



# **HOW TO KEEP YOUR NEW CARPETS BEAUTIFUL**

**Maintenance manual  
by**

**DANSK WILTON**



## **Congratulations on your new quality carpet from Dansk Wilton**

A new carpet from Dansk Wilton is a wonderful experience. The carpet has the beautiful bright and deep colours of the wool, it feels soft and flexible to walk on and furthermore it keeps down noise and contributes to a healthy indoor environment. Qualities we all appreciate highly – and which are a big part of the reason why any choose to buy a quality wool carpet.

With the correct maintenance these qualities can be preserved for many years, and you can look forward to a positive carpet experience for a long time.

### **Preventive maintenance**

Reduce the amount of dirt! A good scraper and/or a stiff brush mat *outside the entry door* will collect a great amount of dirt before it reaches the carpeted areas. Good washable and exchangeable dirt mats *in the entryways* will limit the amount of dirt, water, slush etc.

A daily cleaning of the mats is necessary in order to maintain their absorbing capacities.

Remember that the entrance area is the customer's first impression. If the entrance area is clean and nice looking it will give the customer an overall positive impression.

Make a plan and get an overview of the areas which are to be kept clean. Divide the area into zones according to soiling level. Areas of heavy soiling are all entrance areas, areas where carpets and other floorings meet e.g. stone or wooden floors and areas with high traffic load e.g. meeting areas, reception areas, buffets and the area around the entrance from the kitchen to the restaurant.

Take into consideration that different carpet designs demand different maintenance. Light, uni coloured carpets are more delicate than medium coloured, patterned carpets. Very dark colours can be delicate when it comes to light dirt and dust. This means that areas with delicate carpets may need daily cleaning even though the amount of traffic load is low.

### **Daily maintenance**

Thorough vacuuming removes up to 80% of the dirt which collects on the carpet. Vacuuming is necessary daily in areas with a high to medium soiling level and 1-2 times per week in other areas. The most important tool is a good vacuum cleaner. Dansk Wilton recommends a vacuum cleaner with rotating brushes. The brushes help loosening the dirt and dust which is collected on the surface of the carpet.

It is also important to use a vacuum cleaner with an efficient filter. The Danish Asthma and Allergy Association ("Astma- & Allergiforbundet") recommends the use of the HEPA micro filter which extracts over 99% of dust, pollen and other allergy causing particles. This helps assuring a healthy indoor climate.

### **When spots occur**

Most spots can be removed if done immediately. It is important only to use white towels and plain water. Place the towel on the spot and absorb/blot the spot. Continue until the spot is removed.

Should a spot remover product be necessary, Dansk Wilton recommends the professional products from Chem-Dry. The Chem-Dry Spot Remover products can be purchased through Dansk Wilton. It is very important always to observe the manufacturers instructions regardless of product used.

A mobile extractor (absorption machine) can also be used for the removal of more demanding spots. The machine can extract spills and can furthermore be used for rinsing. It is very important always to observe the manufacturers instructions.

### **Cleaning**

When a more efficient cleaning is needed, Dansk Wilton recommends the Chem-Dry method. Chem-Dry is a ph-neutral, heavy carbon dioxide aqueous solution which is applied on the carpet.

It is very important that the room is not used again before the carpet is completely dry. A wet or humid carpet is very exposed to dirt and there is a risk that furniture stain and paint can come off on the carpet. Walking on the carpet has to be avoided until the carpet is completely dry and the natural strength and flexibility of the wool is reestablished.

Verify if spots remain after the cleaning process. Is this the case they should be removed with a spot remover product before the room is used again.

### **IMPORTANT**

Do not use a new cleaning- or spot remover product without first testing if it can be used without damaging the carpet. Test the product in a small, inconspicuous place. If the cleaning product is not suitable for the carpet, it may result in damages like e.g. bleaching, discoloration etc. which cannot be removed again.

ALWAYS observe the manufacturers instructions – regardless of product used – both as to dosage, quantity and action time.





**DANSK WILTON**

...delivering the difference.