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Inspection, Cleaning, & Restoration Association

Carpet and Rug CARE Guide

Inspection, Cleaning, & Restoration Association
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We Care About Our Customers!

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
URINE, DRY				2	3	4		5	
URINE,			1	4	3	2		5	
VARNISH	2	1	3	5		4	6	7	
VASELINE	1		2	3				4	
VESPHINE®			1					2	
VOMIT			1	4	3	2	5	6	
WATER COLORS			1	4	3	2	5	6	
WATER STAINS			1		2			3	
WAX	1		2	4	3		5	6	
WAX, FLOOR	1		2	3			4	5	
WAX, PARAFFIN	2	1						3	
WHISKEY			1	4	2	3	5	6	
WINDEX®				2	1		3	4	
WINE			1	4	2	3	5	6	
WOOD FILLERS	2	1	3	5		4	6	7	
WOOD PRIMERS	2	1	3	5		4	6	7	
YELLOWING				2	1			3	
ZINC OXIDE	1		2	4	3		5	6	

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
SHOE DYE	1					2	3	4	
SHOE POLISH, LIQUID	2	1	3	5		4	6	7	
SHOE POLISH, PASTE	1		2					3	
SHOE POLISH, WAX	1		2	3				4	
SHORTENING	1		2	3				4	
SILVER NITRATE			1	3	2		4	5	
SKIN OINTMENTS	2		1				3	5	
SMOKE	1			3		2		4	
SNOW-MELTING CHEMICALS			1					2	
SOAP				1	2			3	
SOLDER	1		2	3				4	
SOOT								2	1
SOUP	1		2	5	4	3		6	
SOY SAUCE			2			1		3	
SPAGHETTI SAUCE			1	3		2		4	
SPINACH			1	4	3	2	5	6	
SPORTS BEVERAGE			1	4	3	2	5	6	
SQUASH			1	4	3	2	5	6	
STAMP PAD INK								1	
STARCH			2	3		4		5	1
STARCHY FOODS			1	4	3	2		5	
SUGAR			2	3				4	1
SUNTAN LOTION	1		2	3				4	
SYRUP			1	3		2		4	
TEA			1	3	2		4	5	
TINCTURE OF ZEPHIRAN			1					2	
TOBACCO			2	3				4	1
TOBACCO JUICE			1	2				3	
TOILET CLEANER	3		1	2				4	
TOMATOES			1	4	3	2	5	6	
TOMATO SAUCE			1	4	3	2	5	6	
TOOTHPASTE			1	4	2	3		5	
TRANSFER COLORS			1	2				3	
TUNA	1		2	5	4	3	6	7	
TYPEWRITER RIBBON	1		2	3				4	
UNKNOWN	2	1	3	5	4	5	7	8	

INSPECTION, CLEANING,
& RESTORATION ASSOCIATION

Carpet and Rug CARE Guide

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Denver, CO
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	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
PAINT, WATER COLOR			1	3	2		4	5	
PAINT CLEANER	2	1	3	5		4		6	
PAPIER MACHÉ			1					2	
PASTE, LIBRARY			1	3		2		4	
PEANUT BUTTER	2	1	3	4				5	
PENCIL	1			2		3		4	
PERFUME			1	4	3	2		5	
PERMANENT WAVE SOLUTION			1	4	3	2		5	
PHENOL 1%			1					2	
PHOTOCOPIER TONER, DRY	2		3	6	4	5		7	1
PICKLES, DILL OR SOUR			1	4	3	2	5	6	
PIMENTO	1		2	5	4	3	6	7	
PITCH, TREE	1		2	5	4	3	6	7	
PLANT FOOD			1	4	3	2	5	6	
PLASTER 1 2 3			1	2				3	
PLAY-DOH® 1 2 3 4	1		2	3				4	
POTASSIUM PERMANGANATE			1	3	2		5	4	
POTPOURRI			2	4	3			6	1
POTTING SOIL	2		3	4				5	1
PUDDINGS			1	4	3	2		5	
PUMPKIN			1	4	3	2	5	6	
PUTTY	1		2	3				4	
RHUBARB			1	4	3	2	5	6	
ROUGE	1		2	3				4	
RUBBER AND RUBBER	2	1	3	4			5	6	
RUST			2	3	1		4	5	
SALAD DRESSING	1		2	4			3	5	
SALAD LIQUID	1		2	5	4	3	6	7	
SALINE LIQUID			1	2				3	
SALMON	1		2	5	4	3	6	7	
SALT			2	3				4	1
SAUCES	1		2	5	4	3	6	7	
SEMEN			1	3	4	2			
SHAMPOO, DANDRUFF			1	2				3	
SHELLAC	2	1	3	5		4	6	7	
SHERBET			1	4	3	2		5	

