LOOM FLOORING

CARPET MAINTENANCE GUIDE

LOOM Flooring prides itself in making quality carpets that meet the highest European standards, EN1307. Our carpets are known for their strong character and their optimal appearance retention. These properties not only support a long life, but also make the cleaning of carpet easier, which means improved maintenance efficiency.

All carpets require maintenance to optimise wear life, performance and appearance retention. This guide explains the basic principles of effective carpet maintenance, and we recommend that these proposals are implemented immediately after installation.

The most important point to make when discussing the cleaning and maintenance of a carpet installation is that it is more effective to maintain the installation from day one on a planned maintenance basis than to carry out major restorative cleaning when the carpet becomes excessively soiled.

The performance of the carpet is dependent on several factors:

- Construction and Colour
- Effective Barrier Matting
- Correct Installation
- Planned Maintenance

Often the carpet is reported as wearing badly or being ‘worn out’ after a relatively short period of time in use. In fact, the carpet is usually found to have lost appearance because of infrequent or improper cleaning. Improper cleaning can cause a build-up of residual cleaning agents that will lead to rapid resoiling and matting of the pile.

A planned maintenance programme will usually consist of frequent ‘preventative’ cleans for selected high traffic areas, augmented periodically by more intensive ‘corrective’ cleaning treatments.

Preventive measures

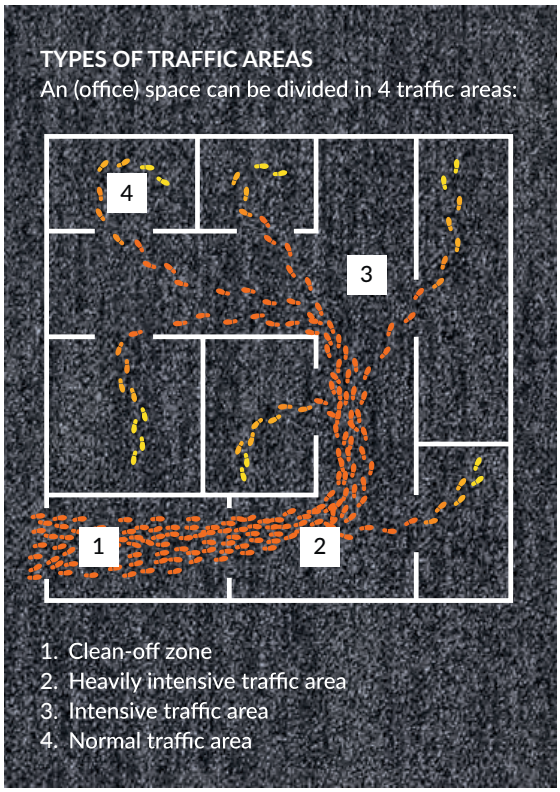
CHOICE OF CARPET

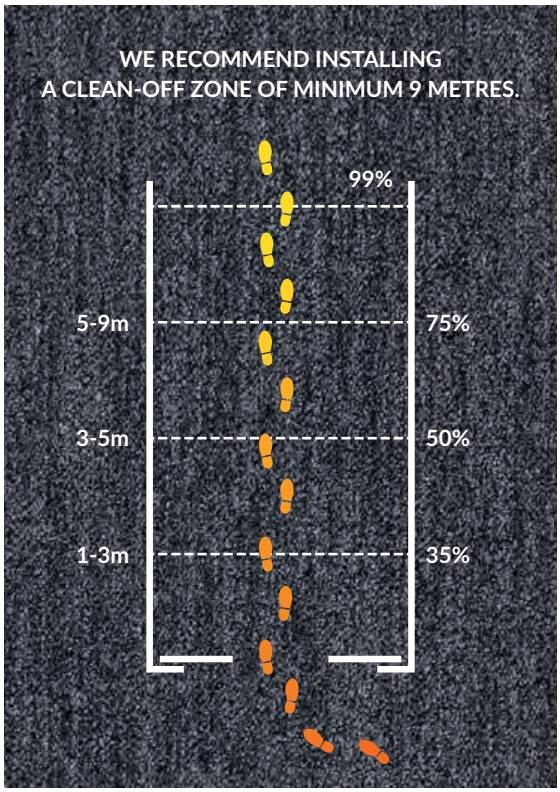
The lasting look of a LOOM Flooring carpet is determined by the right choice of the quality and colour. In rooms with intensive foot traffic, it is best to choose darker colours. These provide greater dirt-concealing capacity.

