

Stain Care Guide

Congratulations with your new carpet

Well maintained carpets last longer and look nicer. To extend the life of your new carpet and to ensure a healthy indoor environment the carpet should be maintained regularly.

Maintenance guide

To reduce soiling of the carpet walk-off mats should be established in order to reduce dragging dirt inside the house. This will not only spare the carpets but also reduce the cleaning costs. To achieve the most efficient cleaning zone the entrance mats should have a length of minimum 5 meters in commercial buildings.

Vacuum the mats daily with a cylindrical brush and make sure that they are cleaned regularly in order to maintain maximum absorption of dust and dirt.

Vacuumping is the basis for an efficient and economic maintenance. Daily vacuuming is removing more than 80% of all dry dirt and grime. The frequency of vacuuming the carpet should be adjusted according to the quantity of dirt which the area is exposed to.

We recommend following vacuum frequency:

- Areas with much traffic: daily
- Areas with medium traffic: 2 times per week
- Areas with light traffic: 1-2 times per week

Vacuum cleaners with cylindrical brushes are recommended. Cylindrical brushes have a mechanical effect which loosens dirt and particles in the carpet.

Regular cleaning of the carpet

Carpets should be cleaned regularly to remove accumulated dirt which has not been removed by ordinary vacuuming and stain removal.

It is recommended that entrances, hallways and other heavy exposed areas should be cleaned more often than other areas

We recommend the **Chem-Dry®-method** for maintenance of the carpet. The Chem-Dry®-method is used for regular cleaning. A strong ph-neutral, carbon dioxide water solution is applied to the carpet. The liquid dissolves the dirt which is sucked up and dried with cotton cloths.

Advantages:

- A very efficient cleaning is achieved.
- Small quantities of water are used.
- No soaking of the backside of the carpet.
- No use of chemicals.
- The dirt is removed from the pile.
- Short drying time (typical 1-2 hours).
- Only little risk of mistreatment.
- The cleaning method and products ensure a minimum of impact to the indoor air.
- The carpet is kept clean for a longer period as there is no remaining dirt attracting soaps and chemicals.

Stain removal

Spills can often be removed by immediate action. As soon as the spill occurs it should be sucked up with a white, clean absorbent cloth. This treatment is continued until the spill is fully absorbed.

For cleaning of stains Hammer Carpets recommends professional cleaning systems such as Chem- Dry stain remover. Please follow the instructions and take the necessary precautions if other cleaners are used.

Light extraction cleaning can be used if necessary. The portable carpet extractors are useful for rinsing and vacuuming of spilled liquids. It is important to follow the manufacturer's instructions so that the applicable guarantee is not voided.

IMPORTANT!

The first time a new cleaning detergent or stain remover is used on a carpet please check if the product is harmful to the carpet. Damages may occur as a result of contamination, discoloration, bleaching or resolution.

We therefore recommend ALWAYS testing both the detergent and the stain remover in a small area. This could be in a corner, under a heater or the like. The test is to be performed in the prescribed dosages and duration.

The importance of **NOT** using horizontally rotating brushes or cloths on wool or any other spun fibre is stressed as this technique tends to flatten and destroy the yarn and can also lead to pile distortion. If this technique is used any warranty from Hammer Carpets will become void.

STAIN CARE

1. Remove any loose dirt

If the stains are new, first remove any loose particles and then wipe up spills with a dry, white cloth or non-dyed absorbent paper. It is important not to rub the stain. Instead, the stain should be blotted off. Dried or concentrated stains should be treated with a brush and a vacuum cleaner.

2. Dissolve in lukewarm water

The next step is to apply lukewarm water (without soap, washing powder, liquid detergent or any similar agents). Dab the area gently with a damp cloth and then absorb as much of the liquid as possible by blotting with a dry, white cloth. Then drizzle potato starch on the stain and leave to dry for 24 hours before vacuuming.

3. Carpet stain remover

If the stain cannot be dissolved in water, your next step is to try a universal stain-removing agent. See the instructions for use on the product's packaging for further guidelines.

4. Special agents

If none of the preceding three "first-aid" steps works, the stain must be treated using a special stain-removing agent. In general, the use and dosage instructions must be followed closely, and treatment should not take place on moist areas. Instead, the area should be left to dry before the special agent is applied to the stain. If the treatment leaves a mark, this may indicate that the carpet is generally soiled and needs to be cleaned. If the stain re-appears after treatment, this is usually because there is still some stain-removing agent or stain residue left in the carpet. In this case, the area should be treated again according to the guidelines described in step 3.

The first time a new cleaning agent or stain remover is used on the carpet, you should check whether the agent may damage the carpet. Damage may occur as a result of colour bleed, discolouration, bleaching or dissolution. It is therefore recommended to test both cleaning agent and stain remover on an area the size of a postage stamp. This might be in a corner, under a radiator or in a similar area. The test should be made according to the prescribed dosages and action times.

Important

Always work from the edge of the stain towards the centre. To prevent the cleaned area from quickly becoming soiled again after treatment, it is important to rinse off and blot up the remaining stain-removing agent. To remove stains from larger areas, an extraction machine should be used.

