert A
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
Under certain circumstances individual stains may require further treatment		

7.0 Sources of Supply

Dirt trapping zones	Brush vacuum cleaner with dust bags
C/R/O/ GmbH Feldheider Str. 70 - 74 40699 Erkrath Tel.: 0049 2104 – 91 92 0 Fax: 0049 2104 – 91 92 20 E-Mail: info@cro.de	SEBO Stein & Co. GmbH Wülfrather Str. 47-49 42553 Velbert Tel.: 0049 20 53 – 89 81 Fax: 0049 20 53 – 89 81 E-Mail:

Brush vacuum cleaner without dust bags	Cleaning Machines
Dyson GmbH Lichtstr. 43 B 50825 Köln Tel.: 0049 18 05 – 33 97 66 E-Mail: kundendienst@dyson.com	Alfred Kärcher GmbH & Co. KG Alfred-Kärcher-Str. 28 – 40 71364 Winnenden Tel.: 0049 7195 – 14 - 0 Fax: 0049 7195 – 14 - 22 12 E-Mail: info@vertrieb.kaercher.com

Pad Machines	Cleaning Agents
Cleanfix Reinigungssysteme GmbH Am Weiher 2 63505 Langenselbold Tel.: 0049 61 84 – 93 12 0 Fax: 0049 61 84 – 48 01 E-Mail: info@cleanfix.de	Huk Ernst e.K. Rotrehre 14 31541 Bad Nenndorf Tel.: 0049 57 23 – 8 26 79 Fax: 0049 57 23 – 8 10 16 E-Mail: info@huk-ernst.de

Roller-/ Double Roller System	Cleaning Machines
Allclean Reinigungs- und Umwelttechnik GmbH Steinbergstr. 3 04288 Leipzig Tel.: 0049 34297 – 60 96-10 Fax: 0049 34297 – 60 96-11 E-Mail: info@allclean.de	Kenter GmbH Günzburger Str. 60 89340 Leipheim Tel.: 0049 8221 – 27 99-0 Fax: 0049 8221 – 27 99-55 E-Mail: eheberger@kenter.de

Roller- / Double Roller System	Roller- / Multiple Roller System
<p>Rotowash Reinigungsmaschinenfabrik GmbH A – 8435 Wagna Karl-Fink-Park 1 Tel.: 0043 3452 – 76 611-0 Fax: 0043 3452 – 76 611-52 E-Mail: office@rotowash.at www.rotowash.at</p>	<p>Progenta Veenendaalsestraatweg 14 b NL – 3921 EC Elst (Utr) Tel.: 0031 – 3 18 47 18 23 E-Mail: marjin@progenta.com www.progenta.com</p>

Additional Note

If the more frequently used carpet areas are cleaned according to a specific, sensible plan right from the start, the entire carpet will always be in good condition.

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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