CLEAN-OFF ZONE & ENTRANCE MATTING

The protection of any interior starts with an optimal protection of the entrance.
85% of the dirt is brought in by shoes.
We recommend installing an efficient and sufficiently long clean-off zone (minimum 9 metres) where an outside entrance or from heavily soiled areas is possible.

We recommend you choose a carpet with a darker colour and an irregular pattern.
LOOM Flooring granite carpet, made of sturdy, soil-resistant yarn,
are ideally suited for clean-off zones.





The use of entrance matting in all external doorways and junctions between dirty areas and carpeted areas will significantly reduce the amount of soiling reaching the carpet.
Most soiling will be walked into the building from outside and once in the carpet it is likely to be trafficked further into the building.

Installing effective entrance matting can prevent most of this soiling.
Obviously, the greater number of steps taken on the entrance matting, the more effective it will be in removing dirt. These mats must be regularly cleaned or replaced to prevent the build-up of soil, otherwise they become ineffective.

Routine cleaning

DAILY MAINTENANCE

A good vacuuming programme is essential to successful carpet maintenance as it reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile. Proper equipment and technique are critical to the success of a vacuuming program.

We recommend daily vacuuming. However, the frequency is usually determined by the level of foot traffic and soiling of the carpet:

- Heavily intensive: 1× per day
- Intensive: 2–3× per week
- Normal: 1× per week

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. Upright vacuum sweepers are best for this work while cylinder and backpack type machines are unsuitable for the cleaning of contract carpets and therefore not recommended.

LOOM Flooring recommends the **SEBO AUTOMATIC XP 10/20/30 or DART 2** vacuum cleaner for thorough maintenance.

SPOT REMOVAL

The key to spot removal is to treat them as quickly as possible. The longer the spillage is left on the carpet, the more difficult it will be to remove. Certain types of spots will, if left unattended, attract more soil and, if sticky, the spilled substance will be walked elsewhere by shoe soles.

Take the following tips into account:

- remove solids using a spoon or spatula;
- remove liquids using a clean white cloth or blotting paper;
- always treat the mark using a clean damp cloth (cold water);
- work from the edges towards the middle of the mark, with the pile;
- dab the mark, but never rub it.

When removing marks, carefully follow the instructions mentioned on the cleaning products. Always use products that are pH neutral and avoid products with high level of chlorine (e.g. bleach) or chemically aggressive oxidants. We recommend pre-testing for colour fastness and material durability.

