

Carpet Care and Maintenance

A regular maintenance program extends the life of the original appearance of your carpet. Today's carpet fibers are designed to hide dirt and reflect light, and they have the ability to resist soiling and stains. However, the lack of apparent soiling does not eliminate the necessity of regular cleaning.[†] Give your carpet the normal protection from direct sunlight that you would give to any colored fabric. Carpet should also be protected from direct sunlight to avoid color loss.

You will need to vacuum your heavy traffic areas, such as hallways, stairs, and exterior entryways at least twice a week. Vacuum less heavily used areas weekly. For best results, use a vacuum cleaner with an adjustable beater bar or rotating brush and with a strong enough airflow to penetrate to the carpet backing.

Carpet with thick loop pile construction, particularly wool and wool-blend styles, may be sensitive to brushing or rubbing of the pile surface and may become fuzzy. For these products, and those styles with a combination of thick or thin or cable yarn, a suction-only vacuum or a vacuum with an adjustable brush lifted away from the carpet is recommended so it does not agitate the pile. A vacuum with an adjustable beater bar or rotating brush can be tested for excessive fuzzing in an inconspicuous location before regular use. Be aware of vacuums that have aggressive action which may damage the surface of your carpet.

Flooring America®/Flooring Canada® does not recommend a vacuum brand. There are brands that offer adjustable beater bars or even a feature to turn the beater bar off in some cases. The Carpet and Rug Institute (www.carpet-rug.org) offers information and ratings of vacuums.

Most dry soil has razor-like edges that abrade carpet fibers, causing light to reflect differently and give carpet a dull appearance. Soil can damage the fibers permanently if allowed to remain in the pile.

No matter how often you vacuum, your carpet will still need heavy-duty cleaning from time to time. Professional cleaning is required to maintain your Flooring America®/Flooring Canada® warranty (unless there is heavier usage, in which case your carpet will have to be cleaned at closer intervals). We would be glad to advise you about which cleaning method is best for your particular carpet. Hot water extraction, either alone or in combination with cleaning, is required to maintain most warranties. Some styles, however, must be cleaned in other ways. Be sure to check with your Flooring America®/Flooring Canada® retailer for the recommended cleaning method for your particular carpet. **It is required that a trained professional perform this service at least every 12-18 months to refresh the texture and rejuvenate the fibers in your carpet.*** Have the cleaning professionals come to your home for a visual inspection and obtain a written agreement before the work is started. You must retain your receipts for proof of maintenance service should a warranty claim arise. You can keep track of your carpet care and cleaning maintenance using the Cleaning Log on page 37.

[†] Courtesy of the Carpet and Rug Institute, Copyright 2015.

* The warranty requirement for hot water extraction of all Stainmaster carpet is once every 18 months.

When you and your cleaning professional choose a cleaning method, fiber content is the most important concern. Most carpet today is constructed with synthetic fibers such as nylon, polyester, triexta, or olefin and may be cleaned with most cleaning methods. Do not apply stain-repellent treatments which contain silicone, as they are unnecessary and tend to accelerate soiling on carpets. Natural fibers such as wool, cotton, silk, and sisal may require specialized care. Use a cleaning method recommended by the carpet manufacturer to maintain their warranty. If you should have any questions or concerns about your new carpet, just call your Flooring America®/Flooring Canada® retailer.

Carpet Care and Maintenance – New Generation Soft Carpets Including Stainmaster® TruSoft®, Tigressá Cherish™, INNOVIA TOUCH XTREME CLEAN™ and INNOVIA TOUCH XTREME CLEAN™ DREAM

Vacuum Care Instructions

Extraordinarily soft carpets represent the latest in advanced extrusion technology. Because the fibers are so fine and dense, increased suction from a vacuum cleaner is created at the point of contact on the carpet surface. Therefore, in order to provide maximum care, vacuums with specific features may be necessary to use for optimum maintenance of your extraordinarily soft carpet. The following vacuum cleaner characteristics are suitable for your exceptionally soft carpets:

