



How to Maintain Your Residential and Commercial Carpet

The carpet must be installed and maintained in accordance with the Carpet & Rug Institute's Carpet Installation Standard. Regular residential and commercial carpet maintenance can enhance your indoor air quality and prevent your carpet's appearance from deteriorating prematurely. Because preventative maintenance is less expensive and more effective than infrequent restorative cleaning, Kraus Inc. recommends that you:

1. Vacuum and spot clean your carpet daily.
2. Implement a preventive maintenance program.
3. Use hot water extraction to restore heavily soiled carpet.

For additional advice, contact a technical services representative at:

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1. Vacuum and Spot Clean Your Carpet Daily

Accelerated carpet wear occurs when traffic grinds imbedded soil into the carpet fiber. You can extend your carpet's life by placing walk-off mats at exterior entrances, and vacuuming traffic areas thoroughly every day.

Only about 20% of carpet soil is soluble in water or solvent. You can remove much of the remaining 80% (fibers and particles) by vacuuming thoroughly every day, emphasizing heavy-soil areas like entrances (refer to the maintenance plan on the back for more guidance). Your vacuum should have a powered brush and strong suction.

To ensure spots are removed promptly, give your daily cleaning staff a carpet first aid kit containing:

- Spot cleaning solvent – use a product approved by the Carpet & Rug Institute
- Detergent solution – mix a ½ teaspoon of hand clear dishwashing soap (with no bleach or lanolin) with two (2) cups of lukewarm water.
- Ammonia solution to neutralize acid stains (a teaspoon of ammonia in a cup of water)
- Vinegar (or citric acid) solution to neutralize alkaline stains (1/3 white vinegar, 2/3 water)
- White absorbent cloths or paper towels



Spot Removal Guide

To Remove	Procedure	To Remove	Procedure
Beer	A	Ketchup	B
Blood	F	Mascara	A
Butter	A	Mayonnaise	B
Chewing Gum	G	Milk	B
Cheese	B	Nail Polish	A
Chocolate	B	Paint (Latex)	A
Cocktails	D	Rust	D
Coffee	D	Shoe Polish	A
Crayon	A	Soft Drinks	D
Egg	B	Soya Sauce	B
Excrement	B	Tar	A
Fruit	D	Tea	D
Furniture Polish	A	Toothpaste	B
Garden Soil	B	Type Ribbon	A
Glue (White)	B	Urine (Fresh)	H
Grease	A	Urine (Dry)	C
Hair Spray	A	Vomit	E
Ice Cream	B	Wax (Candle)	G
Ink (Point/Felt)	A	Wax (Paste)	A
Ink (Permanent)	E	Wine	D

A Solvent, blot, detergent, blot, water, blot

B Detergent, blot, ammonia, blot, detergent, blot, water, blot

C Detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot

D Detergent, blot, vinegar, blot, detergent, blot, water, blot

E Detergent, blot, ammonia, blot, vinegar, blot, water, blot

F Use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergent, blot, water, blot

G Freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed

H Blot, water, blot, ammonia, blot, detergent, blot, water, blot

2. Implement a Preventive Maintenance Program

An effective carpet maintenance program keeps soil below the threshold of visibility. If the program is working satisfactorily, the carpet should never look soiled. Cleaning frequency and cleaner expertise are more important than the particular cleaning procedures selected. To assess a cleaner's professionalism, inquire about his or her references, training, and certification. Test-evaporate sample chemicals (particularly final rinse additives) in a pan, to ensure they dry to a powder, rather than leaving a greasy residue. When you have confidence in a professional cleaner, ask him or her to help you devise a maintenance plan that suits your particular site.



The chart below shows a hypothetical maintenance plan for a multi-color, medium shade, patterned, loop carpet installed throughout a typical office building. This plan is nothing more than a starting point, to be modified based on site conditions and periodic visual inspections. Your carpet requires more frequent and intensive cleanings (such as hot water extraction) if it is a light, dark or solid color, or if your site includes:

- Heavier traffic (e.g. frequent visitor such as retail customers)
- Interior soil sources (e.g. industrial processes)
- Neighborhood soil (e.g. winter conditions, construction)

3. Use Hot Water Extraction to Restore Heavily Soiled Carpet

While various cleaning procedures can help prevent visible soil accumulation, your carpet must be deep cleaned once heavy soil appears. Hot water extraction usually cleans deeper and removes more soil than other methods. Select a cleaner carefully, because improper cleaning can cause accelerated resoiling. Over-wetting, particularly over cushion, will cause decreased lamination strength

For best results in heavily soiled areas, follow these guidelines:

- Power pile lifts and vacuum before wet extraction to remove insoluble soil (80% of total soil).
- Before extraction, remove spots and treat soiled areas with an alkaline emulsifier (pH not to exceed 9.5).
- Hot water extract thoroughly, emphasizing heavy soil areas. Caution: Do not over-wet.
- Use pure hot water (with only an additive to neutralize pH) in the final rinse.
- Touch the carpet after extraction. If water beads on your hand, extract more thoroughly.
- Carpet must be thoroughly dry before any traffic use.

4. Sample Kraus Carpet Care Guide

Residential Installation

- a. Vacuum at the right frequency with a good quality vacuum using the frequencies below:

Traffic Level	Vacuum
Light	Weekly and use attachment at carpet edges
Medium	Twice weekly
Heavy/Pet Areas	Daily



- b. Clean spots and spills quickly with products that do not damage the carpet or cause it to re-soil quicker.
- c. Professionally deep clean your carpets at least every 12 to 18 months to remove embedded dirt and grime using the hot water extraction method from a certified cleaning company.

Commercial Installation

- a. Vacuum at the right frequency with a good quality vacuum using the frequencies below:

Traffic Level	Vacuum
Light/Medium (Private offices, cubicles, shared offices and conference rooms)	As needed, but at least every 2-3 days
Heavy (Entrances, elevators, main hallways, break rooms work/copy rooms, mail rooms, and interior hallways)	Daily

- b. Clean spots and spills quickly with products that do not damage the carpet or cause it to re-soil quicker.
- c. Professionally deep clean at the right frequency to remove embedded dirt and grime using the hot water extraction method from a certified company using the reference guide below:

Traffic Level	Pile Lift	Deep Cleaning
Light (Private offices and cubicles)	As needed	Annually
Medium (Shared offices, interior hallways and conference rooms)	Quarterly	Every 6 months
Heavy (Entrances, elevators, main hallways, break rooms work/copy rooms and mail rooms)	Monthly	Quarterly