

Cleaning and Maintenance Manual

High-quality carpet made by MALTZAHN Carpet Innovation GmbH offers design flexibility and an almost unlimited range of applications and is the first choice for outfitting private, commercial and public buildings.

Thanks to a finely harmonised combination of colours, patterns and textures, the carpet creates an atmosphere that exudes comfort, prestige and image without compromising on practicality.

CARPET CARE PAYS OFF

A carefully planned care and cleaning programme creates the prerequisites for the long term retention of the carpet's functional and aesthetic features.

The programme should be designed when carpet is chosen or, at the latest, when carpet is being installed.

A well-cared for carpet creates an appealing, attractive environment and, as a result, a favourable working environment from which everybody benefits.

Proper expert care also pays off as carpet is able to conserve its value. Any need to replace carpet is therefore put off to a later date.

To avoid harm being done to high-quality carpet made by MALTZAHN Carpet Innovation GmbH, material composition, carpet construction, the underside of the carpet and the installation method are all factors that have to be considered when selecting the care and cleaning procedures.

A STATEMENT FROM MALTZAHN

This cleaning and maintenance manual is based on the latest knowledge plus the experience of the German Textiles and Flooring Institute (TFI) and the Paul Geißler GmbH (Headquarters of the German Carpet Cleaners Association) but does not claim to be exhaustive. This manual, and the information contained in it, is designed specifically for the material compositions of our carpet.

We cannot be held liable for any carpet damage or unsatisfactory cleaning results caused by improper cleaning or stain removal and the carpet cannot be seen as failing to perform under the terms of the warranty.

This also applies when the recommended care and cleaning cycle outlined below is not followed.

PROPER CARE RIGHT FROM DAY ONE

Thorough and intensive cleaning as well as interim and surface cleaning should only be carried out by trained personnel.

MALTZAHN Carpet Innovation GmbH puts its trust in the Paul Geißler GmbH (FDT), which has more than 30 years of experience in this field. The nationwide group utilises, in line with a floor covering's technical features, all recognised systems on the market and provides a service that exclusively uses its own employees who are regularly trained in the latest technological developments in the field at the company's in-house training centre.

Apart from this professional service, Paul Geißler GmbH, in conjunction with MALTZAHN Carpet Innovation GmbH, provides impartial advice on all aspects of carpet care immediately after carpet has been installed.

PREVENTION

Walk off mats: it is imperative from the outset to protect carpet from dirt by establishing sufficiently large walk off areas at entrances and in problem zones (e.g. from hard floors to carpet or from production zones to office etc.). The best results are achieved by the installation of mats capable of trapping coarse and fine dirt.

Regular daily cleaning is essential if the walk off areas themselves do not become a source of dirt.

This ink pad effect can also occur if products containing wax are applied correctly when being used to maintain hard surfaces.

DAILY MAINTENANCE CLEANING

VACUUMING TEXTILE COVERINGS

Regular vacuuming is without a doubt the most important component of an optimal carpet care programme.

Vacuuming serves to remove surface particles and dirt from the surface and dirt embedded in the carpet piles by means of mechanical impact (beating, brushes and suction brushes) and then suctioning of the released dust.

Best results can be achieved by using a brush vacuum cleaner with a high-performance brush and suction system (with soft brushes). Care must be taken when setting the brush height to ensure vacuuming is both thorough and systematic.

Regular maintenance, especially of the brushes, filter (micro filters are advantageous) and collection bags, is essential if brush vacuum cleaners are to function properly.

It is vital carpet is cleaned consistently at regular intervals:

- High traffic areas such as entrances, reception areas, restaurants, elevators, corridors and walk-off areas should be cleaned daily with a brush vacuum cleaner.
- Medium traffic areas such as conference rooms, offices and auxiliary rooms should be vacuumed as the need be or at least every other day.

It is the only way of preventing carpet pile from being deformed in walkways and areas where castor chairs are used.

STAIN TREATMENT & REMOVAL

The sooner a stain is treated, the greater the chance of it being successfully removed. Stain treatment includes the on-site treatment of spots and stains. This procedure must be part of the daily cleaning programme. If stains are treated immediately with suitable cleaning agents, complete removal is not usually a problem. Exceptions are staining substances with a bleaching or discolouring effect that cannot be completely removed without damaging the carpet.

In most cases, lightly soiled and stained areas can usually be removed with lukewarm water and an absorbent cloth (white cotton). An even better method of removing dirt is to use the leftovers of an already laid carpet. Stains should not be rubbed but, working from the outside edge towards the centre, blotted. A micro-fibre glove is a useful aid.

To remove solvent-based staining substances (chewing gum, wax etc), wait for them to dry and then remove with a blunt object (e.g. spoon etc.) without damaging the pile. Any residue can be treated with stain remover.

