

# MAINTENANCE and CLEANING

## Preventative measures

How susceptible a carpet is to dirt depends on its colour and structure. When selecting a carpet, this factor needs to be taken into account as well as the durability of the carpet. Due to the combination of coarse and fine fibres, dirt particles are not as visible on needled textile floor coverings as they are on other floor coverings. Furthermore, they are particularly easy to maintain and clean, making them a very economical choice.

Finally, suitable dirt catchment areas in entrances and corridors of buildings play a major part in the prevention of dirt being deposited on the floor covering. An effective dirt catchment area should be large enough so that it cannot be bypassed along the sides and everybody has to be walk over it for several steps. Experience has shown that a dirt catchment area with a length of approx. five metres will catch around 80% of the dirt that is carried into a building. To ensure that it will fulfil its function long-term, it must be included in the routine and intensive cleaning operations at regular intervals.

## Routine cleaning

Routine cleaning keeps the carpet in a hygienic state. It is carried out as required, depending on the usage of the room this may be daily. Routine cleaning also determines at what intervals interim or intensive cleaning is required. This is carried out using a vacuum cleaner with a floor brush. Dirt catchment areas should be cleaned particularly thoroughly to ensure that they can absorb the dirt. In wet weather periods if may be necessary to let the floor covering dry first to ensure that the dirt can be removed by vacuum cleaning with a floor brush.

Routine cleaning also includes the removal of stains to maintain the representative character of the needled textile floor covering. If stains are treated while they are still fresh they are much easier to remove. Nearly all stains can be removed by dabbing or light rubbing towards the centre of the stain, using lukewarm water. If this method is not sufficient for more stubborn stains, seek advice from a cleaning expert. Please find some hints on the treatment of particular stains

Type of stain	Removal tip
Chewing gum	Ice with a special spray, then break it up by tapping it carefully with, e.g. a small hammer, remove with vacuum cleaner
Blood	Treat with detergent and lukewarm water. Prewash older stains in this way, let it soak overnight
Paint	Treat immediately, using a solvent on a white cotton cloth. Do not rub! Brush out after drying
Grease	Treat with pre-wash detergent
Coffee	Wash out with detergent and warm water or apply stain remover, dab and wash out in cold water
Red wine	Absorb immediately with absorbent paper
Wax	Peel off and iron out any residue at medium ironing temperature between two sheets of absorbent paper

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## Interim cleaning

Depending on the usage and the degree of soiling, interim cleaning will be required at certain intervals. This is carried out in between intensive cleaning routines which take place at even larger intervals.

The purpose of interim cleaning is to remove any dirt that is sticking to the floor covering which could not be removed during daily cleaning using a vacuum cleaner with a floor brush. This will be limited to some areas with heavier soiling (e.g. walking areas in corridors and entrance areas or similar). If interim cleaning is carried out properly, the overall cleaning costs can be reduced.

Interim cleaning can either be carried out using pre-mixed foam, cleaning powder (for powder cleaning of textile floor coverings carried out manually and/or by machine, the application instructions of the powder manufacturer must be followed) or by using the pad method. Before commencing interim cleaning, the floor covering must be pre-cleaned with a vacuum cleaner with a floor brush.

## Intensive cleaning

In addition to daily routine and interval cleaning, all textile floor coverings require intensive cleaning at regular intervals, depending on the intensity of the soiling. It is required if the needed textile floor covering is soiled over a large area or to meet hygiene requirements.

Intensive cleaning should be carried out by an expert who has state-of-the-art machinery and tools available and who has the expertise to select a suitable cleaning method with regard to the degree of soiling, the make-up of the carpet, the carpet laying method and the floor underneath.

There are two methods for intensive cleaning:

1. **Wet foam method/shampooing:**  
With this method, the carpet is cleaned using cleaning foam and the rotating brushes of a single-disk or multi-disk shampooing machine. The cleaning foam is removed with a wet vacuum cleaner before it collapses.
2. **Spray extraction method:**  
With this method, a wash liquor is sprayed into the carpet pile at high pressure and vacuumed off immediately. By vacuuming it off immediately only the soiled carpet pile will get moist. This prevents the substrate (and potentially also the adhesive) from getting wet and, shrinkage during the drying process.

The best cleaning results can be achieved with the following combination: apply wet foam first and then use the spray extraction method. However, wetting the needed textile floor coverings must be avoided as it may affect the adhesion of the floor covering to the substrate.

With the intensive cleaning methods described above, carpets must be glued to the floor or stretched. Also, the carpet must not be walked on after wet cleaning and it must be completely dry before it can be walked on again.

It should also be noted that, with underfloor heating constructions, wet cleaning should only be carried out when the heating is switched off.

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### Special hints

Before each interim and intensive cleaning procedure the moisture resistance of the way the carpet is laid and the floor must be assessed, as this can lead to the formation of bubbles or dents and/or changes to the shape within needed textile floor coverings.

