



Lic. # 288491

## Carpet Care and Maintenance Including Spot Removal Guide

A regular maintenance program extends the life and the initial appearance of your carpet. Today's carpet fibers are designed to hide soil and reflect light, and have the ability to resist soiling and stains. However, the lack of apparent soiling does not eliminate the necessity of regular cleaning.

You'll 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 a beater bar or rotating brush, and with a strong enough airflow to penetrate the carpet backing. 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 Carpet One warranty. 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 your warranty, EXCEPT for the NATURA styles that must be cleaned through dry cleaning techniques.

A trained professional should perform this service every 1 ½ - 2 years 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.

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 or olefin, and may be cleaned with most cleaning methods. 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, and if you should have questions or concerns about your new carpet, just call Franeys.

## **Spot Removal Procedures**

In between professional cleanings, you may have to spot clean your carpet. If you have a spill or a 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 the simple guidelines in sequence.

1. Blot liquid 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, select the first spot removal solution recommendations and follow the spot removal procedures listed below.
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 ten 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, and repeat, if necessary.
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 cold water after the spill has been removed. Blot with a dry cloth until all of the solution has been removed. Some of the cleaning solutions will cause rapid soiling if the solution is not completely removed.
8. Place a one-half inch layer of white paper towels over the affected area to absorb all the moisture, and weigh down with a flat, heavy object.

## **Spot Removal Solutions**

We recommend the following solutions for removal of spots and stains. If you have the following solutions on hand, you will be able to handle most common spills and stains. Always use solutions in the concentrations recommended. See the chart below to find the best solution for your stain. If you need assistance in choosing a solution, call Franey's and ask which is best for your particular type of carpet.

DETERGENT SOLUTION: Mix ¼ teaspoon of a clear, non-bleach, non lanolin, dishwashing liquid per 1 cup of warm water. Allow the detergent to remain for 8 to 10 minutes to lift the stain. It may be necessary to rinse with warm 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.

DRY POWDER CLEANER: Powdered carpet cleaners. Available at Franey's. Application directions will be indicated on or inside product packaging.

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 cloth or sponge – do not apply directly to the spot since direct contact may destroy the backing. Consult your warranty before using this solution.

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 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.

### **Spot Removal Methods**

#### **Method A**

1. Apply a dry cleaning solvent\* – use damp towel
2. Blot – don't rub
3. Repeat solvent application as above
4. Blot – don't rub
5. Water – apply a damp towel
6. Blot – finish with weighted pad of towels

#### **Method B**

1. Scrape or Blot up excess spill
2. Apply detergent\* – use damp towel
3. Blot – don't rub
4. Apply white vinegar (undiluted) – use damp towel
5. Blot – don't rub
6. Water – apply with a damp sponge
7. Blot – finish with weighted pad of towels

#### **Method C**

1. Scrape or blot 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 presoak solution – use 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. Satter – with blunt object like a back of a 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 towel and push toward the center of the spill to avoid spreading 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\*
3. Use damp towel- leave in 3 to 5 minutes
4. Blot – don't rub
5. Apply white vinegar (undiluted) – use damp towel
6. Blot – finish with weighted pad of 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 remaining material by tapping with a scrub brush or toothbrush – tap a 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 - 1 hour or more
7. Vacuum
8. Repeat dry powder application if necessary

\*See “SPOT REMOVAL SOLUTIONS” on the following pages.

## COMMON STAINS

Type of Stain	Method A	Method B	Method C	Method D	Method E	Method F	Method G	Method H
Asphalt/Tar	•							
Beer	•							
Berries	•				•			
Blood	•							
Butter/Shortening		•						
Candle Wax				•			•	
Candy (Sugar)		•						
Catsup/Mustard			•			•		
Chalk							•	
Charocal					•			
Chewing Gum	•			•				
Chocolate		•						
Coffee/Tea		•				•		
Cooking Oi	•		•					
Crayon	•	•						
Dirt	•	•						
Dyes (blue,black,green,red)								•
Excrement			•					
Foundation (make up)		•	•					
Fruit Drink **/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 (liquers)			•				•	
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: artifically colored fruit drinks, Kool-Aid® and lemonade								
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