

AXMINSTER WOOL & NYLON CARPET MAINTENANCE

Machine Woven Products - Commercial Guide

I. BEFORE YOU START

Whenever spot cleaning is considered, you should consult a professional cleaner if the spill is more than water.

If your product has any percentage of silk or tencel, please refer to section 5 for extra information.

2. CLEANING TECHNIQUES AND SCHEDULES

2.1 Vacuum Cleaning

All carpeted areas and rugs should be cleaned with an upright suction cleaner with a pile beater daily or as required (depending on foot traffic) no matter if dry soil is visible or not. (See Table I of AS3733)

It is recommended that vacuums have an adjustable height beater (check the correct setting)

Several passes should be made over each area to ensure efficient removal of soiling material.

2.2 Interim Cleaning

Interim maintenance cleaning is carried out to improve the overall appearance of the textile floor covering by removing surface soiling, while keeping drying times to an absolute minimum. Absorbent compound extraction method: after doing the pre-testing, apply the absorbent compound uniformly across the surface to only the soiled areas. Brush it through the pile with a counter-rotating brush. Allow 20 mins - unless different timing is recommended - before you vacuum repeatedly until all absorbent compounds are removed.

2.3 Spot Cleaning

Spot cleaning should be carried out ASAP or same day. Techniques for specific stains are as set out in Table D1 of AS3733. If cleaning contractors are used, it may be necessary to attend to spot and stain removal rather than waiting for contractors, to avoid the setting of stains. Also avoid stepping on the cleaned areas before it dries completely.

2.4 Periodic Deep Cleaning

Periodic cleaning should be carried out using “steam cleaning” (hot water injection and extraction) at the frequencies set out in Table I of AS3733. This should be at least yearly for most areas of medium to high traffic flow, though actual frequency may vary depending upon experience. Steam cleaning or dry cleaning should only be undertaken by a professional carpet cleaner, the cleaning method and chemicals should be selected by them.

3. PREVENTION

Preventative maintenance is easier and more economical than cleaning soiled carpet. Here are a few easy guidelines to help add years to the life of your woven carpet:

- Keeping outside areas such as driveways, parking areas and paths as clean as possible to limit the amount of soil tracked into the building.
- Soil control matting placed at strategic entry points is one of the most efficient ways to reduce carpet damage.
- Chair pads - do not place chairs or trolleys with rollers or castors on carpet without a chair pad.
- Direct Sunlight – carpet should be protected from prolonged periods of direct sunlight with curtains, blinds or awnings.
- Chemicals – exercise extreme caution with strong chemicals like bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like.

4. OTHER MAINTENANCE

4.1 Damages

In addition to cleaning, damage to carpet (as burns, tears, cuts, scorches, permanent stains) should be repaired or replaced (if repair is not practical) to avoid further damage at that particular spot.

4.2 Sprouting

Sprouting is the rise of the tufted yarn above the pile of the carpet and considered as a nature of the carpet rather than a defect. Sprouting can easily be trimmed by clipping the yarn to the level of the carpet pile. Clipping will not reduce the performance of a carpet or the area, on the contrary it will protect the carpet by preventing the tuft from being pulled by vacuuming, regular foot traffic or any pets.

5. SILK, TENCEL AND BLENDS

If your carpet or rug has silk or tencel extra attention would be required. Cleaning frequency will be the same as shown on the chart. For periodic deep cleaning, dry cleaning with PH neutral detergents should be preferred rather than steam cleaning. Chlorine based cleaners will damage the fibre and will result in yellowing of the colour.

In any case of wet cleaning, you should keep the moisture level to minimum possible. Soft brushing in the same pile direction is also recommended during the drying phase of the product.

Any high temperature applications should be avoided.

Rubbing or scrubbing or using rotary scrubbers should be avoided, soft brushes, undyed sponges, undyed damp clothes should be used gently.