Before using a stain remover, it is essential it is tested on a non-visible or concealed part of the carpet. Damage caused by improper stain treatment is not covered by the manufacturer's warranty.

All cleaning chemicals applied to the carpet must be completely removed, without leaving any residue, to quickly prevent any resoiling.

Do not use bleaching agents or products containing bleach as they discolour carpet fibres.

Cleaning products should always be stored out of the reach of children and animals.

Should the above guidelines be of no assistance, we suggest you contact our maintenance and cleaning partner who will provide you with our latest stain removal table.

INTERIM CLEANING / SURFACE CLEANING

Surface cleaning encompasses cleaning the entire upper surface of the pile. This is no substitute for intensive cleaning and can only serve to delay intensive cleaning. No matter which cleaning procedure is used, the method should first be tested

The following cleaning methods are available:

CLEANING WITH READY MADE FOAM

This method involves using rollers or single disc machines to massage standing foam into the carpet. After a drying period of approximately 5 hours, the carpet must once again be thoroughly vacuumed.

POWDER CLEANING

The advantage of this cleaning method is that the carpet requires little drying time and can be walked upon soon afterwards.

The damp cleaning powder is distributed evenly onto the carpet using rollers or by hand and then rubbed into the carpet with a special brush roller machine. The loosened dirt is then absorbed by the cleaning powder. Once the powder has dried, the carpet must be vacuumed thoroughly with a brush vacuum. This will remove virtually all dirt and any remaining powder.

PAD CLEANING

The cleaning agent is first applied using a pressure spray. A rotating single disc machine and a thread or micro-fibre pad positioned under the machine removes the dirt from the carpet surface and is held in by the pad. The carpet must then be vacuumed with a brush vacuum. Drying time is approximately 1 to 2 hours, depending upon the type of carpet.

THOROUGH CLEANING / INTENSIVE CLEANING

The intensive programme encompasses cleaning the entire area of the carpet and the complete depth of the carpet pile according to RAL 991/A3, which describes the stages of the individual cleaning methods in detail. Depending upon the object, intensive cleaning should be carried out at least once a year and only by trained specialists.

No matter which cleaning method chosen, it should also be tested prior to cleaning.

Depending upon the degree of carpet soiling, it may be necessary to combine differing cleaning systems. When selecting the cleaning methods, it is essential to allow for the floor properties, the subfloor construction, the carpet installation method used and the drying time available.

SPRAY EXTRACTION

Loose dirt is first vacuumed using a counter-rotating brush roller machine. After the stain has been pre-treated, a cleaning agent with a low tenside concentration is sprayed onto the carpet. With the aid of a spray extraction machine, the loosened dirt is sprayed out of the carpet using pressure and sufficient water.

Caution – no cleaning products in the spray extraction machine.

- Repeatedly rinse out with clear water
- Drying time at least 12 hours
- Unsuitable for water-sensitive floor constructions
- In the case of carpet tiles, spray extraction may not be carried out over the entire carpet surface and is, using minimal moisture, only possible on smaller sections.

COMBINATION PROCESS

Loose dirt is first vacuumed using a counter-rotating brush roller machine. After the carpet has been pre-treated, a cleaning fluid is massaged into the carpet with either a single disc or roller machine (cleaning product with a low tenside concentration).

After allowing for a little time for the fluid to take effect, using a spray extraction machine with sufficient water, the absorbed dirt is then sprayed up to the surface and simultaneously suctioned.

Important – use crystalline shampoos or cleaning products with a low tenside concentration during pre-shampooing

- Do not use additional cleaning products in the spray extraction machine
- Repeatedly rinse out with clear water
- Drying time is rarely less than 20 hours
- The guidelines regarding carpet tiles found in the section relating to spray extraction must be followed
- Unsuitable for water-sensitive floor constructions

THERMOELECTRICAL CLEANING METHOD

TEP-TOP-Clean® is a special system developed exclusively for intensive carpet cleaning. Loosely lying or slightly adhesive dirt is suctioned by a counter-rotating brush vacuum. After stain pre-treatment, an environmentally friendly enzyme solution is applied evenly to the carpet. The cleaning process releases the dirt which is then removed by a special cleaning pad. The inner construction of the cleaning machine encompasses a unique and patented number of rotations to ensure a constant heating level (thermoelectric) of approximately 30°C.

Finally, the carpet is vacuumed with a brush vacuum to straighten up and parallelise the pile. This process is the only patented method certified by the German TÜV/TFI standards authorities and is ideal for proper carpet care right from day one as there is:

- no chemical residue
- carpet does not re-soil quickly
- carpet can be walked on immediately
- resources saving due to an approximately 96 per cent water saving

As a little “thank you” for you making the right decision, our high-quality maltzahn carpets will accompany and support you over the coming years – we look forward to seeing you again!

MALTZAHN Carpet Innovation GmbH places its trust in the expertise and the process engineering of Paul Geißler GmbH (FDT)
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