

# Cleaning and Maintenance

# Residential Carpet

A comprehensive Carpet Care programme consists of four stages:

## 1. Soil Containment

- 80% of soiling is caused by foot traffic. Walk off mats – both inside and outside – will minimise this.
- Outside mats should be of a coarse texture to brush soil from shoes.
- Inside mats remove smaller particles of dirt, as well as oils, that can be tracked in from outdoors.
- Mats should be vacuumed regularly and cleaned frequently so they do not become a source of soiling.
- It is very important to keep hard surface flooring clean to prevent tracking of residues onto the carpet

## 2. Vacuuming

- Vacuum thoroughly and frequently, particularly in high traffic areas. Frequent vacuuming removes dirt particles before they work their way beneath the surface of the pile.
- A light vacuum is recommended at least twice a week and a thorough vacuum weekly.

## 3. Spot and Spill Removal

- Spots and spills are inevitable but do not have to be permanent.
- Remove a spill quickly and there is minimal chance it will become a stain.
- For dried stains or solids use a spoon to gently brush and scrape the area and lift residue.
- Spills should be blotted up – do not rub vigorously. Rinse with water immediately.
- Use cold water first and hot water only if required.
- Blot with a dry, white, absorbent cloth or plain white paper towel. Blot gently, working from the outside of the spill towards the centre, until you get no transfer of the spill to the cloth.
- **For detailed Spot Removal Procedures please refer to our Spot Removal Guide.**
- **If in doubt call a carpet cleaning professional immediately.**

## 4. Annual Professional Clean

- A professional carpet clean restores the appearance of your carpet by extracting soil and substances that can cause damage.
- Robert Malcolm recommends hot water extraction as the most effective method.
- This procedure is recommended to be done annually to extend the life of your carpet, enhance its appearance and protect your investment.

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p 03 366 9839 e office@robertmalcom.co.nz  
59 Halwyn Drive, PO Box 914, Christchurch 8140, New Zealand  
robertmalcom.co.nz



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## Spot Removal Guide

Refer to the Spot Removal Chart to find out which method is best for each type of spot, then use each method in turn.  
**If in doubt call a Carpet Cleaning Professional immediately.**

1. Volatile Solvent or fast evaporating non-flammable dry cleaning fluid
  - Spray a small amount of solvent on the affected area.
  - Gently massage the spotter into the soiled area using a clean, dry, white cloth.
  - Blot up any residual moisture then vacuum.
2. Non-Volatile Solvents (paint, oil or grease removers)
  - This solvent evaporates slowly for more effective cleaning.
  - Use the same procedure as in (1).
  - Remember that non-volatile solvents can leave residues that can cause rapid re-soiling.
  - Always rinse the treated area with a volatile solvent, blot dry and then vacuum.
3. Detergent Solution
  - Always use a detergent solution with a pH of less than 10.
  - Mix ¼ teaspoon of liquid, non-lanolin hand or dishwashing detergent with one cup of warm water.
  - Never use a stronger concentration – this makes the detergent residues more difficult to remove, increasing the possibility of rapid re-soiling.
4. Warm Water Rinse
  - Use lukewarm tap water to rinse the spot from the fibre
  - **NOTE: Only use cold water to remove blood stains.**
  - Vinegar Solution
  - Mix one cup of white vinegar (5% acetic acid solution) with one cup of water.
5. Vacuum
  - Absorb moisture with a 10cm layer of plain white paper towels.
  - Weigh down with a heavy object.
  - When dry vacuum carpet to restore pile texture.
6. Bleach Solution – Solution Dyed Nylon Carpets Only
  - For spots/stains that are impossible to remove using general spot cleaning techniques, recommended bleach solutions can be used.
  - Only mild bleach solutions should be applied to carpet – household bleach (5.25% – 6% sodium hypochlorite) should be diluted with four parts water to one part bleach.
  - This solution should be left on the carpet only as long as it takes to remove the stain. If left for an extended period it can physically damage the fibres.
  - Always rinse with water, pat dry and vacuum to remove all bleach residue.

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Stain Type	Procedure	Stain Type	Procedure
Adhesives	1, 7	Furniture Polish	2, 3, 4, 5, 6, 7
Auto Grease	1, 3, 4, 7	Gravy	2, 3, 4, 5, 7
Beer	3, 4, 6, 7	Grass Stain	2, 3, 4, 5, 6, 7
Blood	3, 4, 6, 7	Ice Cream	3, 4, 5, 6, 7
Bleach	3, 4, 6, 7	Ink	3, 4, 5, 6, 7
Butter	3, 4, 6, 7	Lipstick	2, 3, 4, 5, 6, 7
Chewing Gum	2, 3, 4, 7	Machine Oil	2, 3, 4, 5, 6, 7
Chocolate	3, 4, 5, 6, 7	Mascara	1, 3, 4, 6, 7
Cosmetics	1, 3, 4, 6, 7	Mayonnaise	3, 4, 6, 7
Clay	3, 4, 5, 6, 7	Mustard	3, 4, 5, 6, 7
Coffee (Wet)	3, 4, 5, 6, 7	Nail Polish	1, 3, 4, 6, 7
Coffee (Dry)	3, 4, 5, 6, 7	Paint (Latex)	1, 3, 4, 5, 6, 7
Cooking Oil	3, 4, 7	Paint (Oil)	1, 4, 5, 6, 7
Cough Syrup	3, 5, 7	Shoe Polish	1, 3, 4, 6, 7
Crayon	3, 4, 7	Tar	1, 2, 7
Curry	4, 5, 7	Tea	3, 4, 5, 7
Egg	3, 4, 6, 7	Toothpaste	3, 4, 7
Excrement (Faeces)	3, 4, 5, 7	Urine	3, 4, 5, 6, 7
Food Colouring	2, 3, 4, 5, 6, 7	Vomit	3, 4, 5, 6, 7
Fruit Juice	3, 5, 6, 7	Wine	3, 4, 5, 6, 7

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