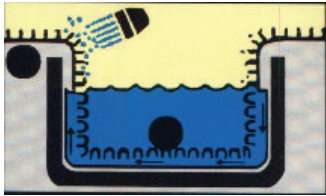




# Carpet Cleaning & Maintenance Guide



## NORTHSTATE'S PREWASHED, SCOURED & EXTRACTED CERTIFICATION

Northstate carpet is *Prewashed, Scoured and Extracted* to remove processing oils that attract soil. It is easier to clean and offers soil resistance that outlasts temporary topical treatments.

Solution dyed carpet that is not *Prewashed, Scoured and Extracted* does not have this advantage.



**"STARTS OUT CLEAN AND STAYS CLEAN LONGER"**

## 1. HOW TO EXTEND THE LIFE OF YOUR CARPET



- Insist on professional tradesmen to install your carpet and be sure to match the quality of your underlay to that of your carpet as the two are designed to work together as a complete flooring system.
- Use furniture cups under chairs, tables and sofa legs.
- Relocate your furniture periodically to distribute the carpet wear evenly.
- Protect your carpet from prolonged periods of direct sunlight with curtains, blinds, shades or awnings, and move furniture periodically to expose all areas evenly.
- Use rugs or carpet runners in traffic areas to minimise excessive localised wear.
- Use barrier mats at outside doorways to trap dirt from shoes. Clean these mats regularly.
- Treat spillages immediately. *See spot removal guide.*
- Invest in a good upright vacuum cleaner with an electrically powered brush / head, and vacuum thoroughly at least once a week. *See vacuum guide.*
- To remove the build up of soil, which is not removed in the weekly program, periodic professional deep cleaning is necessary. *See periodic or correctional cleaning guide.*

## 2. SPOT REMOVAL GUIDE



**THE SECRET TO SPOT CLEANING IS TO ACT PROMPTLY AND APPROPRIATELY**

*To ensure this happens, prepare a carpet first aid kit containing:*

- Dry cleaning solvent (eg. white spirits)
- Detergent solution (a teaspoon on non-bleach powder in a cup of water)
- Ammonia solution to neutralise acid spillages (a teaspoon of ammonia in a cup of water)
- Vinegar (or citric acid) solution to neutralise alkaline spillages (1/3 white vinegar, 2/3 water)
- White absorbent cloths or paper towels.

Beer	A	Excrement	B	Mascara	A	Tea	D
Blood	F	Fruit	D	Mayonnaise	B	Tomato Sauce	B
Butter	A	Furniture Polish	A	Milk	B	Tooth Paste	B
Chewing Gum	G	Garden Soil	B	Nail Polish	A	Type Ribbon	A
Cheese	B	Glue, White	B	Paint, Latex	A	Urine, Fresh	H
Chocolate	B	Grease	A	Rust	D	Urine, Dry	C
Cocktails	D	Hair Spray	A	Shoe Polish	A	Vomit	E
Coffee	D	Ice Cream	B	Soft Drinks	D	Wax, Candle	G
Crayon	A	Ink, Point / felt	A	Soya Sauce	B	Wax, Paste	A
Egg	B	Ink, Permanent	E	Tar	A	Wine	D

- A solvent, blot, detergent, blot, water, blot.  
 B detergent, blot, ammonia, blot, detergent, blot, water, blot.  
 C detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot.  
 D detergent, blot, vinegar, blot, detergent, blot, water, blot.  
 E detergent, blot, ammonia, blot, vinegar, blot, water, blot.  
 F use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergent, blot, water, blot.  
 G freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed.  
 H blot, water, blot, ammonia, blot, detergent, blot, water, blot.

Work from the outside of the spill inward, to avoid spreading. Blot liquid spills using white absorbent cloths or paper towel. Do not rub. With solids remove excess using a knife or spoon. ***If in doubt call in a professional carpet cleaner.***



### 3. VACUUM GUIDE



Accelerated carpet wear occurs when traffic grinds embedded soil into the carpet fibre. You can extend your carpet's life by placing walk off mats at exterior entrances, and by vacuuming traffic areas thoroughly. This will prevent our carpet's appearance from deteriorating prematurely.

Only about 20% of carpet soil is soluble in water or solvent. You can remove much of the remaining 80% of the soil by vacuuming regularly and with particular emphasis on heavily soiled areas like entrances.

Your vacuum cleaner should have an electrically powered brush / head and strong suction as this lifts the pile and facilitates the removal of dirt and grit.

### 4. PERIODIC OR CORRECTIVE CLEANING



Whilst various cleaning procedures can help prevent visible soil accumulation, your carpet must be deep cleaned once soiling appears. Hot water extraction usually cleans and removes more soil than other methods.

**Select a cleaner carefully because improper cleaning can cause accelerated resoiling. Over wetting, particularly over cushion underlays, will cause decreased lamination strength.**

For best results in heavily soiled areas, your cleaner should follow these guidelines:

- Power pile lift and vacuum before wet extractions to remove soluble soil (80% of total soil).
- Before extraction, remove spots and treat soiled areas with an alkaline emulsifier (pH not to exceed 9.5)
- Hot water extract thoroughly, emphasising on heavily soiled areas. CAUTION NOT TO OVER WET.
- Use pure hot water (with only an additive to neutralise pH) in the final rinse.
- Touch the carpet after extraction, if water beads on your hand, extract more thoroughly.
- Carpet must be thoroughly dry before any traffic use.

### 5. HYPOTHETICAL CARPET MAINTENANCE PROGRAM



Of all the interior surfaces in your home, office, school, etc., floors are subjected to the hardest wear. With proper care and maintenance you can extend the life of the carpet and prevent it's appearance from deteriorating prematurely.

An effective carpet maintenance program keeps soil below the threshold of visibility. If the program is working satisfactorily, the carpet should never look soiled.

The chart below shows a hypothetical maintenance plan for a multi-colour, medium shade, patterned carpet installed in a medium use environment. The plan is nothing more than a starting point, to be modified based on site conditions and periodic visual inspections. Your carpet requires more frequent and intensive cleaning (such as hot water extraction) if it is a light, dark or solid colour, or if your site includes:

- heavier commercial traffic (eg. retail environment)
- interior soil sources (eg. industrial processes)
- neighbourhood soil (eg. winter conditions, construction works)
- high frequency of spillages (eg. health-care facilities)

<b>All Areas</b>	remove spots	daily (inspect weekly)
<b>Exterior Entrances</b>	change or clean walk off mats	weekly - monthly
<b>Wipe Off Areas</b> (eg. first 10 steps from commercial interior and exterior soil sources, elevators and landings).	vacuum power pile lift hot water extract	15 passes daily monthly quarterly
<b>Main Traffic Lanes</b> (eg. commercial lobbies and corridors).	vacuum power pile lift hot water extract	6 passes daily quarterly semi-annually
<b>Moderate Traffic Lanes</b> (eg. commercial aisles and work areas, residential corridors and entrances).	vacuum power pile lift hot water extract	4 passes daily semi-annually annually
<b>Other Areas</b> (eg. commercial conference rooms, residential bedrooms and lounge rooms).	vacuum power pile lift hot water extract	2 passes daily annually every 18 months

**It is advised to use a carpet cleaner who is a member of a professional association such as the National Upholstery and Carpet Cleaning Association.**

**For assistance, contact the SCRIA (Specialised Cleaning & Restoration Industry on 1800 621 872 or visit [www.scria.org.au](http://www.scria.org.au))**

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