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
METAL POLISH	2	1						3	
MILDEW			1	3		2	4	5	
MILK	1		2	5	4	3		6	
MIXED DRINK			2			1		3	
MOUTHWASH			1	3	2		4	5	
MUCILAGE			1	3		2		4	
MUD			1	2				3	
MUSTARD			1	3	2		4	5	
NEWSPRINT	1		2	3				4	
OIL	2	1	3					4	
OIL, CAR	2	1	3	5		4		6	
OIL, COOKING	2	1	3	5		4		6	
OIL, LIGHT MACHINE	2	1	3	4				5	
OIL, LUBRICATING	2	1	3	5		4		6	
OIL, MACHINE	2	1	3	4				5	
OIL, MOTOR	2	1	3	5		4		6	
OIL, OLD	2	1	3	4			5	6	
OIL, OXIDIZED	2	1	3	5	4		6	7	
OIL, PAINT	2	1	3				4	5	
OIL, PETROLEUM	2	1	3	5		4		6	
OIL, SALAD	2	1	3				4	5	
OIL, VEGETABLE	2	1	3	4				5	
OINTMENT	1		2	5	4	3		6	
OLIVES	1		2	5	4	3		6	
ORANGEADE			1	4	3	2	5	6	
ORANGE DRINK			1	4	3	2	5	6	
OVEN CLEANER			2	3	1			4	
OYSTERS	3		1	2				4	
PAINT, ACRYLIC	2	1		4	3			5	
PAINT, ALUMINUM	1			2				3	
PAINT, ENAMEL	1		3	2				4	
PAINT, FINGER			1	4	3	2		5	
PAINT, LATEX DRIED			1	3		2	4	5	
PAINT, LATEX WET			1	3		2	4	5	
PAINT, OIL BASE	2	1	3	5		4	6	7	
PAINT, WATER BASE			1	3		2	4	5	

Thank You for Choosing a Professional Company

Inspection, Cleaning, & Restoration Association (ICRA) is a Professional Carpet Cleaning and Restoration Association. Our members are certified and trained in the latest techniques and advancements in the industry.

ICRA knows how difficult it can be to maintain your carpet and fabrics in your home and business. We are providing this booklet to assist you in simple techniques of spot cleaning your furnishings.

This booklet also provides valuable information regarding vacuums and proper vacuuming techniques for your carpet. Please review the vacuum section and if you have questions please the ICRA office or a ICRA Professional Cleaner.

We also provide recommendations for do it yourself cleaning as well as professional carpet cleanings. Our association has been providing outstanding service for years and we stand ready to assist you when your carpet is ready for professional cleaning. We recommend that you follow the carpet manufacturers recommendations of hot water extracting your carpet every 12 to 18 months to maintain your warranty.

We know that every situation is different and we have provided you with an extensive spotting guide to assist you. If you have questions or the process does not fully remove the spot be sure to call us and we would be very happy to try to trouble shoot the situation.

Finally, our association members follow the industry accepted standards as written in the ANSI/IICRC S100 Standard and Reference Guide for Professional Carpet Cleaning. We hope that this spotting guide will be of great use and assistance to you.

For questions please contact the ICRA office at 877-447-2822 or visit the ICRA website:

www.ICRAAssociation.org

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
INK, INDELIBLE	2	1	3	6	5	4	7	8	
INK, INDIA	2	1	3	4			5	6	
INK, MARKING PENS	2	1	3	4				5	
INK, MIMEO	1	2						3	
INK, PERMANENT			3	4	2			1	
INK, RED	2	1	3	6	5	4		7	
INK, WASHABLE			1	4	3	2	5	6	
INSECTICIDE	1		2	5	4	3		6	
IODINE	1		2	5	4	3		6	
IRON			2	3	1		4	5	
IRON RUST			2	3	1		4	5	
JAM, JELLY			1	4	3	2	5	6	
JELL-O®			1	3	2		4	5	
JEWELERS ROUGE			1	2				3	
JUTE STAIN				2	1			3	
KEROSENE	1		2	3				4	
KOOL-AID®			1	4	3	2	5	6	
LACQUER	2	1	3	4			5	6	
LATEX CAULK/ADHESIVE			1	3		2	4	5	
LEAVES			3	4	2			5	1
LINSEED OIL	1		2	4		3		5	
LIP GLOSS	2	1	3	6	5	4	7	8	
LIP STICK	2	1	3	6	5	4	7	8	
LOTION	2	1	3	4				5	
LYE			2	3	1			4	
LYSOL	1		2					3	
MAGNESIA MAGMA			1		2			3	
MAKEUP	3		1	2				4	
MANHATTAN			1					2	
MARGARINE	2	1	3	4				5	
MARKERS, FELT TIP	2	1	3	4				5	
MARTINI			1					2	
MASCARA	1		2	3			4	5	
MAYONNAISE	1		2	4		3		5	
MEDICINES	2	1	3	6	5	4	7	8	
MERCUROCHROME®			1	4	3	2	5	6	