The faster you take action to remove a stain, the greater the chances of successfully removing the stain. Note that certain types of stains are very difficult to remove, and that such stains will often be more visible on a light, plain-coloured carpet than on a similar darker, patterned carpet.

Some types of stain, such as coffee, tea, soft drinks and red wine may still be visible, due to remaining colourants, even after cleaning with a universal stain remover or special agent. These remaining colourants can often be removed with a special bleaching product.

NB!

Never use chlorinated agents or bleaching agents.

If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart. Always use only clean, white cloths for the following procedures.

Ash

Avoid using liquids on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Beetroot juice

Treat the stain with sodium dithionite. Dissolve 1 tsp. in 1 cup of lukewarm water. Dab the stain using the solution. Then dab with water and wipe with a dry cloth.

Biro/ballpen ink

Dab using a cloth dipped in ethanol.

Bitumen

Use margarine to soften the stain for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

Blood

Blot immediately and then dab with a cloth dipped in a solution of cold water and salt (2 tbsp. salt per litre of water).

Brick dust

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Butter

Dab using a cloth dipped in a solvent containing n-heptane.

Candle wax

Remove as much candle wax as possible using e.g. a blunt knife while vacuuming at the same time. Dab using a cloth dipped in a solvent containing n-heptane.

Cellulose varnish and adhesive

Dab using a cloth dipped in acetone.

Chewing gum

Place an ice pack on the stain until it freezes hard. Remove as much as possible using e.g. a blunt knife. Then dab with a cloth dipped in a solvent containing n-heptane.

Chocolate and chocolate ice cream

Dab using a cloth dipped in a solvent containing n-heptane.

Coffee

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Cooking oil

Dab using a cloth dipped in a solvent containing n-heptane.

Cream

Dab using a cloth dipped in a solvent containing n-heptane.

De-icing salt

Stains caused by de-icing salt must be removed using an extraction machine. Use a solution consisting of 15 litres of water and 1 litre of acetic acid 25 %.

Egg

Dab the stain with a cloth dipped in a solution of lukewarm water and ammonium hydroxide. Use 50 ml ammonium hydroxide 8% in 2.5 litres of water. Then dab with clean water and finally blot with a dry cloth.

Faeces

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then blot alternately with moist and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride has been added.

Fat

Dab using a cloth dipped in a solvent containing n-heptane.

Felt pen

If the ink is water-based, dab the stain with a cloth dipped in water and gently wrung. If the ink is alcohol-based, dab the stain with a cloth dipped in ethanol.

Fruit juice

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Grass

Any colour residues can be bleached using ege bleaching recipe.

Gravy browning

Dab using a cloth dipped in a solvent containing n-heptane.

Ice cream

Dab using a cloth dipped in a solvent containing n-heptane.

Ink

On synthetic carpets, dab using a cloth dipped in ammonium hydroxide 8%. On carpets containing wool, dab using a moist cloth (dipped in water). Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Lamp oil (petroleum-based)

Dab using a cloth dipped in a solvent containing n-heptane.

Lipstick

Dab using a cloth dipped in a solvent containing n-heptane.

Liqueur

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Mascara

Dab using a cloth dipped in a solvent containing n-heptane.

Motor oil

Dab using a cloth dipped in a solvent containing n-heptane.

Nail polish

Dab using a cloth dipped in acetone.

Oil - black lubricant oil

Dab using a cloth dipped in a solvent containing n-heptane.

Paint

If the paint is water-based, follow steps 1-3 of the first-aid guide. If the paint is solvent-based, remove using the agent recommended on the packaging.

Plaster

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Resin

Dab gently with a solution of equal parts turpentine and ethanol.

Rust

Treat the stain with a proprietary rust remover. Follow the manufacturer's instructions.

Sauce

Dab using a cloth dipped in a solvent containing n-heptane. Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Shoe polish

Dab using a cloth dipped in a solvent containing n-heptane. Any coloured residue can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Silicone

If the silicone is only on the surface of the carpet, leave it to harden and then scrape off using a blunt knife. If the silicone is trodden into the carpet, scrape off as much as possible using a blunt knife. If necessary, use silicone remover (although not on carpets containing polyamide). Follow the manufacturer's instructions carefully.

Soft drinks

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Soot

Dab using a cloth dipped in a solvent containing n-heptane.

Tar

Dissolve the stain in margarine for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

Tea

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Tomato ketchup

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Urine

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride (without chlorine bleaching agent) has been added.

Vomit

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Remove any odour using a disinfectant containing benzalkonium chloride (without chlorine bleaching agent).

Wax polish

Dab using a cloth dipped in turpentine.

Wine

Any colour residues can be bleached with ege bleaching recipe or Chemspec Dye Gone.

Wood stain

If the wood stain is water-based, clean the stain using a cloth dipped in water and gently wrung. If the wood stain is alcohol-based, clean the stain using a cloth dipped in ethanol.

Wood primers

If the product is water-based, follow steps 1-3 of the first-aid guide. If the product is solvent-based, remove using the agent recommended on the packaging.