



## Maintenance Recommendations

### Introduction

The purpose of this manual is to provide cleaning and maintenance recommendations for Avenue Hand Tufted rugs. Cleaning and maintenance should be performed by experienced, trained personnel, who are able to anticipate the frequency of cleaning.

### Barrier Matting

Placing barrier matting in track-off and high traffic areas will prevent the soil from reaching the rug. Track-off areas are typically where people walk from a hard surface to the carpet. High traffic areas are typically where heavy foot traffic is directed through restricted zones. In addition, absorbent matting is recommended at street access points to prevent excess moisture from coming in contact with the rug during severe weather conditions.

Barrier matting should be cleaned thoroughly and at regular intervals to prevent this soil from tracking onto the rug.

Kitchen and restaurant areas are high soiling sources. At least two barrier mats should be provide for these areas so while one is being cleaned the other can be used.

Hard floors should be kept clean from spills to minimize tracked in soil.

### Frequency of Cleaning

Overall soiling will cause discoloration, crushing and matting. The amount of soiling will vary in different parts of the installation. Therefore, it is necessary for the cleaning and maintenance personnel to match the cleaning program and the frequency to the rate of soiling. It will not be necessary to clean all rugs the same way.

### Daily Maintenance – Vacuum Cleaning

Vacuum cleaning will remove loose particles of soil and grit while helping to lift the pile.

All flooring gets dirty; however, color and pattern can help prevent obvious soil. Vacuum cleaning regularly prevents the soil from sinking deeper into the carpet. When the soil is not removed, the soil sinks into the carpet and causes wear and discoloration.

Regular vacuuming should begin as soon as the carpet is installed. Any loose short fibers contained in the rug will be removed by the vacuuming process in the early stages of the rug's life. The vacuum cleaners should be checked regularly (brushes, belts, hoses, etc) and maintained. Soil bags should not exceed the half way mark and warning lights should not be ignored. Proper vacuuming requires 3 to 5 passes at slow speed over the same area.



## Daily Inspection of Spills

Most common spills can be removed if dealt with immediately. An emergency cleaning kit should be readily available.

If available, use a vacuum cleaner specifically designed for wet spills. Some drink spills can leave a sticky residue which must be removed using a hot water extraction machine containing clean water.

## Interim Maintenance

The recommended interim cleaning method is Absorbent Powder. The compound is sprinkled evenly over the carpet and brushed in using a special machine. The compound must be thoroughly vacuumed up to prevent build up. This method is not recommended in areas where moisture is present (i.e. bar areas).

The following methods are NOT RECOMMENDED: Bonnet Buffing, Dry Foam, Rotary Brush, Skimming or any method using a horizontal brush.

## Intensive Cleaning Methods

Interim cleaning with absorbent powder generally will maintain the rug's appearance. If more intensive cleaning is needed, the Hot Water Extraction Method is recommended. The frequency of cleaning will vary. The average is once every six months. After cleaning, the rug should not be walked on until completely dry.

**Over-wetting must be avoided and will damage the rug.**

## Cleaning Machines

### Vacuum Cleaners

An upright commercial grade vacuum cleaner with twin drive motors to optimize vacuum and brushing actions.

### Hot Water Extraction Machines

Windsor Industries Admiral or Passport machines or a similar type available from Prochem. These machines reduce drying time to a minimum of 4-5 hours when used by *experienced personnel*.

## Chemicals

Cleaning solutions with a pH between 5.5 and 7.5 should be used. For stain removal, occasional use of a higher pH may be necessary but should not exceed 8.5. Check a small



inconspicuous area for color fastness before applying to the stain. Rinse the area immediately after with a hot water extractor and a neutralizing pH chemical.

### **Soil & Stain Retardant Finishes**

These finishes are generally not necessary for our rugs.

### **Spills, Spots & Stains**

Always remove spills, spots and stains before interim or intensive cleaning.

Remember the earlier spills, spots and stains are tackled, the easier it will be to remove.

ACT IMMEDIATELY but DO NOT RUB the carpet because this will untwist the pile and change its texture.

1. Remove any solid matter.
2. If wet, blot up the moisture with a white paper towel or clean white rags. Blot/dab as much moisture as possible. Use warm water and a small amount of carpet shampoo (diluted according to manufacturer's recommendations). Follow the Blot and Wipe Method. AVOID OVER-WETTING THE CARPET.

### Blot and Wipe Method

1. Apply a small amount of diluted solution to the carpet using a damp towel.
2. Work the edge of the spill to the center to avoid spreading the spill.
3. Blot with clean white rags or white paper towels.
4. Repeat steps 1-3 as necessary. Be patient. Some spills may be very difficult to remove.
5. Avoid walking on the wet area until thoroughly dry or rapid re-soiling may occur.

### Stain Removal

Some stains will not be removed by shampoo only. Use the appropriate stain remover and follow manufacturer's recommendations. It is always recommended to test a small area of the carpet for color fastness to the stain remover. When the treated area is completely dry, vacuum THOROUGHLY.

### Removal of Coffee and Tea Stains

These stains are very difficult to remove. This is due to the high temperature at which the coffee hits the carpet, effectively dyeing the fiber.



1. Remove any solid matter.
2. Mop up the moisture with a white paper towel or clean white rag.
3. Follow the Blot and Wipe Method but AVOID OVER-WETTING the carpet.
4. Allow rug to dry completely.

#### Removal of Coke and Other High Sugar Type Stains

The sticky residue from these drinks attracts soil and causes the carpet to become flat and matted. Remove the stain as soon as possible.

1. Use a hot water extractor or wet suction vacuum cleaner to remove the spill before it is soaked up by the carpet.
2. Use a hot water extractor with a weak shampoo solution in the tank to clean the area.
3. Remove as much of the cleaning solution as possible using the vacuum only function.
4. Allow to dry thoroughly.
5. If stickiness remains after dried, repeat steps 2-4.

If a wet suction machine is not available:

1. Remove any solid matter.
2. Blot up moisture with white paper towels or clean white rags. Blot/dab up as much moisture as possible.
3. Follow the Blot & Wipe Method.

#### **Contacts**

If any other problems exist which are outside the scope of this manual or the normal cleaning contractor's experience, please contact us:

Avenue Rugs  
P.O. Box 68  
Mandeville, LA 70470  
Office (985)626-7825  
Toll Free (866)228-3784  
Fax (985)626-7881