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
GASOLINE	1		2	4	3		5	6	
GATORADE®			1	4	3	2	5	6	
GENTIAN VIOLET	1		2	3				4	
GLUE, AIRPLANE	1		2	3				4	
GLUE, ANIMAL			1	3		2		4	
GLUE, CARPENTER'S			1	2				3	
GLUE, CASEIN			1	2				3	
GLUE, ELMER'S®			1	2				3	
GLUE, HOBBY	1		2	3			4	5	
GLUE, HOUSEHOLD	1		2	3			4	5	
GLUE, LATEX	1		2	3				4	
GLUE, SCHOOL			1	2				3	
GLUE, VEGETABLE			1	3		2		4	
GLUE, WHITE			2	3	1		4	5	
GLYCERIN	1		2	5	4	3		6	
GLYCERYL GUALACOLATE			1		2			3	
GRAPE DRINK			1	4	3	2	5	6	
GRAPE JUICE			1	4	3	2	5	6	
GRAPHITE			2	3				4	1
GRASS	2	1	3	6	5	4	7	8	
GRAVY	2	1	3	6	5	4		7	
GREASE	2	1	3	6	5	4	7	8	
GREASE, VEHICLE	2	1	3	4			5	6	
GREASY FOODS	2	1	3	4				5	
GUM	1							2	
HAIR DYE			1	3	2		4	5	
HAIR OIL	4	3	1	2				5	
HAIR SPRAY	3		1	2				4	
HAIR TONIC	1		2	5	4	3		6	
HAND CREAM	1		2	4		3		5	
ICE CREAM	1		2	5	4	3		6	
INK	2	1	3	5		4		6	
INK, BALL POINT	2	1	3	6	5	4	7	8	
INK, COPYING	2	1	3				4	5	
INK, DRY	2	1	3	5		4		6	
INK, FOUNTAIN PEN	1		2					3	

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COUGH MEDICINE/SYRUP			1	4	3	2	5	6	
CRAYON	1		2					3	
CREAM	1		2	3				4	
CREAM EGG	1		2	5	4	3		6	
CRÈME DE MENTHE			1			2		3	
CREOSOTE	1			2				3	
DIAPER STAINS			1	4	3	2		5	
DIRT			3	4		2		5	1
DISCHARGE			1					2	
DRAIN CLEANER	3		1	2				4	
DRINKS, MIXED			1	2				3	
DRIVEWAY SEALER								1	
DRY TYPE RESIDUES								2	1
DYE	4		1	3		2		5	
DYE, EASTER EGG			1	3		2		4	
EGG			1	4	3	2		5	
EGGNOG	1		2	4	3			5	
FECES			1	5	4	2	3	6	
FERROUS SULFIDE			2	4	3			5	1
FINGERNAIL POLISH	2	1	3	4				5	
FINGERPRINT DUST	4		2	3				5	1
FISH SLIME			1	2				3	
FLEA/TICK POWDER	4		2	3				5	1
FLEA/TICK SPRAY	3			1	2			4	
FOOD			1	3		2		4	
FOOD COLORING			1	2	3			4	
FOOD DYE	1		2	5	4	3	6	7	
FOOD EXTRACT			1	2				3	
FOOD STAINS, GENERAL			1	4	3	2	5	6	
FOOD STAINS, GREASY	1		2	5	4	3	6	7	
FRUIT/FRUIT JUICES			1	4	3	2	5	6	
FUNGICIDE	3		1	3				5	
FURNITURE DYE	2	1	3	6	5	4	7	8	
FURN. POLISH, SOLVENT	2	1	3	6	5	4	7	8	
FURN. POLISH, WATER	3		1	2		4	5	6	
FURNITURE POLISH/WAX	1		2					3	

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
BUNTING STAINS			1	2				3	
BUTTER	1	2	3	6	5	4		7	
CALAMINE LOTION	1		2	5	4	3		6	
CALCIUM CHLORIDE, DE-ICER			2		1			3	
CANDLE	2	1						3	
CANDY			1	4	3	2		5	
CARBOLIC ACID DISINFECTANT				2		1		3	
CARBON, BLACK	2		3					4	1
CARBON PAPER			1	2				3	
CASCARA SAGRADA EXTRACT			1			2		3	
CATSUP			1	4	3	2	5	6	
CEMENT, AIRPLANE	2	1	3	4			5	6	
CEMENT, BUILDING			1	2				3	
CEMENT, CONCRETE	1		2	3				4	
CEMENT, CONTACT	1		2	3				4	
CEMENT DUOCO	1		2	3				4	
CHALK			2					3	1
CHARCOAL 2 3 1			2					3	1
CHEESE	1		3	4	5	2		6	
CHEWING GUM	1							2	
CHICKEN SOUP	1		2	3				4	
CHOCOLATE	1		2	5	4	3		6	
CIGARETTE BURN			1	2				3	
CLAY	1		2	4	3			5	
COD LIVER OIL	1			2	3			4	
COFFEE			1	3	2			5	
COFFEE WITH CREAM & SUGAR	1		2	4	3			6	
COLA			1	4	3	2	5	6	
COLOGNE			1	4	3	2	5	6	
COLORED PAPER			1	4	3	2	5	6	
COOKING FAT	1	2	3	5		4		6	
COPIER TONER								2	1
COPPER CORROSION			1	2				3	
CORRECTION FLUID	1							2	
COSMETICS	2	1	3	6	5	4	7	8	

Regular Carpet Care

What is it?