If the moisture resistance cannot be determined from the construction details, a cleaning trial should be carried out on a small patch which is not too visible. In addition, it should be checked how the floor covering is attached to the floor underneath by trying to lift the needed textile floor covering in different places, in particular at the seams, using an awl.

The instructions by the detergent and stain remover manufacturers and any special directions of the false floor and adhesive manufacturers must also be followed.



**TABEAU DE DÉTACHAGE / ZELLE FÜR ZUR FLECKENTFERNUNG / STAIN REMOVAL TABLE**

<b>Nature de la tâche</b> <b>Art des Flecks / Type of stain</b>	<b>Produits à appliquer</b> <b>Anzuwendende Produkte / Products required</b>
<b>Beurre, huile, graisse, cambouis, goudrons, cirage</b> <i>Butter, Öl, Fett, Schmieröl, Teer, Schuhcreme</i> <i>Butter, oil, dirty grease, tar, wax</i>	Commencer par retirer le plus gros à l'aide d'un couteau. Tamponner ensuite à l'aide d'un chiffon imbibé de chlorure de méthylène puis appliquer une solution de shampoing pour moquette et d'eau chaude. Rincer à l'eau claire • <i>Entfernen Sie zunächst das Größte mit einem Messer. Tupfen Sie dann den Fleck mit einem in Methylenchlorid getränkten Lappen ab und geben Sie dann eine Lösung aus Teppichshampoo und heißem Wasser darauf. Mit klarem Wasser abspülen</i> • <i>Start by removing as much as possible with a knife. Then dab with a cloth soaked in methylene chloride then apply a solution of carpet shampoo and hot water. Rinse with clear water.</i>
<b>Boissons alcoolisées, vin, café, thé, coca-cola, urine</b> <i>Alkoholische Getränke, Wein, Kaffee, Tee, Coca-Cola, Urin</i> <i>Alcoholic drinks, wine, coffee, tea, coca-cola, urine</i>	Après avoir enlevé le plus gros avec des chiffons absorbants, tamponner les endroits tachés (de l'extérieur vers le centre) avec une solution de shampoing pour moquette suivi d'un rinçage avec du vinaigre blanc dilué. Rincer ensuite à l'eau claire. Brosser légèrement dans le sens du poil • <i>Nachdem Sie das Größte mit saugfähigen Tüchern entfernt haben, die Flecken (von außen nach innen) mit einer Teppichshampoolösung abtupfen, dann mit verdünntem Weißweinessig abspülen. Anschließend mit klarem Wasser abspülen. In Strichrichtung leicht abbürsten</i> • <i>First remove the bulk of the stain with absorbent cloths, dab the stained areas (working inwards from the edge) with carpet shampoo in solution then rinse with diluted white vinegar then with clear water. Brush gently in the direction of the pile.</i>
<b>Boue</b> <i>Schlamm</i> <i>Mud</i>	Laisser sécher la boue, puis brosser. Si nécessaire, frotter avec une solution de shampoing pour moquettes. Rincer à l'eau claire • <i>Den Schlamm trocknen lassen, dann abbürsten. Wenn notwendig mit einer Teppichshampoolösung abreiben. Mit klarem Wasser abspülen</i> • <i>Let the mud dry then brush. If necessary, rub with diluted carpet shampoo. Rinse with clear water.</i>
<b>Bougie</b> <i>Kerzenwachs</i> <i>Candle wax</i>	Retirer le plus possible de bougie en grattant légèrement. Placer ensuite un buvard sur la tache et appliquer sans appuyer un fer à repasser tiède. Renouveler l'opération en déplaçant le buvard jusqu'à ce que la tache de bougie soit fondue et en grande partie absorbée. Terminer en frottant la tache avec un chiffon imbibé d'alcool à détacher • <i>So viel Wachs wie möglich durch leichtes Abkratzen entfernen. Dann ein Löschblatt auf den Fleck legen und mit warmem Bügeleisen ohne zu drücken herausbügeln. Den Vorgang wiederholen und dabei das Löschpapier verschieben, bis der Wachsleck geschmolzen und zum größten Teil aufgesaugt ist. Zum Schluss den Fleck mit einem in Reinigungsalkohol getränkten Tuch abreiben</i> • <i>Scratch gently to remove the wax as soon as possible. Then put blotting paper on the stain and place a warm iron on it without pressing down. Repeat, moving the blotting paper until the stain has melted and most of it has been absorbed. Finally, rub the stain with a cloth soaked in stain remover.</i>