- **Adjustable Height** — A manual height adjustment feature is imperative, as it allows the user to accurately set the height of the brushing action to the proper level for better cleaning and mobility.
- **Wide Wheel Size** — Larger wheels will help the vacuum head from sinking into the carpet pile. They also improve the effectiveness of the depth-setting feature.
- **Lighter Weight Models** — Weighing less, these vacuums will exert less weight while in use, will not sink as deeply into the carpet pile, and will be easier to move.
- **Adjustable Motor Speed** — The flexibility of adjustable motors often times lowers the brush roll rotation speed and allows easier operation and gentler cleaning.
- **Optional Brush Roll Control** — For ultra-high pile carpets, it may be necessary to disengage the roller, as longer fibers may entangle in the brush roll and cause damage to the tips of the fibers.

Carpet Spot Removal Procedures

In between professional cleanings you may have to spot clean your carpet. If you have a spill or spot, you must act quickly to minimize staining. The longer the delay the greater the possibility that the stain will become permanent. Complete removal of spills or spots may require a single solution applied repeatedly or the use of a combination of solutions. Follow these simple guidelines in sequence.**

1. Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towels. Do not scrub the area! Continue to blot until the area is completely dry. Gently scrape up semi-solids with a rounded spoon and vacuum. Do not add moisture.
2. Locate the spill on the spot removal chart on page 9, select the first spot removal solution recommended and follow the spot removal methods listed on page 8.***
3. Pretest any spot removal solution in an inconspicuous area to make certain the solution will not damage the fiber or the dye. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds.
4. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs another cleaning solution should be selected.
5. Apply a small amount of the selected cleaning solution to a white cloth and work in gently. Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot, absorbing as much as possible, repeat if necessary. Do not saturate the area, as this may cause the spill to penetrate into the backing.
6. Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill.
7. Rinse the affected area thoroughly with water after the spill has been removed. Blot with a dry cloth until all of the solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed.
8. Place a 1/2-inch layer of white paper towels over the affected area to absorb all the moisture, and weigh down with a flat, heavy object.†

** Carpet made of natural fibers requires special care. See methods specifically recommended for those carpets.

*** For an extensive list, please reference the CRI website at www.carpet-rug.org.

† Courtesy of the Carpet and Rug Institute, Copyright 2006.

Carpet Spot Removal Solutions

We recommend the following solutions for removal of spots and stains. If you have these on hand, you will be able to handle most common spills. Always use solutions in the concentrations recommended. See the chart on page 9 to find the best solution for your stain. For assistance in choosing the correct solution, call your Flooring America®/Flooring Canada® retailer and ask which is best for your particular type of carpet.

DETERGENT SOLUTION: Mix 1/4 teaspoon of a clear, non-bleach, non-lanolin, non-optical brightening dishwashing liquid per one cup of warm water. Allow the detergent to remain on the stain for eight to ten minutes. It may be necessary to rinse with water several times to completely remove residues. Never use an automatic dishwashing detergent because many contain bleaching agents that may destroy the carpet color and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that discolor the fiber.

DRY POWDER CLEANER: Use powdered carpet cleaners such as Resista® Floor Care Cleaner or comparable product.

DRY CLEANING FLUID: Use caution when using a dry cleaning fluid. A non-flammable spot removal solution is preferred. Transfer solution to the spot with a damp towel – do not apply directly to the spot since direct contact may destroy the backing.

NAIL POLISH REMOVER: Two types of nail polish removers are available. One type contains acetone, a dry cleaning solvent. Use the same precautions as with other dry cleaning solutions. The second type contains amyl acetate, which is used in many paint, oil, and grease removers. Amyl acetate nail polish remover leaves residue that may cause rapid soiling. When using, always rinse the area thoroughly with a dry solvent, such as rubbing alcohol. Consult your warranty before using either of these products.

