



Care and cleaning instruction
WALK x TALK Broadloom

OBJECT CARPET

Prevention

Cleaning walk-through areas: Soiling a carpet floor must be prevented right from the start by creating sufficiently large clean walk-through areas at the entrance and in problem areas (transition areas from hard surfaces to textile coverings/from production environments to administrative areas, etc.). You will achieve the best results by placing different mats, coarse and fine. It is absolutely essential to clean these mats every day otherwise, these dirt prevention mats may become a source of dirt themselves. This "ink pad" effect can also arise from improper use of wax-containing products in the daily care of hard floors.

Furniture glides

Please ensure that furniture is being equipped with metal glides. Plastic glides cannot be recommended due to abrasion.

Castors for swivel chairs

Hard chair castors for textile flooring, soft chair castors for non-textile floor coverings. The use of inappropriate castors may result in destruction of the floor covering. Please note that the supplier has no influence on this fact.

Dusting of textile coverings

Regular dust removal is without doubt the most important part of an optimal carpet care programme. Dust removal loosens pigment dirt from the surface and from natural gaps in the fabric mechanically (beating and brush action as well as suction brushes) and by vacuuming loose pigments. For best results use an upright vacuum cleaner with a high-performance suction and brush action (with a soft brush); however make sure to adjust the height of the brush to the correct position and to work systematically and thoroughly. The basic requirement for a functioning upright vacuum cleaner is a regular maintenance, especially of brushes, filters (preferably, Micro-filters) and dust bags.

It is critical to follow a consequent and object-related system:

- Highly frequented areas, e.g. entrance halls, lobbies, restaurants, corridors and designated clean areas, should be daily cleaned with an upright vacuum cleaner.
- Lower frequented areas, e.g. conference rooms, offices and adjoining rooms should be vacuumed as often as required, but at least on every other day. This is the only way to prevent the carpet pile from an early deformation in walkways and wheel-chair access areas.

Dusting of textile coverings

For daily care, the use of a vacuum cleaner with an electric powered brush is recommended (e.g. SEBO, XP Professional). Due to general wear e.g. of shoe soles, material remains can stick on the pile surface which can be easily removed using a hand brush.

Stain Removal (Detachur)

The earlier the stain treatment the higher the chances to remove it! Detachur comprises locally limited treatment of stains and other contamination. According to RAL 991/A3, this treatment step belongs to the everyday general routine cleaning. If the stains are immediately treated with suitable detergents they can usually be completely removed without any problems. An exception to this rule are stains with bleaching or colouring effect which cannot be completely removed without affecting the surface. Small and slight spots and stains can usually be removed with lukewarm water and an absorbent cloth made of white cotton. It is even better to use off-cuts from the laid carpet. Do not rub the stain. Clean gently whilst moving from outside to inside, applying pressure. You can also use a microfibre glove as a mechanical aid. Stains treatable with solvents (chewing gum, paraffins, etc.) can be removed in dry condition without damaging the pile area with a non-sharp-edged object (spoon etc.). Remove the residual substance with an appropriate spot remover. Prior to cleaning, always test stain remover in an invisible and/or inconspicuous spot. The manufacturer bears no liability in case of improper treatment. All chemicals applied to the carpet should be completely removed in order to avoid a fast return of the dirt. Use no bleaching agents or bleach-containing products as they cause colours to fade or bleed.

Stain Removal (Detachur)

Any kind of stains, can be removed with the detergent from the house of JAMES and RZ Chemie.

Intermediate and/ or Surface Cleaning

Surface cleaning encompasses the cleaning of the upper layer of the entire pile surface. However, it is no substitute for the intensive cleaning routine which is only postponed. Always carry out a cleaning test irrespective of the cleaning method to be used.

The following methods are advisable:

Pad cleaning

At first, apply a detergent with a pressure sprayer onto the carpet. Then remove the bound dirt from the surface by a rotating single-disc machine with the yarn pad underneath. The dirt will be captured on the pad (please note that micro-fibre pads, occasionally used by untrained personnel, can damage the pile). Then clean the carpet with an upright vacuum cleaner. Drying time: approximately 1 to 2 hours (depending on the type of covering).

Basic and/ or intensive cleaning

Under RAL 991/A3 an intensive cleaning routine encompasses the cleaning of the textile covering throughout the whole pile. The cleaning plan depends on the building type. Anyway, it must be carried out by a professional cleaning firm at least once a year. Always carry out a cleaning test irrespective of the cleaning method to be used. Depending on the amount of dirt, it may be necessary to combine different cleaning methods. Floor quality, floor surface construction, laying method and allocated drying time are all important criteria for the choice of cleaning method. Please contact our cleaning partner stated at the end of this Cleaning and Care Guide.

Spray extraction

Enlever la saleté avec une machine à rouleaux brosse tournant.

À la fin du pré-traitement (Vordetachur), saupoudrer un produit détergent sur la moquette. Rincer la saleté détachée du revêtement à l'aide d'une machine d'extraction par pulvérisation en appliquant une pression avec une quantité d'eau suffisante. Avis Important ! Ne pas remplir la machine avec du détergent!

- Rincer plusieurs fois à l'eau claire
- Le temps de séchage minimum est de 24 heures
- Ne pas utiliser cette méthode sur un sol sensible à l'humidité
- Ne convient pas aux revêtements amovibles !

Combined procedure

Remove the loose dirt with a counter-rotating brush roller machine. As soon as you are ready with pre-treatment (Vordetachur), rub a cleaning liquid into the carpet with the aid of a three-disk, single-disk or roller machine (use a low-surfactant detergent).

After a short exposure time, scavenge the loose dirt from the surface by means of a spray extraction machine with enough water and remove it with a vacuum cleaner in one continuous process.

Important Advice! – Use crystalline drying carpet shampoo and/or low-surfactant detergents for pre-shampooing.

- Do not re-fill spray extraction machine with detergent!
- Rinse several times with clear water
- Drying rarely takes less than 24 hours
- Do not use this method on water-sensitive floors!
- Do not use this method on loosely laid carpets!

Cleansing products

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Cleansing partner

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