<b>Chewing-gum</b> <i>Kaugummi</i> <i>Chewing gum</i>	Durcir le chewing-gum avec de la glace puis le retirer avec le dos de la lame d'un couteau. Diluer ensuite ce qui reste avec de l'acétone • <i>Das Kaugummi mit Eis hart machen und dann mit dem Rücken einer Messerklinge entfernen. Dann den Rest mit Aceton auflösen</i> • <i>Harden the chewing gum with ice then remove it with the blunt edge of a knife. Then dilute the remainder with acetone.</i>
<b>Lait, œuf, yaourt, chocolat, herbe, vomis</b> <i>Milch, Ei, Joghurt, Schokolade, Gras, Erbrochenes</i> <i>Milk, egg, yoghurt, chocolate, grass, vomit</i>	Frotter avec un chiffon imbibé d'eau chaude et de lessive aux enzymes. Rincer à l'eau claire • <i>Mit einem in heißem Wasser und Waschmittel mit Enzymen getränkten Tuch ausreiben. Mit klarem Wasser abspülen</i> • <i>Run with a cloth soaked in hot water and enzyme-based washing powder. Rinse with clear water.</i>
<b>Colle, vernis</b> <i>Kleber, Lack</i> <i>Glue, varnish</i>	Enlever le maximum de colle ou de vernis puis tamponner avec un chiffon trempé dans de l'acétone • <i>So viel Kleber oder Lack wie möglich entfernen, dann mit einem in Aceton getränkten Lappen abtupfen</i> • <i>Remove as much of the glue or varnish as you can, then dab with a cloth soaked in acetone.</i>
<b>Peinture</b> <i>Farbe</i> <i>Paint</i>	Rayer la peinture au papier de verre puis tamponner avec un chiffon imbibé de White Spirit • <i>Die Farbe mit Schmirgelpapier zerkratzen, dann mit einem in Brennspirit getränkten Tuch abtupfen</i> • <i>Scratch the paint stain with sandpaper then dab with a cloth soaked in White Spirit.</i>
<b>Rouge à lèvres</b> <i>Lippenstift</i> <i>Lipstick</i>	Nettoyer avec un chiffon imbibé de démaquillant puis avec une solution de shampoing pour moquettes. Rincer à l'eau claire • <i>Mit einem in Make-up-Entferner getränkten Tuch und anschließend mit einer Teppichshampoolösung reinigen. Mit klarem Wasser abspülen</i> • <i>Clean with a cloth soaked in make-up remover then with diluted carpet shampoo. Rinse with clear water.</i>
<b>Rouille</b> <i>Rost</i> <i>Rust</i>	Tamponner l'endroit taché avec un produit antirouille du commerce. Avant d'en faire l'application, l'essayer sur un coin peu visible de votre moquette afin de vous assurer qu'il ne se produise aucune décoloration. Laisser agir et rincer à l'eau claire • <i>Den Fleck mit einem handelsüblichen Antirostmittel abtupfen. Vor der Anwendung an einer wenig sichtbaren Stelle des Teppichbodens ausprobieren, um sich zu vergewissern, dass er dadurch nicht ausfärbt. Einwirken lassen und mit klarem Wasser abspülen</i> • <i>Dab the stain with regular rust remover. Before doing so, test it on an area of carpet out of sight to ensure it does not cause any discoloration. Leave it to take effect then rinse with clear water.</i>
<b>Sucre, aliments sucrés, boissons sucrées</b> <i>Zucker, süße Nahrungsmittel, süße Getränke</i> <i>Sugar, sweets, sweet drinks</i>	Tamponner la tache avec de l'eau froide puis nettoyer avec un shampoing pour moquettes avec du vinaigre blanc dilué. Rincer à l'eau claire • <i>Den Fleck mit kaltem Wasser abtupfen und dann mit einem Teppichshampoo mit verdünntem Weißweinessig reinigen. Mit klarem Wasser abspülen</i> • <i>Dab the stain with cold water then clean with carpet shampoo and diluted white vinegar. Rinse with clear water.</i>
<b>Vernis à ongles</b> <i>Nagellack</i> <i>Nail varnish</i>	Tamponner la tache avec un chiffon imbibé de dissolvant • <i>Den Fleck mit einem in Nagellackentferner getränkten Tuch abtupfen</i> • <i>Dab the stain with a cloth soaked in nail polish remover.</i>
<b>Tache inconnue</b> <i>Unbekannter Fleck</i> <i>Unidentified stain</i>	Tamponner successivement avec du chlorure de méthylène, puis de l'acétone, puis une solution diluée de vinaigre blanc, nettoyer avec un shampoing pour moquettes. Rincer à l'eau claire • <i>Nacheinander mit Methylenchlorid, Aceton, einer Lösung von verdünntem Weißweinessig abtupfen, mit Teppichshampoo reinigen. Mit klarem Wasser abspülen</i> • <i>Dab successively with methylene chloride then acetone, then a diluted solution of white vinegar, then clean with carpet shampoo. Rinse with clear water.</i>