



Joy Carpets & Co.

## GENERAL CARPET CARE & CLEANING GUIDE

Your carpet or rugs require care to prolong their useful life. Using any cleaning methods not recommended by your carpet manufacturer may void specific warranties.

### PROFESSIONAL CARPET CLEANING

A reputable professional carpet cleaner is knowledgeable on the latest carpet construction, carpet care products, and safe cleaning methods. Contact a carpet cleaning professional when soil and stains are no longer removable with vacuuming and recommended carpet cleaning procedures.

Obtain the name of a reliable carpet cleaning professional through referrals, the Better Business Bureau, or contact the Carpet and Rug Institute (706.278.3176) for a list of cleaning professional members and a copy of the Carpet and Rug Care Guide ([www.carpet-rug.com](http://www.carpet-rug.com)).

### RECOMMENDED CLEANING METHODS

The consumer should rely on the carpet manufacturer's recommendation. Select cleaning agents sold especially for soil and stain-resistant carpet and FOLLOW THE DIRECTIONS FOR DILUTION AND APPLICATION. Never use soap, ammonia, laundry detergent, automatic dishwashing detergent, washing soda, or any strong household cleaning agents intended for use on hard surfaces, i.e. woodwork, linoleum, tile, as these cleaning agents could damage carpet. For best cleaning results, always pre-vacuum. Clean spots promptly.

- **Hot Water Extraction** - Pressurized hot water is injected into the pile. Suspended soil and solution are immediately extracted by a powerful vacuum. FOLLOW DIRECTIONS CAREFULLY. Avoid overwetting and excessive high temperatures (over 120°) and ensure speedy drying. Properly performed by carpet cleaning professionals, hot water extraction will effectively remove accumulated soil from the carpet and refresh the texture.
- **Dry Extraction** - An absorbent compound (Capture® Rug Cleaning System) is brushed in and around the fibers. The compound attaches to soil particles and both the particles and compound are then removed by vacuuming. Follow specific Capture® Rug Cleaning System instructions.

### SPOT CLEANING

First do a general cleaning and then, if necessary, spot clean. Pretest any spot removal or cleaning agent in an inconspicuous area to make certain the solution will not damage yarns or

dyes. After applying several drops to the testing area, hold a white cloth on the wet area for ten seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, select another cleaning solution.

### **PRECAUTIONS FOR ANY CLEANING METHODS**

- The ph level of the cleaning product used is critical! Select non-cationic detergents and spot cleaners sold especially for stain-resistant carpeting with neutral ph levels or below.
- Follow instructions carefully-use only approved agents for soil and stain resistant carpet.
- Avoid using too much detergent. Use only enough to assure maximum cleaning and minimum residue.
- Never exceed recommended solution strength.
- Do not over wet carpet. Over wetting may cause backing separation, seam separation, shrinkage, discoloration and odor.
- Ensure all detergent is completely rinsed from carpet.
- Do not allow carpet to remain wet for more than 24 hours.
- Dry within 24 hours before walking on carpet.
- Topical treatments, i.e. fungicides, bactericides, biocides, antistatic and stains resists, etc. may adversely affect the soil and stain resistance and other benefits of your carpet.
- Shampoo, dry-foam and extraction detergents containing optical brighteners should not be used.
- Never use a Do-It-Yourself rotary shampoo machine designed for hard surface, laminate, or linoleum flooring that uses counter rotating (rotary) brushes.

### **BOUND CARPET AND RUGS**

The general carpet care and cleaning guide is applicable to bound carpet and rugs. However, particular caution should be given to the binding and serging. Avoid contact with sharp or abrasive objects and cleaning machinery, i.e. flooring buffers and vacuum sweepers with beater bars. We suggest moving carpet when buffing floors to avoid contact.

When vacuuming, adjust height of beater bar to lightly agitate the rug pile but not cause the motor of the vacuum to slow. Do not vacuum over binding and serging, if possible.

Joy Carpets' rugs are bound and double stitched for maximum durability and will perform as intended using the above precautions. However, if accidents happen and/or misuse or abuse does occur, it is the policy of Joy Carpets to repair the binding and serging FREE OF CHARGE. To qualify, the rug(s) must be returned clean, and freight must be prepaid for both return and delivery.