Carpet fibers are designed to hide soil and reflect light. Consequently, soil in carpet is not as visible as it is on smooth flooring where soil remains on the surface and is easily seen. The ability of today's carpet fibers to hide soiling is a positive feature for most consumers. However, the lack of apparent soiling does not eliminate the need for regular cleaning. Soil can damage the fibers permanently if allowed to remain in the pile.

Even with carpet's ability to resist soiling and stains, a regular maintenance program extends the life and appearance of your carpet.

Specific carpet care information may be available from your carpet dealer, carpet manufacturer or fiber producer. Be sure and ask your salesperson for information when you purchase your new product.

Spot Removal Guide

Find your spot in the list. Then, in numerical order, use the cleaning solutions listed. Continue using solution #1 as long as there is improvement in removing spot. If no improvement, proceed to solution #2, solution #3, etc., until the spot is completely removed. See Chapter 7 Spot Removal Solutions for more information.

	Dry Cleaning Fluid	Nail Polish Remover	Detergent Solution	Warm Water Rinse	White Vinegar Solution	Ammonia Solution	Spot Removal Kit	Call a Professional	Vacuum
ACIDS				2		1		3	
ACNE MEDICATION	1		2	5	4	3		6	
ADHESIVE	1	2	3	5		4		6	
ALCOHOLIC BEVERAGES			1	4	3	2		5	
AMMONIA				1	2		3	4	
ANIMAL STAINS			1	4	3	2		5	
ARGYROL			1	2				3	
ASPHALT	1		2					3	
AVOCADO	1		2	3				4	
BANANA	1		2	3				4	
BARNYARD SOIL			2	4	3			5	1
BATTERY ACID				2		1		3	
BEANS	1		2	5	4	3	6	7	
BEER			1	2			3	4	
BEET JUICE			1	4	3	2	5	6	
BERRIES			1	4	3	2	5	6	
BETADINE	1		2	3				4	
BLEACH			1	3	2			4	
BLOOD (Use Cold Water)			2	3		1	4	5	
BRASS STAIN			1	2				3	
BROWNING				2	1			3	
BUBBLE LIGHTS				1	2			3	

Call the appropriate toll free number included with the carpet warranty to get specific information on cleaning. Carefully follow the directions given. Improper action taken during cleaning, or by applying an unauthorized treatment, could result in voiding your warranty.

Topical Treatments - The use of topical treatments without the expressed approval of the carpet manufacturer prior to application may void applicable warranties. Topical treatments include soil retardants, stain repellents, anti-static treatments, anti-microbials, deodorizers, and de-foamers.

Wear - Most carpet manufacturers offer a “wear” warranty. “Wear” is defined as the loss of pile weight or pile fiber (usually 10 percent) due to abrasive wear only. What appears to be wear may be an appearance change in the carpet related to traffic, matting, cushion, or permanent fiber damage caused by soiling, rather than a loss of fiber (See Matting, Crushing).

Yellowing - Yellowing is caused by a variety of outside influences, such as pollutants from heating fuels, changes in alkalinity, cleaning solutions, and atmospheric or environmental contaminants. Not all carpet yellowing can be removed; however, the use of acetic acid (white vinegar), citrus acid, or tartaric acid is often successful in eradicating many cases of yellowing.

Please note: In some cases, the use of an alkaline detergent solution prior to using one of these acid rinses may cause permanent yellowing. A solution of one part white vinegar mixed with one part water is recommended. If yellowing persists or is widespread, contact a carpet-cleaning professional.

Vacuuming

Why It's Important

Whether you're cleaning out the spare bedroom or just tidying up around the house, it is important that dirt and dust are removed, not simply moved around or thrown back into the breathing zone. Properly vacuuming carpet is the easiest and most effective way to keep your carpet clean. It may be surprising, but something as simple as regular vacuuming can also have the largest impact on the cleanliness of your home and the air you breathe.

The Professional Association of Cleaning and Restoration (PACR) recommends vacuuming areas often that receive the most traffic, such as hallways, stairs, and exterior entryways in the home. Ideally, vacuum all the floor coverings a minimum of once a week, and the high-traffic areas more often, based on the usage. If you have pets, you may need to vacuum some areas daily. Removing loose soil while it remains on the carpet's surface is important so that it is not walked into the carpet pile.

Use a vacuum cleaner that effectively removes soil and minimizes generating dust from the filter and around the machine while keeping the carpet looking good. To help consumers select an effective vacuum, Carpet and Rug Institute (CRI) initiated the Vacuum Cleaner Indoor Air Quality Testing Program. Vacuum cleaner models evaluated by an independent testing laboratory are tested for removing soil adequately, containing the dust in the machine and in the filter bag, and carpet appearance retention. Those that achieve the carpet industry's standard are identified by the CRI as “Green Label.” Because of the impact of vacuum cleaners on indoor air, cleaning efficiency can vary significantly, it is important to identify models that clean well and protect the indoor environment. Vacuum cleaners that have met the CRI Green Label Standards are listed on CRI's website: [www. carpet-rug.com](http://www.carpet-rug.com).

Vacuum Cleaner Selection

For maximum effectiveness, use a vacuum cleaner with adjustable and rotating brushes that can loosen ground-in soil and has a strong enough airflow to penetrate to the backing, removing all particles.

