

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.
- **NOTE:** The use of a beater brush Vacuum Cleaner is NOT recommended on Robert Malcolm Carpet. These brushes can tease out carpet fibres, causing premature aging.

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 every 18 months to 2 years to extend the life of your carpet, enhance its appearance and protect your investment.

5. Pulls or Loose Threads

- In the event you notice a high loop or loose thread, please do not pull it.
- Contact your retailer for advice.

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

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