We're always available to offer more care and maintenance advice, please don't hesitate to contact us:

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TABLE I of AS3733				
RECOMMENDED MAINTENANCE PROGRAM				
Location	Usual traffic volume	Recommended maintenance program	Recommended frequency	Minimum frequency
Residential All areas	Light	Full vacuum	2 times per week	Weekly
		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Every 6 months	Every 12 months
		Corrective clean	Every 12 months	Every 24 months
Commercial Executive offices	Light	Vacuum traffic areas	3 times per week	2 times per week
		Full vacuum	2 times per week	Weekly
		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Every 9 months	Every 18 months
		Corrective clean	Every 18 months	Every 36 months
Commercial Clerical offices, hospital wards, and hotel bedrooms	Medium	Vacuum traffic areas	4 times per week	3 times per week
		Full vacuum	3 times per week	2 times per week
		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Every 6 months	Every 12 months
		Corrective clean	Every 12 months	Every 24 months
Commercial Corridors and foyers, ground floor shops, hotel lounges, kindergartens and school classrooms	Heavy	Vacuum traffic areas	Daily	2 times per week
		Full vacuum	Daily	3 times per week
		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Every 3 months	Every 6 months
		Corrective clean	Every 6 months	Every 12 months
Commercial	Very heavy	Full vacuum	Daily	Daily

Restaurants, school corridors, and hospital public areas		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Monthly	Every 2 months
		Corrective clean	Every 3 months	Every 6 months

TABLE E6 of AS3733 STAIN REMOVAL GUIDE					
Type of spill	Use 1st	Use 2nd	Use 3rd		
Beverages (tea, coffee)	1	13		<p>NOTES TO TABLE E6:</p> <p>1 Textile floor covering cleaning detergent— Commercially available textile floor covering cleaning detergent (see Clause 3.4).</p> <p>2 Ammoniated spot cleaner— Commercially available ammoniated textile floor covering spot cleaner or mix 1 teaspoon household ammonia with one cup of water.</p> <p>3 Solvent—Commercially available solvent for dissolving oily or fatty type stains. White spirits can also be used.</p> <p>4 Freezing spray—Commercially available aerosol can of freezing spray. Ice cubes can be used as a substitute.</p>	
Bleach	1	14			
Blood	2	1			
Butter	3				
Chewing gum	4	12	1		
Chocolate	3	1			
Cooking Oil	3	1			
Crayon	3	1			
Cream	3	1			
Dirt/mud	11	12	1		
Egg	1				
Faeces (excrement)	1	2	7		
Glue (carpenters)	1	2			
Gravy/sauce	3	1			
Hand cream	1	1			

Hair dye	1	13		5 Acetic acid—Commercially available acid-based textile floor covering spot cleaning/treatment product. Vinegar may also be used.
Ink (washable)	1			
Ink (felt tip and ball point)	3	1		6 Brown paper and hot iron—Brown or absorbent paper. Use iron on medium setting and only adjust heat up until wax just melts.
Make up (lipstick, mascara)	3	1		
Metal polish	10	1		7 Rust remover: WARNING: RUST REMOVER IS A STRONG ACID. AVOID SKIN CONTACT AND READ SAFETY DIRECTIONS.
Medicine	9	1	13	
Milk	1			8 Oily type paint remover—Commercially available 'wet' solvent.
Mustard	1	13		
Nail polish	3	1		9 Isopropyl alcohol—Available in hardware stores.
Oil and grease	3	1		
Paint (latex)	3	1		10 Methylated spirits—Available in hardware stores.
Paint (oil)	8	3	1	
Rust	7			11 Let dry, 12 hours minimum.
Salad dressing	3	1		
Shoe polish	3	1		12 Vacuum—See Appendix A.
Soot	12	8	1	
Tar	3	1		
Toothpaste	1	2		
Urine (fresh)	5	1		
Urine (Old)	5	1	13	
Vomit	3	1	13	

Wax	6			<p>13 Hydrogen peroxide—Up to 3% (10 Volume) can be used. With correct training and experience, higher percentages may be used.</p> <p>14 Colour repair—Where pile colour loss has occurred.</p>
Wine (red)	2	5	13	

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