The vacuum cleaner should have an enclosed, high filtration bag that limits particles re-circulating into the air. Regularly using a CRI Green Label vacuum cleaner will maintain a cleaner indoor environment. For the best cleaning results, no matter what type vacuum cleaner you purchase, inspect it periodically to be sure it is functioning properly:

- Keep brushes clean and replace them when worn.
- Keep vacuum hoses and attachments free of obstructions that restrict airflow.
- Inspect the vacuum head for rough edges or bent metal that may damage your carpet.
- Inspect belts frequently to make certain they are working properly.
- Always keep a spare belt for replacement as needed.
- Follow the vacuum cleaner manufacturer's instructions, and change the filter bag when it reaches the "full line."

Restorative Cleaning - Scheduled frequent deep cleaning to assist in the removal of residues and trapped soils.

Ripples and Buckling - Carpet installed over separate cushion must be power stretched. Improper installation procedures may contribute to rippling and buckling. A carpet installer can usually solve the problem by re-stretching the carpet with a power stretcher. Shading, Pile Reversal, "Watermarking" or "Pooling" - Shading is not a change in color, but a change in pile direction that sometimes randomly appears in a carpet or rug. It may look darker or lighter from different directions. Shading may be more prevalent in a solid color cut pile carpet than in patterned and textured styles. This is not considered a manufacturing defect and is usually permanent and has no known cause.

Soiling - The secret to maintaining the beauty of your carpet is to vacuum often and conduct restorative cleaning regularly before it becomes excessively soiled. Excessive soiling has a tendency to dull the original color which may be restored after cleaning. In addition to tracked-in soil, greasy, sooty, environment pollutants may be deposited on carpet, causing dulling. Oily soil may be very difficult to remove after it has been on the carpet for a long time, and may be absorbed into the fiber, causing them to take on a yellow cast. Frequent cleanings are important to avoid this difficulty. Entry mats that trap soil at exterior entrances, combined with routine cleaning, provide extra protection for all floor coverings.

Sprouting - Occasionally a yarn tuft will rise above the pile surface of a carpet. Just snip these tufts off level with other tufts. Do not pull them out.

Stain-Resist Carpet - Most of the carpet manufactured today comes with either built-in fiber attributes or finishes that make it more stain and soil-resistant. Although stain-resist carpet, introduced in 1986, is easier to maintain, it still requires care. Attempt to remove spots as soon as something is spilled or tracked on the carpet. If spills or soils are allowed to remain, they may become permanent.

Deep Cleaning

When, Why, and Who

Daily vacuuming is the most important cleaning activity, but restorative cleaning must be performed to remove stubborn or embedded soil. The Carpet and Rug Institute recommends that carpet be cleaned using a restorative cleaning method every 12-18 months before soiling shows. **Use a cleaning method recommended by the carpet manufacturer to maintain your warranty.**

Professional Cleaning Services should be considered before your carpet and rugs begin to show soil. Letting carpet and rugs become excessively soiled will make cleaning more difficult and shorten the carpet's useful life.

Obtain recommendations from satisfied friends, carpet retailers, the Better Business Bureau, and local business groups for reliable, certified cleaning professionals in your area.

In order to determine the amount and type of cleaning services needed, have the cleaning representative come to your home for a visual inspection. He or she can check the carpet for problem stains or excessively soiled areas that require additional attention.

Obtain a written agreement for all work to be performed. Under normal circumstances, there should be no extra charge for moving furniture, preconditioning, and routine spot and stain removal.

Beware of pricing that is "too good to be true." Professionals should charge only for services that are authorized in writing before cleaning begins. Most cleaning is based on the total number of square feet to be cleaned. Many firms have cleaning specials; however, pricing by the room or low prices quoted over the phone may have hidden restrictions or additional cost add-ons. A reliable firm will tell you the steps needed to clean your carpet and provide a written agreement before work begins. If you question the need for any required add-ons, contact the carpet manufacturer for assistance.

Filtration Soiling - Filtration soiling may appear as dark or grayish lines on carpet along walls, stairways, around vents, and under doors. It is caused by airflow over and through the carpet that allows fine, airborne soils to settle on the carpet surface, and sometimes may be attributed to an improperly balanced ventilation system. This type of soiling, while sometimes permanent, requires special treatments for effective removal. Contact a carpet-cleaning professional for assistance.

Fluffing or Shedding - The balls of fluff found on carpet or in the vacuum cleaner bag, are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet life or quality. Because of the large micron size (>90 microns), these particles are too large to become airborne or respirable (<.4 microns). With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

Matting - Matting, the untwisting of the fiber and intermingling of the yarn tips, is usually the result of concentrated foot traffic and possibly inadequate maintenance. But other factors, including improperly specified cushion or cushion failure, can also be the cause. Matting is not considered a manufacturing defect unless specifically cited in the manufacturer's warranty. Manufacturers' definitions of matting may vary.

