



# Care & Maintenance Guide

## Crystal Ridge

### PROTECT AND PRESERVE

While our Solution Dyed PET carpets are very colorfast and stain resistant, certain care must be used to elongate the life cycle of your flooring investment. By following this guide, you will help to ensure a great looking floor covering for years to come. Thank you for allowing us into your home.

### ENTRY MATS

The 1st line of defense for your new carpet is an entry walk off mat. Flooring2 suggests a high quality absorbent mat be used at all entrances leading to your carpets. Regularly vacuum and clean the walk off mats as they will reach a high soil load very quickly.

### ROUTINE VACUUMING

The most important maintenance procedure is the removal of dry soil by vacuuming. Appropriate vacuuming is several slow passes back and forth in the same direction, alternating direction every couple of passes. Use a dual motor upright vacuum where the brushes and suction are driven by separate motors. For best results, change vacuum bags before they become two-thirds full. Flooring2 does not recommend vacuums with beater bars. Do not let your carpet become heavily soiled before vacuuming. A routine vacuuming is highly recommended as to keep soil loads to a minimum, higher traffic areas may require vacuuming 2-3 times weekly. All vacuums must be approved under the Carpet and Rug Institute's Seal Of Approval Vacuum Cleaner Program. A comprehensive list of approved products can be found at [www.carpet-rug.org](http://www.carpet-rug.org). These vacuums have been performance tested and have met indoor air quality standards to help ensure that your carpet is clean and your indoor environment remains healthy.

### SPOT CLEANING

Spills and spots must be attended to with immediacy. Spills that are allowed to dry are much more difficult to remove. All spot cleaners used on Flooring2 products must be approved by theCRI Seal of Approval Program. These products are listed at [www.carpet-rug.org](http://www.carpet-rug.org). Never rub spots or spills, use a blotting action only. For specific spot cleaning instructions, please refer to the Flooring2 Spot and Spill Removal Guideline at the end of this document. For hard to remove spots or stains, a 3 parts water to 1 part household bleach may be used on Engineered Floor carpets allowing a 10 minute dwell followed by a thorough water rinse.

**IF YOUR FLOORING2 CARPET CONTAINS A COLOR FLECK, YOU MUST TEST AN INCONSPICUOUS AREA OR LEFTOVER SAMPLE BEFORE USING THIS TECHNIQUE. ALLOW 24 HOURS AFTER TESTING TO VIEW THE AREA TO SEE IF ANY COLOR CHANGE RESULTED FROM THE TEST. DO NOT USE THIS TECHNIQUE IF COLOR CHANGE IS PRESENT. DO NOT USE THIS TECHNIQUE ON ANY OTHER CARPETS OR RUGS THAT ARE NOT MADE BY FLOORING2.**

### RESTORATIVE CLEANING

Hot Water Extraction is the preferred method of cleaning by Flooring2 for its synthetic fiber carpets. This method is proven to be the most effective means of removing entrapped soil and other residues. We recommend your carpet to be professionally cleaned every 12-18 months. Heavily soiled or high traffic areas may require cleaning prior to the recommended time. This method does require effort and will take some time to dry. Use air movement systems and the HVAC system to aid in drying time. Flooring2 does require that all systems used on Flooring2 Carpets be approved under the Carpet and Rug Institute's Seal of Approval Program. Flooring2 prefers that carpets be cleaned by trained technicians that will follow IICRC S-100 Cleaning Guidelines. Failure to clean the carpet as outlined above may result in a loss of warranty.

The Keys of cleaning are:

Chemicals (approved detergent solutions used as pre-conditioner)

Heat

Agitation

Time (dwell time of the pre-conditioner)

Once the appropriate pre-spray has been sprayed onto the carpet with a hand pump sprayer diluted with hot water,

A cylindrical brush machine such as manufactured by Prochem can be used to work in the pre-spray chemistry and to suspend soil providing a more effective extraction.

Extraction should be performed using two wet passes and two dry passes using water at least 130°F at the extraction head.

Groom the wet carpets with a Grandi Groomer® or similar grooming tools to provide the best appearance retention to the cleaned fibers.

Never mix any detergent solutions at greater than the recommended concentrations. The most effective cleaning method by hot water extraction employs a pre-spray chemistry coupled with agitation. Always thoroughly rinse any detergents from the carpets with water only as to impede accelerated soiling. If detergent residue or build up exists, clean the carpets with hot water only.

## SPOT CLEANING GUIDE

### WATER SOLUBLE STAINS:

First, blot thoroughly with a white cotton cloth or paper towel. Next, apply a solution of liquid dish washing detergent to one quart of water. A spray bottle works well. Repeat until the stain is removed, if stain still exists then proceed to H. Stubborn Stains.

### WATER SOLUBLE STAINS WITH ODOR:

Same as A, but treat with white vinegar before using detergent.

### WATER SOLUBLE STAINS WITH HEAVY COLORS:

Same as A, but treat with household ammonia before using detergent.

### GREASE:

Blot as much as possible with a white cloth or paper towels. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid), or citrus based solvent to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use with rubber gloves and provide adequate ventilation.

**WAXES and GUMS:**

Freeze with ice or a commercially available product in a spray can. Shatter with blunt object and vacuum immediately. Repeat as necessary.

**MEDICAL STAINS:**

Commercial preparations are available. A 5% Sodium Thiosulphate solution from a photography store may also be used. For stains more than a few hours old, this solution should be heated.

**RUST:**

Most can be removed with a 10% solution of citric acid or use of professional rust remover. More stubborn stains will require professional cleaning as restricted chemicals may be needed.

**STUBBORN STAINS:**

Use a 25% solution of bleach to water (1 part bleach to 3 parts water) and spray the discolored area. Do not saturate the carpet as the backing can be affected by over wetting. Allow the solution to dwell for 15 minutes and rinse with water to remove any residue. Extract or blot the area to assist in drying. If the discoloration remains, repeat this step. Test an inconspicuous area to determine if the material will resist color change to the bleach.

Stain  
Cleaning Method

Alcoholic Beverage  
A then H

Asphalt  
D

Beer  
A then H

Betadine  
F

Berries  
A then H

Blood (wet)  
A then H

Blood (dry)

C then H

Butter  
A then H

Chewing Gum  
E

Chocolate  
C then H

Coffee  
B then H

Cola Drinks  
A then H

Stain  
Cleaning Method

Cosmetics  
A then H

Crayon Markers  
D

Excrement  
A then H

Food Dyes  
A then H

Furniture Polish  
D, A then H

Grease (auto)  
D

Grease (food)  
A then H

Ink (ball-point)  
D

Ink (washable)  
A then H

Lipstick  
D

Milk  
A then H

Mustard  
A then H

Stain  
Cleaning Method

Nail Polish Nail  
Polish Remover

Paint Latex (wet)  
A then H

Paint Latex (dry)  
D

Paint (oil)  
D

Rust  
G

Tea  
A then H

Urine  
B then H

Vomit  
B then H

Wax  
E

Wine

C then H