GENERAL SPOT CLEANING INSTRUCTIONS

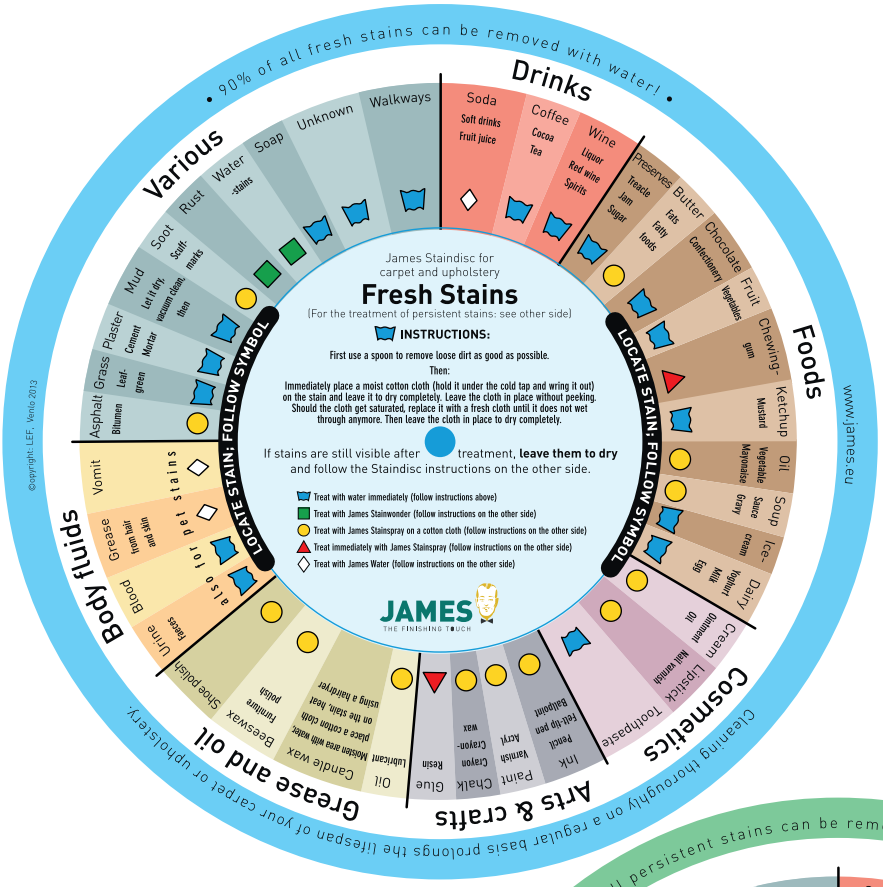
Stain treatment

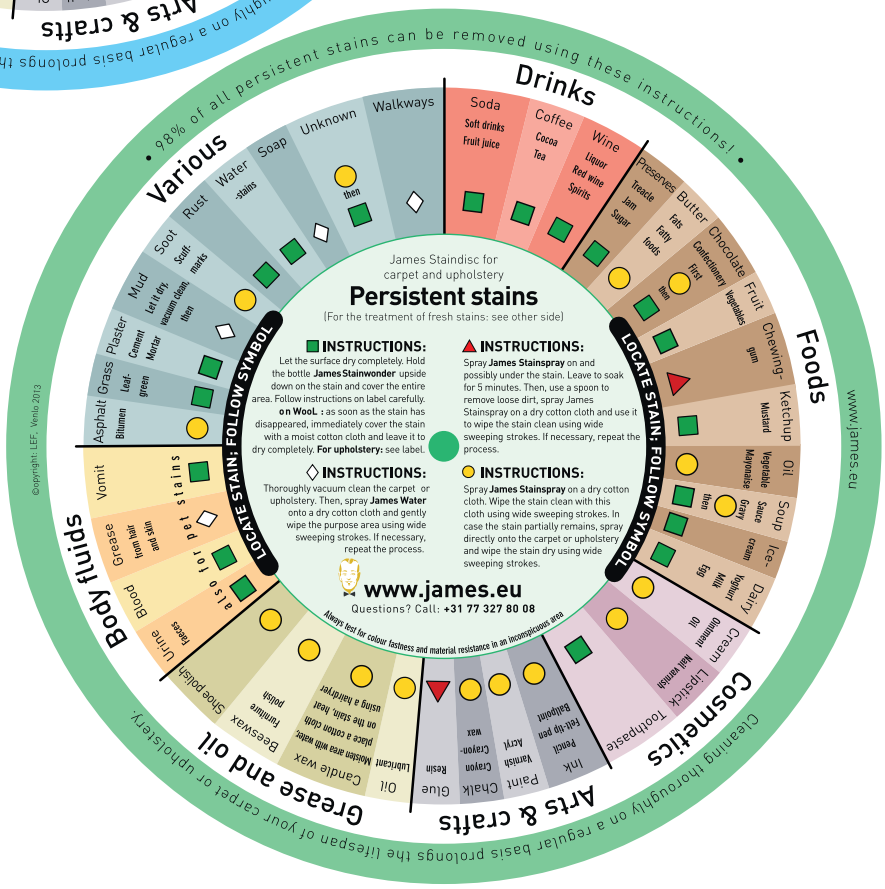
Stain	Treatment
Asphalt / Tar	White spirit or solvent spot remover followed by dry foam carpet shampoo or hot water extraction.
Alcoholic drink	Luke-warm mild detergent solution.
Ballpoint ink	Water then solvent spot remover.
Blood	Apply cold water first, then a strong solution (1 teaspoon in ½ pint of water) of biological washing powder in cold water, if stain persists. (Enzymes will digest the majority of the stain).
Butter	Scrape off, apply solvent spot remover followed by dry foam carpet shampoo.
Candle wax	Scrape off, apply solvent spot remover followed by dry foam carpet shampoo.
Chewing gum	Apply freeze spray chewing gum remover, scrape the residue, then carpet shampoo.
Chocolate	Cold water followed by dry foam carpet shampoo.