Moth and Beetle Control - Wool and wool-blend carpet made in the United States is treated to be permanently moth resistant. Carpet and rugs made of man-made fibers are naturally resistant to insects. Synthetic carpet fiber is resistant to beetles, commonly called "carpet beetles," because it is not a food source. However, beetles already in the home may lay eggs in the carpet pile, and hatch in eight to fifteen days. For assistance in removing carpet beetles, contact a professional pest control specialist.

Odor - During and immediately following the installation of new carpet, there may be a slight odor. This is harmless and may result from the removal of your old carpet and cushion, or from the new carpet, cushion, adhesives or seaming tape. Ventilation with fresh air is recommended. Open windows or doors and run the fan of the HVAC system for up to 72 hours.

Trouble Shooting

Following carpet installation, questions may arise pertaining to common characteristics of carpet. These characteristics are usually for a short duration or are easily remedied.

Further questions can be directed to the carpet retailer or the carpet manufacturer.

Appearance Retention in Heavy-Use Areas - Carpet in heavily traveled areas receives the most abuse. The use of small rugs in front of heavily used chairs or furniture may reduce wear. Remove and clean these while vacuuming the primary carpet or rug. Move furniture and reverse area rugs to change the traffic flow.

Crushing - Crushing is the loss of pile thickness due to foot traffic. It is not a manufacturing defect unless specifically cited in the manufacturer's warranty. Regular vacuuming can help reduce crushing. Manufacturers' definitions of crushing may vary.

Depressions - The weight of heavy pieces of furniture can put indentations in carpet. Use furniture glides or cups under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. If depressions do occur, spritz the indentations with water in a spray bottle. Hold a hair dryer, set on medium, a few inches above the indentation. As the spot is drying use your fingers to gently work the pile upright and in the opposite direction.

Fading or Color Loss - Give carpet the normal protection from direct sunlight that you give any colored fabric. Fading can be caused by emissions from heating fuels or chemicals, such as pesticides, household cleaning agents, and other household items.

Outdoor Carpet - Maintain outdoor carpet installed indoors in the same manner as other carpet in your home. When the carpet is used outdoors, sweep surface litter with a broom or deck brush. For a thorough, overall cleaning, wash outdoor carpet with a good carpet cleaning solution. Follow dilution instructions carefully. Spread solutions over outdoor carpet with a garden sprayer. Using a scrub brush, work the solution into the pile. Rinse thoroughly with a garden hose, and allow carpet to dry completely before vacuuming.

Which Cleaning Method for Various Fibers?

Synthetic vs Natural

The majority of carpet manufactured today is constructed with synthetic fibers, such as nylon, polyester, or olefin, and may be cleaned with most cleaning methods. Other fibers can require special attention.

Synthetic fibers can be cleaned by different methods, rely on the carpet manufacturer's recommendations.

When choosing any cleaning method, select cleaning agents sold especially for stain-resistant carpet cleaning, and follow the directions for dilution and application. Never use soap, laundry detergent, automatic dishwasher detergent, or any of the strong household cleaning agents intended for use on hard surfaces, such as woodwork, linoleum, or tile.

For best cleaning results, always vacuum the area to be cleaned first and apply a pre-conditioning solution, to begin loosening soil, prior to cleaning. These solutions typically require 8-10 minutes to begin loosening soil.

Natural fibers may require specialized care, therefore rely on the carpet manufacturer's recommendations for cleaning:

Wool fibers - Excessive agitation and excessive heat should be avoided. Wool is easily damaged by bleaches and alkalines.

Clean wool with neutral detergents (pH 5.0 - 8.0) and dry quickly to limit yellowing or browning.

Silk should be cleaned using a dry cleaning process. These fibers may be damaged by high temperatures, high pH (>9) and sunlight, and will lose strength when wet. **The cleaning of silk fibers is best left to carpet-cleaning professionals.**

Plant fibers include sisal, jute, coconut (coir), pineapple, ramie, and hemp.

For these fibers, it is best to use a carpet-cleaning professional.

Cleaning Rugs, Mats and Outdoor Carpet

From the modest welcome mat to the antique treasure, all rugs require regular care to prolong life and appearance. Dry soil, environmental pollutants, and spills can also damage the fibers of rugs and reduce their useful life. To properly care for your rugs, vacuum regularly to remove dry soil, taking care with fringe and edging. Restorative cleaning should take place at regular intervals to remove embedded soils.

Most cleaning methods can be used on synthetic fibers; however, natural fibers sometimes require specialized care. (See *Which Cleaning Method for Various Fibers*, Chapter 4). Do-it-yourself cleaning of area rugs containing natural fibers other than cotton is discouraged.

Bath Mats and Small Rugs - Many bath mats and small rugs can be cleaned in a washing machine. Wash them in warm water (90°F - 105°F) using a neutral (mild) detergent. Rinse thoroughly, and tumble dry using the lowest possible heat setting. Larger bath mats and rugs may be spread in a shaded area and brushed lightly to facilitate drying.

Entry Mats - Entry mats are valuable to limit soil from the outside. For full benefit, remove soil frequently. Once they are filled with soil, they become a source for additional soil. To remove dry soil from entry mats, vacuum regularly. Remove embedded soil weekly by shaking or striking with a brush. For a thorough cleaning, wash entry mats with a brush and mild detergent solution, rinsing thoroughly. Allow them to dry completely before vacuuming.