Carpet Spot Removal Methods (referenced on page 6)

Method A

- 1 APPLY A DRY CLEANING SOLVENT onto a damp towel
- 2 BLOT – don't rub
- 3 REPEAT solvent application as above, do not apply directly to carpet
- 4 BLOT – don't rub
- 5 WATER – apply with a damp towel
- 6 BLOT – finish with weighted pad of paper towels

Method B

- 1 SCRAPE or BLOT up excess spill
- 2 APPLY DETERGENT SOLUTION onto a damp towel
- 3 BLOT – don't rub
- 4 APPLY WHITE VINEGAR (undiluted) using a damp towel
- 5 BLOT – don't rub
- 6 WATER – apply with damp sponge
- 7 BLOT – finish with weighted pad of paper towels

Method C

- 1 SCRAPE or BLOT up excess spill
- 2 APPLY dry baking soda
- 3 SCRAPE and VACUUM
- 4 WATER – use damp sponge to rinse remaining baking soda – don't over-wet
- 5 BLOT – don't rub
- 6 APPLY DETERGENT SOLUTION onto a damp towel
- 7 WATER – rinse as above
- 8 BLOT – don't rub – dry well
- 9 APPLY DRY POWDER CLEANER
- 10 VACUUM

Method D

- 1 SCRAPE or BLOT up excess spill
- 2 FREEZE with ice cubes
- 3 SHATTER with blunt object like the back of a large spoon
- 4 VACUUM chips away before they melt

Method E

- 1 APPLY NAIL POLISH REMOVER (non-oily type) – use cotton swab to apply to the spill – don't wet through to carpet backing
- 2 PICK UP SOFTENED MATERIALS – use clean white paper towels and push toward the center of the spill each time to avoid spreading the stain
- 3 REPEAT ABOVE – soften and carefully remove a layer of the spill each time – haste may spread the stain and/or damage the carpet

Method F

- 1 SCRAPE or BLOT up excess spill
- 2 APPLY DETERGENT SOLUTION – use damp towel – leave on three to five minutes
- 3 BLOT – don't rub
- 4 APPLY WHITE VINEGAR (undiluted) using a damp towel
- 5 BLOT – finish with weighted pad of paper towels

Method G

- 1 SCRAPE off excess material
- 2 COVER with BROWN PAPER
- 3 APPLY WARM IRON until material is absorbed. Be sure paper is large enough to cover the stained area. Take care never to touch the iron to the carpet as the fiber may melt
- 4 CHANGE PAPER or ROTATE to clean area and repeat until all material is absorbed

Method H

- 1 VACUUM away as much as possible
- 2 LOOSEN the remaining material by tapping with a scrub brush or toothbrush – tap and brush – do not scrub
- 3 VACUUM
- 4 APPLY DRY POWDER
- 5 TAP with BRUSH to work powder into carpet tufts – do not scrub
- 6 LET POWDER DRY – one hour or more
- 7 VACUUM
- 8 REPEAT dry powder application, if necessary

Carpet Spot Removal Chart

	METHOD							
	A	B	C	D	E	F	G	H
Asphalt/Tar	•							
Beer		•						
Berries		•						
Blood		•				•		
Butter/Shortening	•							
Candle Wax				•			•	
Candy (Sugar)		•						
Catsup/Mustard			•			•		
Chalk								•
Charcoal					•			
Chewing Gum	•			•				
Chocolate		•						
Coffee/Tea		•				•		
Cooking Oil	•		•					
Crayon	•	•						
Dirt		•	•					
Dyes (Blue, Black, Green, Red)						•		
Excrement		•						
Foundation (Makeup)	•	•						
Fruit Drinks**/Soft Drinks			•			•		
Furniture Polish	•							
Grass	•				•			
Grease (Auto, Food)	•							
Glue (White)		•	•					
Glue (Hobby)	•			•				
Ice Cream		•						
Ink (Marker, Pen, India)	•				•			
Lipstick/Mascara	•							
Mayonnaise		•						
Mildew					•			
Milk		•						
Mixed Drinks (Liqueurs)		•			•			
Mud		•						
Nail Polish					•			
Newsprint	•							
Paint (Latex)		•						
Paint (Oil)	•							
Papier-Maché		•						
Pet Food			•			•		
Play-Doh	•							
Shoe Polish	•					•		
Urine (Dry or Fresh)		•						
Vomit			•					
Wine (Red)						•		
Wine (White)		•						
Unknown	•	•						

** Fruit Drinks include: Artificially colored fruit drinks, Kool-Aid®, and lemonade.
The Carpet and Rug Institute, Copyright 1996, Updated 2006, All Rights Reserved.