Coca Cola	Water or mild detergent solution.
Coffee, cocoa or drinking chocolate	Wash immediately with cold or warm mild detergent solution, followed by solvent spot remover to remove residual fat.
Cigarette burns	Scrape off carefully using a sharp short-bladed knife, then treat with a lukewarm mild detergent solution. In the case of a severe burn on Burmatex carpet, a leather punch (1½" diameter) can be used to cut out the burn and then the area filled by a circle from the carpet remnants.
Egg	Cold water followed by a solution of biological washing powder or mild detergent solution.
Excrement	Mild detergent solution.
Felt marker	Wash immediately with water and if necessary with solvent spot remover.
Fat, oil or grease	Solvent spot remover followed by mild detergent solution.
Fat containing foodstuffs	Lukewarm biological washing powder solution (1 teaspoon in ½ pint of warm water). If stain persists after drying, solvent spot remover can be used.
Ink	First water then solvent spot remover.
Jam	Lukewarm water, mild detergent solution.
Lipstick	Solvent spot remover followed by mild detergent solution.
Milk	Solvent spot remover followed by dry foam carpet shampoo.
Nail varnish	Acetone (not nail varnish remover).
Oil paint	Apply white spirit immediately. Old oil paint stains are very difficult to remove.
Plasticine	Scrape off then use chewing gum freeze spray. Scrape again, then use solvent spot remover.

Rust	See specialist cleaner for removal.
Red wine	Apply cold water first, then a solution (1 teaspoon in ½ pint of water) of biological washing powder in cold water.
Shoe polish	Solvent spot remover or white spirit.
Soot	Vacuum then treat with dry foam carpet shampoo.
Tea	Lukewarm mild detergent solution.
Urine	Diluted white vinegar solution (acetic acid) followed by mild detergent solution. For old stains consult a professional cleaner.
Vomit	Mild detergent solution then treat with diluted protein spot remover.
White wine	Water then mild detergent if necessary.

SPECIFIC INSTRUCTIONS BY JAMES.EU





REMOVING WATER-BASED MARKS

Sprinkle the agent directly on the carpet. Do not use the agent if the carpet leaves a coloured mark on the cloth. Subsequently, use the dry cleaning agent as follows:

1. After removing a semi-hardened or hardened mark, dab at the mark with a clean damp cloth. Then remove the remaining soiling with a small quantity of a dry cleaning agent. Sprinkle the cleaner over the mark and brush it in carefully with a hand brush.

2. Let the area dry for around 15 to 30 minutes and brush the cleaner in again. If the cleaner appears to be sticking to the carpet, brush carefully and vacuum the affected area. If necessary, repeat the process.

REMOVING OIL-BASED MARKS

To remove oil-based marks such as paint, fat, tar, asphalt, etc., use specialist carpet stain removers. Sprinkle the remover on a clean, white cloth and press it onto the carpet. Do not use the remover if the carpet leaves a coloured mark on the cloth. Subsequently, use the stain remover as follows:

1. Wipe carefully inwards from the outside edge of the mark. Repeat the procedure until the mark has been removed. Following chemical treatment, rinse the mark with a damp cloth to remove cleaner residue. Protect the cleaned part until the carpet is completely dry.