Plant Foods - Many plant foods contain oxidizing ingredients that alter carpet dyes, leaving green, yellow, or brown discolorations. These stains typically occur near the carpet backing and migrate up the pile fiber.

Rust - Use one part white vinegar and one part water. Using a dry white cloth, dip into solution and dab solution onto affected area. Immediately apply 1/2 inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object (that will not fade). Leave for approximately 30 minutes changing paper towels as needed. Repeat as long as stain is getting lighter. If no change in affected area, call a carpet care professional.

Strong Chemicals - Some cleaning solutions with high alkalinity, such as laundry detergents, may cause yellowing. Products, such as drain and oven cleaners, may cause permanent bleaching of the carpet color.

Do - It - Yourself Cleaning

For any do-it-yourself cleaning method, the following points are critical:

- Always vacuum first to remove as much dry soil as possible.
- Follow instructions carefully!

Consider the following precautions with a wet-cleaning method:

- Remove furniture from the room before cleaning or, if impractical, place plastic film under and around the legs of chairs, tables, and other furniture to prevent rust or furniture stains from developing on the carpet.
- Use only the recommended cleaning solution strength. Stronger solutions may cause accelerated re-soiling. Be sure to rinse all detergent from the carpet to prevent accelerated resoiling.
- Do not over wet the carpet. Over wetting may cause separation of the backing, separation of the seams, shrinkage, discoloration, and odor.
- The carpet should be dry within 12 hours. Provide proper ventilation or use fans to accelerate the drying process and exhaust any existing solution-related fragrances.
- Allow the carpet to dry completely before walking on it.

Dye Stains - Many beverages, medicines, cosmetics, foods and other liquids contain dyes that can be absorbed into the fibers, making removal very slow or impossible. Follow dye spot-removal procedures on the chart. If removal does not appear to be possible, call a carpet-cleaning professional for advice. Sometimes the stain can be hidden by spot dyeing, re-tufting, or by repairing the affected area.

Ink (Ballpoint Pen) - Follow recommended procedures in the Spot Removal Guide (Chapter 11) to contain the spill, using rubbing alcohol as the dry cleaning solvent. Rubbing alcohol (90% isopropyl) can be used as a dry cleaning solvent by applying with a cloth or towel. Do not pour the alcohol directly on the carpet.

Inkjet Cartridge - Blot with dry absorbent white cloth, use a wet vac or extraction machine to remove as much of the residue as possible. Blot with rubbing alcohol (isopropyl) applied with a white cloth, if stain remains, blot with household hydrogen peroxide. (Slight bleaching may occur.) If no change in affected area, consult with a carpet care professional.

Insecticides - Some insecticides may attack red dyes used in beige carpet leaving the blue and yellow dyes, which together form permanent green colorations.

Mustard - Some mustards contain very strong dyes that are difficult to remove. Quick action will minimize staining. It may be necessary to remove the stained area and insert an undamaged section of carpet.

Optical Brighteners - Any cleaning solution with optical brighteners should not be used to clean carpet because they contain fluorescent dyes that may bleach or discolor carpet fibers. They may exhibit a lavender cast in areas where the solution has been used and can eventually oxidize, causing a yellow discoloration on the fiber.

Spot Cleaning & Spot Removal Procedures

Acne Medications - Benzoyl peroxide is a strong oxidizing solution used in most acne medications and is capable of destroying most carpet dyes. Benzoyl peroxide can be transferred through direct contact of the skin with the carpet, or through the shedding of skin scales containing benzoyl peroxide. Because of a slow reaction time, this chemical will remain on the carpet fibers for months before activation by moisture or humidity. As the chemical reaction continues, the center of the affected area can be bleached white with a pink or orange halo around the outer edges.

Bleaching Solutions - Many household cleaning products contain bleaching ingredients that can destroy carpet color, leaving a white or yellow discoloration.

Blood - To remove blood, use only cool cleaning solutions to prevent setting the stain.

Burns - Burn damage can be remedied only by reweaving, re-tufting, or re-sectioning the damaged area. However, an area of charred carpet can be improved by carefully clipping off blackened ends of tufts, using small, sharp scissors. Trim surrounding tufts to minimize indentations.

Candle Wax or Chewing Gum - Freeze with ice by placing the ice in a metal pan and setting pan on top of wax or gum. Allow to sit for about 10 minutes, until frozen. Break with a blunt instrument (e.g. a knife handle). Vacuum up the pieces. Repeat until removed. Using alcohol or a dry cleaning solvent on a white absorbent cloth, blot the spot to dissolve the remaining residue and remove with fingers.

Stain-resist treatments provided on most carpets are designed to repel most acid-based dyes in many, but not all, foods and beverages. With proper patience and prompt attention, most common household spills can be removed.

For successful spot removal, the following suggestions should be followed. It may be necessary to contact a carpet-cleaning professional for assistance with stubborn stains that require a great deal of extra effort to remove.

