

Instructions for Cleaning and Care

for HTW Design Carpet linen carpets

1. Preventive measures

The amount of dirt reaching the carpet can be greatly reduced by providing clean-off spaces in front of and in entrance areas and by the use of dirt-trapping mats. Particularly inside the building, these should have a minimum size of 2-3 stride lengths and must be regularly cleaned in order to maintain their performance long-term.

2. Maintenance cleaning

Maintenance cleaning is essential for ensuring that the carpet stays clean and largely determines the intervals at which intensive cleaning is necessary. To maintain the floor covering in a presentable condition, regular stain removal (see point 3) is also important for maintaining the value of the carpet.

Periodic vacuuming (daily to several times per week, depending on traffic levels) with a powerful brush vacuum cleaner removes both loose dirt and dirt particles that have become stuck or dried onto the surface.

3. Stain removal

The sooner a stain is treated, the greater the probability of its removal. Stain remover is used for localised treatment of stains and contamination. It is vital that this task is included in the daily maintenance cleaning.

Minor patches of grime and stains can generally be removed with lukewarm water and an absorbent cotton or microfibre cloth. In such cases you should avoid rubbing; instead, use pressure to turn the stain from the surface of the carpet inward to below the surface.

Not all stains can be completely removed (e.g. those caused by substances with strong dyeing properties such as coffee, red wine, mustard, toner etc.).

Solvent-based stains (chewing gum, paraffins etc.) can be removed when dry without damaging the surface using a blunt object such as a spoon or similar. Any residual substance can then be removed with stain remover.

Please always make sure that you test any stain remover on a hidden area or leftover piece of carpet before using it.

All chemical agents introduced into the carpet must be removed again without residue to prevent it quickly becoming recontaminated. (Act fast with lukewarm water and an absorbent cotton or microfibre cloth)

Do not use bleach or any product containing bleach, as these may discolour or remove colour from the textile fibres.

The physical wear produced by stain removal can cause bright patches to appear in the carpet.

4. Intensive cleaning

In addition to regular maintenance cleaning and stain removal, carpets require periodic intensive cleaning to remove dirt from their entire surface.

4.1 Powder cleaning: To begin the cleaning process, thoroughly vacuum the carpet with a powerful brush vacuum cleaner. Next, scatter damp cleaning powder evenly over the carpet by hand and massage it in using a special rotating brush machine. This dissolves the dirt, which is then absorbed by and bonded to the cleaning powder. Once the powder has dried, the carpet should be vacuumed again. By this means, the dirt and the powder residues are mostly removed. The physical wear produced by this method can cause the colour of the carpet to lighten. It is therefore important to clean the entire surface to prevent colour variations between different areas.

4.2 Pad cleaning: In this method, a cleaning agent is first pressure-sprayed onto the carpet. Then, a rotary disc machine with a fibre or microfibre pad is used to remove the bonded dirt from the carpet surface and capture it in the pad. Finally the carpet is vacuumed with a brush vacuum cleaner. Caution: ensure that the carpet is completely dry before it is walked on again.

Caution: do not use the following methods!

Wet cleaning

Wet cleaning is unsuitable for linen carpets since the high moisture content results in tensions forming in the material. In products laid without fixings, this results in wave formations, while in fixed carpets, the seams and wall joints become visible. Since linen becomes highly saturated with water, the drying time may take several days.

Steam cleaning

Steam cleaners are not suitable.

Retrospective fibre treatment

Retrospective fibre treatments can cause damage to the carpet and are therefore not recommended.