2. Afterwards treat with a dry cleaner as described under ‘removing water-based marks’.

Specialised maintenance

The goal of specialised maintenance is to keep the carpet clean and maintain a consistent appearance level. The primary focus is on frequent low-moisture pile lifting and the removal of sticky residues or stubborn marks that would otherwise trap soil in the carpet fibers.

We recommend executing the specialised maintenance 2 to 3 times per year depending on the foot traffic and the soiling of the carpet.

ENCAPSULATION METHOD

The encapsulation method is the next-generation approach to effective periodic maintenance and can be performed by means of the **Smart Care® TRIO System** machine.

The **Crystal Dry Method** deposits cleaning product in solution onto the surface as mist (low moisture). Crystals are sprayed over the carpet. The Trio machine then brushes the carpet so that the dirt and dust are encapsulated into the crystals. The crystalline residue will encapsulate any foreign soils. The soil-laden crystals are removed easily by vacuuming.

Advantages:

- Highly effective;
- Dry process: no sticky residue will remain in the carpet;
- The carpet can be used immediately after cleaning;
- Less to no noise pollution
- Prescribed and advised by all recognized carpet manufacturers;
- Green seal certified;
- No odours.

LOOM Flooring highly recommends this water-saving, sustainable solution for carpet cleaning.

WET "DEEP PILE" CLEANING

Wet cleaning methods are based on either shampooing, using a high-foam carpet shampoo, or spray extraction cleaning using a low-foam detergent. Prior the cleaning process, the carpet pile is usually treated with a pile lifter, a twinmotor vacuum cleaner with a large cylindrical brush and powerful suction action. This opens up the pile and removes embedded grit normally left behind by vacuuming.

Shampooing involves the use of a rotary or cylindrical brush machine which brushes a shampoo solution ("wet" shampoo) or a foam shampoo ("dry" shampoo) into the carpet pile. After this is completed, the dirt-laden shampoo is either sucked out of the pile by means of a wet pick-up machine, rinsed out using a spray extraction machine (charged with water only), or left to dry and the dried shampoo and loosened dirt particles removed by vacuuming.

Spray extraction cleaning injects a detergent solution into the carpet pile, immediately followed by an integral wet pick-up system. The amount of solution sprayed into or onto the carpet pile varies greatly between machine models/makes. This affects both the efficiency of the "flushing" out of the dirt and the chance of inadvertently over-wetting the carpet. Cleaning efficiency can be improved by pre-spraying the carpet with the low foam shampoo 10 minutes prior to spray extraction (with water only), and by the use of rotating or oscillating brushes in the floor "wand" of the machine.

With all wet cleaning techniques, it is important to avoid over-wetting the carpet as this will greatly lengthen the drying time and may cause problems with shrinkage and is colouration of the pile. Harsh brushing or rubbing of the pile should also be kept to a minimum.

We recommend not to walk on the carpet or put furniture back in place until the carpet is completely dry, to avoid the risk of dirt on chair legs etc. rubbing off on the damp carpet.

LOOM Flooring advises against using shampoo detergent. High pH cleaners leave a residue, which may cause rapid resoiling and fiber damage.

CAUTION: this cleaning method should not be used on the Ultratuft carpet tile products.
RAISED FLOORS

The relevant access floor manufacturer should be contacted for recommendations for carpet cleaning in relation to methods and techniques recommended here. Low moisture methods and techniques are generally preferred.

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Replacement of damaged tiles

One of the major benefits of carpet tiles is that irretrievably damaged tiles can be easily replaced. When replacing tiles (ideally from attic stock), bear in mind that a brand-new tile will always look slightly different to surrounding tiles, which have had some use.

If tiles have been removed to allow access to underfloor services, care should be taken to replace the tiles with the directional arrows on the back of the tile facing the same way as the main installation, otherwise the tile will appear prominent.

EXTRA NOTES

Office chairs must be equipped with type H castors to EN 12529, i.e. with hard castors within the prescribed dimensions for use on textile floor coverings.

The use of chair mats is recommended for use under castor chairs, to optimise wear life, performance and appearance retention.

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