



## Carpet Tiles Maintenance Guide

Carpet tiles are easy to clean, but this does not mean they should be neglected. It is important to maintain them, particularly in commercial environments with lots of footfall, so they last as long as possible and look just as beautiful as when they were first purchased.

Some general rules to carpet tile maintenance are:

- Always acclimatise your carpet tiles before installation.
- Always use the manufacturers recommended cleaning products for best results – they are recommended for a reason. Do not use other products without first consulting the manufacturer.
- Always test solutions or cleaning products on a hidden section of carpet tile to ensure the reaction is as expected.
- Remove spillages as soon as they occur or they will become stains.
- Use doormats in an area right before the carpet tiles will be reached to avoid dirt buildup as much as possible. Clean these mats daily too, and try to use ones that are 3-5m in length for maximum effect.
- Do not drag or push furniture across the floor as this may cause damage. Move furniture on wheels where possible. Use furniture cups once they are in the room.
- Avoid using too much moisture when cleaning. Carpet tiles should be lubricated however if a rotary extraction tool is being used.
- Use solvent spotters as little as possible.

## Daily Cleaning

Vacuuming daily is essential, as carpet materials gather dirt quickly, particular in areas with dust or footfall. If not cleaned, they can damage the fibres and appearance of the tile, or flatten the pile. It is ideal to use a strong setting on a vacuum with a revolving brush agitator or beater bar, and do it slowly and methodically. In heavy traffic areas, it may be necessary to vacuum more frequently.

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Pile lifting with a pile lifting machine should also be carried out to ensure dry soil can be loosened and flattened pile can be restored. Cut pile tiles require this at the most intense and frequent level. Microtuft and needlepunched products should not have this carried out at all as the process may damage these types of products.

Daily spillages and stain removal should also take place as needed. Spills needs to be cleaned before they become stains, so should be blotted with a clean and white cloth (and scraped first if semi-solid), as soon as they occur. Stains should be removed upon noticing them using a specially designed product that will work with your carpet tiles. More details can be found in the stain removal section below.

### Normal Cleaning

A deep cleaning process should take place every three months in heavy traffic areas, and every six months in light traffic areas. After vacuuming or pile lifting and removing spillages and stains, use one of the several methods, as described below:

- Hot Water Extraction – Fill a hot water extraction machine with extraction liquid, diluted as per instructions of the product. Clean in 1-2 metre sections, and go over the same area three times to ensure sufficient moisture is removed. Overlap 5cm at a time to ensure all the area is cleaned, and do not use the solution valve so much as to overwet the carpet, otherwise this will cause seepage. If this occurs, dry the underside of the tiles to avoid mould. When complete and dry, carry out pile lifting before allowing traffic.
- Dry Extraction – Spray the carpet with a traffic lane cleaner. Spread a dry compound for cleaning such as carpet dry shampoo or powder all over the floor. Allow it to dry and brush it as per directions, and then vacuum.
- Bonnet Cleaning – Apply a bonnet cleaner to the floor. Use a bonnet machine over the floor with a pad driver and carpet bonnet attached. When the leftover cleaner on the carpet tiles dries and crystallises, this can be vacuumed over the next few days. Alternatively, the bonnet cleaner can be applied to the carpet bonnet instead of the floor through dunking it in a diluted solution and wringing out. This method is fast drying, so recommended for area that are soon to be busy.
- Encapsulation – Spray a suitable encapsulation solution with crystals on the floor, diluted as per the instructions, and allow for the recommended dwell time. After this, spread it into the carpet tiles using a rotary machine with brush plate attachment. Finally, vacuum the area.

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## Stain Removal

Remove stains and spillages as soon as they occur or are noticed. First, if a stain is semi-solid, scrape it. Remove all excess debris with a paper towel. After this, and for all stains that aren't semi-solid, blot them with a clean and white cloth. It is important to use white cloth so colour running is limited, and work from the outside to inside of the stain as to not spread it. Do not scrub a stain or overwet a carpet tile.

If a stain persists, use hot water, or failing that a solution made of water and vinegar (1:1 ratio). Alternatively, try 250ml of water with a ¼ teaspoon of detergent, or instead a solvent spot remover depending on the stain. Below is a list of removal techniques for various stains:

- Ink – Solvent spot remover.
- Water based stains – Detergent solution.
- Oil based stains – Detergent solution, or vinegar solution if hard to remove.
- Coffee - Detergent solution, then solvent spot remover.
- Wine – Detergent solution.
- Pet stains - Vinegar solution followed by detergent solution.
- Chewing gum – Put ice cubes in a bag and rub over it, then scrape it off gently.

You will need to rinse a stain after using any solution or solvent. If needed, remove the individual tile to rinse it. After this, dry with an absorbent cloth. Always check with the manufacturer before using a solution and use water with the tile removed before trying any of these methods.

## Repairs

Tile that become damaged can be fixed in following ways:

- Burns – Carefully scrape or cut out burn fibres. Try to do this minimally.

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- Tiles that can't be cleaned – If a tile cannot be salvaged and is of poor appearance or quality, it can be replaced individually. We recommend buying extra at the point of purchase so the same batch can be used. This will help better match shade and avoid the possibility of that tile becoming discontinued and irreplaceable.



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