Spot Removal Procedures

Act Quickly! Most carpet available today has been treated with a stain-resist treatment, so many spills can be removed if immediate action is taken. The longer the delay, the higher the probability of a spill becoming a permanent stain.

Remember, staining is influenced by many factors, and no carpet is completely stain proof.

Complete removal of many common spills may require repeated use of a single solution, or the use of a combination of solutions. Always use the solutions in the concentrations recommended. Continue using each solution as long as there is noticeable improvement or transfer of the spill. Follow the simple steps carefully, in sequence.

SPOT REMOVAL STEPS

Step 1

Blot liquids with a dry, white, absorbent cloth or white (no printing) paper towels.

Do not scrub the area! Scrubbing can cause pile distortion in the affected area. Continue to use a dry cloth or paper towels until the area is completely dry. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.

If the spot can be identified, locate the substance in the Spot Removal Guide (Chapter 11) and follow the directions carefully.

Step 2

Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage the fiber or the dye in carpet.

After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, select another cleaning solution.

Step 3

Apply a small amount of the selected cleaning solution to a white cloth, allow to sit for about 10 minutes 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.

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. Be patient! Complete removal of the spill may require repeating the same step several times.

What About Difficult Spots

Chapter

8

Unusual spots and stains may require specialized removal procedures to avoid permanent damage to fibers or dyes. A carpet-cleaning professional may be able to restore the original appearance with special treatments, re-dye the affected area, or replace the damaged area.

Animal Urine, Feces, and Vomit - (Use the following procedure only after following the chart.)

Blot the excess liquid and use a rounded spoon to scrape up semi-solids.

Apply several applications of water, and then apply a solution of one part white vinegar and one part water. Blot excess liquid and dry rapidly. If the spot remains, apply a detergent solution and blot.

Reapply the vinegar solution, and allow it to remain on the spot for about 15 minutes. Blot excess liquid and dry rapidly.

Not all urine stains can be easily removed and may require enzymes (found in pet shops or from veterinarians) to remove the lingering odor.

The preceding treatment is effective on the majority of fresh spots. If a color change takes place, consult a carpet-cleaning professional about possibly re-dyeing the area.

Acid Substances - Strong acids, such as battery acids and some tile-cleaning compounds require prompt action to prevent serious damage to carpet. First, flush the affected area with water. Using a white absorbent cloth blot up the excess liquid and repeat the process several times until the acid is diluted and washed away. Finally, blot the area with a solution prepared by adding one (1) tablespoon of baking soda to one (1) quart of warm water. Rinse again. Dry the carpet as quickly and thoroughly as possible.

Warm Water Rinse - Warm water should be used in most cases for rinsing.

White Vinegar Solution - Mix 1 cup white vinegar with 1 cup water. **Ammonia Solution** - Mix 1 tablespoon of household ammonia with a cup of water. **Be aware that ammonia, if used improperly, can cause a color change.** Be sure to test a hidden area.

Spot Removal Solutions - Some available carpet cleaning solutions may have a pH higher than 10 and/or optical brighteners which may distort the carpet color voiding out manufacturers warranties.

Also, some available carpet cleaning solutions may leave a detergent residue causing carpet to quickly resoil. PACR advises you to contact the carpet manufacturer for a list of recommended carpet cleaning solutions.

If you choose to use an available carpet cleaning solution, follow the label directions and be sure to rinse, rinse, rinse.

Call a Professional Cleaner if the spotting process is not successful.

Vacuum - All dry spills should be scraped up with a blunt object and then vacuumed to lift and remove as much of the remaining substance as possible. Pouring any liquid onto a dry spill can create additional problems.

Step 4

After the spill has been completely removed, rinse the affected area thoroughly with cold water, and blot with a dry cloth until all solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed. Apply a one-half inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object that will not fade. Continue to change paper towels as needed.

Note: Areas of soiling that appear after spot cleaning are most often caused by inadequate removal of spot removal solutions or spills that leave a sticky residue.

Many fiber manufacturers provide a toll-free number for cleaning assistance and advice (consult your warranty), or go to CRI's website www.carpet-rug.org for assistance.

Descriptions of Spot Removal Solutions

Always use cleaning solutions in the concentration recommended. . . not any stronger.

Select a spot removal solution that does not contain optical brighteners that can bleach or discolor fibers.

Dry Cleaning Fluid/Solvent - Use caution when using a dry cleaning fluid or solvent. A nonflammable, spot removal solution is preferred.

Transfer to the spot with a white absorbent cloth - not by pouring the fluid directly on the carpet. Direct contact may destroy the backing.

Nail Polish Remover - Use a nail polish remover without conditioners.

Detergent Solution - Mix 1/4 teaspoon of a clear (nonbleach, nonlanolin, no optical brighteners) dishwashing liquid with 1 cup warm water. Allow the detergent solution to remain on the affected area for 10 to 15 minutes to lift the stain. It may be necessary to rinse with warm water several times to completely remove residues.

Never use an automatic dishwasher detergent because many contain bleaching solutions that can destroy the carpet color and damage fibers. Never use a laundry detergent of any type, because laundry detergents may contain optical brighteners (fluorescent dyes) that dye the fiber.