



MOHAWK®

Carpet Cleaning & Maintenance



TABLE OF CONTENTS

Carpet Maintenance Program.....	3
Regular Vacuuming	4
Carpet Cleaning Recommendations	6
Removing Common Stains.....	6
Common Stains Chart.....	9
Most Common Water-Based Stains.....	9
Special Water-Based Stains.....	10
Greasy, Oil-Based Stains	10
Contact Info	11



CARPET CARE

Quick Reference Guide

This quick reference guide is provided for your convenience only and contains general information about personal carpet care and maintenance.

It **does not** supersede or take the place of the Mohawk Carpet Warranty Brochure. You should always refer to the Carpet Warranty Brochure for specific details and instructions.

Carpet Maintenance Program

All Mohawk carpet, either through permanent protection or topical application, is designed to resist staining and soiling and withstand foot traffic. A regular maintenance program to prevent and remove spills and residue will maximize every carpet's naturally existing features and help your floor retain its beautiful appearance.

- Use mats or runners at all entrances and on uncarpeted areas adjacent to carpet to reduce soil, stains and moisture in traffic areas. Regularly clean mats and any other rugs placed over carpet.
- Use furniture coasters under heavy items to distribute the weight, especially on furniture with wheels. Use protective barriers between wheels and carpet.
- Close drapes or blinds during hours of direct sunlight to minimize carpet fading and extend original appearance.



- Exercise extreme caution when handling bleaches, oven or tile cleaners, mildew removers, drain openers and plant food. These are strong chemicals that can permanently discolor or dissolve carpet fibers.

Regular Vacuuming

Most dirt, and even dust, takes the form of hard, dry particles which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming literally extends your carpet's life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on the carpet's fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed.

Features

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.



- When vacuuming thick loop, casual frieze or long pile carpets such as “shag,” you may need to completely disengage the beater bar and vacuum with suction only.
- Additionally, when vacuuming high pile, wool, wool-blend, and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

Adjustable Height - Use the highest setting where appropriate

Adjustable Fan Speed - Use a medium or low setting where appropriate

Large Wheels - The appliance should glide easily across the carpet

- For all other carpet constructions not mentioned above, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

If you're unsure about the proper height setting, use an inconspicuous place like a closet to test your vacuum. Its beater bar or brush should just lightly touch your carpet surface. Make sure it doesn't dig into or gouge the carpet pile.



The following list provides examples of vacuums with features that tend to perform well on a wide range of carpet constructions.

Standard Upright Vacuum Models

Hoover UH70120	(\$100-\$150)
Hoover UH70205	(\$150-\$200)
Hoover U5780-950	(\$150-\$200)
Dirt Devil UD70115	(\$50-\$100)
Eureka AS5203A	(\$50-\$100)

Lightweight / No Depth Adjustment Models

Oreck Magnesium	(\$250-\$300)
Oreck Magnesium RS	(\$450-\$500)
Hoover Nano UH20020W	(\$50-\$100)

Canister Vacuums

Hoover Canister S3865	(\$300-\$350)
Oreck Quest Pro	(\$350-\$400)

For a complete list of CRI approved vacuums, visit www.carpet-rug.org.

Carpet Cleaning Recommendations

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week with a vacuum that carries the Carpet and Rug Institute Seal of Approval (visit www.carpet-rug.org for a complete list of certified products).
- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Your carpet should be cleaned by professional hot water extraction every 18 months with cleaning products, equipment or systems that carry the Carpet



and Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the hot water extraction method will refresh carpet appearance.

- The most-used areas— entrances, doorways, traffic lanes and in front of chairs— will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

Removing Common Stains

Even the most careful homeowner experiences spills and stains. The type of spill will determine the most effective type of treatment. If treated quickly, most carpet stains can be removed, **so treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.**

Most household spills can be easily removed using the steps shown. To start, locate your stain on the Common Stains Chart and follow these steps:

- First, use a spoon, dull knife or a Mohawk Carpet Cleaning Key to remove as much solid material as possible.



- Always work from the outside of stain to the center to prevent spreading, especially with large stains.
- Blot up liquid spills with a white towel or paper towel.

For best results, try to remove remaining stain with warm water only. If stain cannot be removed with warm water extraction or a clean, warm, wet cloth, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit and follow the directions given (call 1-800-266-4295 for a FloorCare Essentials retailer near you). If FloorCare Essentials products are not available, perform the following:

PROCEDURE A (for water-based, special water-based and greasy, oil-based stains)

- Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.
- Wipe gently. Turn cloth frequently.
- **Never rub, scrub or use a brush.** This may damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not over-saturate carpet; use small amounts of solution and blot frequently.



- Wet the stained carpet fibers with clear, lukewarm water to rinse.
- Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- If the stain is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy colorfast object, such as a weighted plastic wastebasket.
- Change towels or paper towels until carpet dries.
- If stain remains, perform **Procedure B** (for coffee, tea or urine, skip **Procedure B** and perform **Procedure C**).

PROCEDURE B (Do NOT use on coffee, tea or urine stains)

- Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.
- Apply ammonia solution, rinse and blot as outlined in Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.



PROCEDURE C

- Mix ½ cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outlined in Procedure A.

COMMON STAINS CHART

Most Common Water-Based Stains

For these stains, start with Procedure A. If stain remains, complete Procedures B and C.

Alcohol	Grape juice
Baby formula	Graphite
Beer	Ice cream
Blood	Jelly
Candy	Latex paint
Catsup	Liquor
Chocolate milk	Milk
Clay	Soft drinks
Cola	Soil spots
Cologne	Syrup
Cranberry juice	Tomato juice
Felt-tip marker	Vomit
Food stains (general)	Water colors
Fruit juice	Watermelon
Fruit punch	Whiskey
Furniture polish (water-based)	Wine



Special Water-Based Stains

For these stains, start with Procedure A. If stain remains, complete Procedure C. Omit Procedure B.

Coffee

Tea

Urine

Greasy, Oil-Based Stains

For these stains, use GooGone®. Follow directions on package, then complete Procedures A, B and C.

Butter

Margarine

Chocolate

Mascara

Cooking oil

Mayonnaise

Cosmetics

Nail polish

Crayon

Oil

Furniture dye

Oil paint

Furniture polish (oil-based)

Ointment

Glue*

Peanut butter

Gravy

Rouge

Grease (black)

Salad dressing

Gum*

Spaghetti

Hand cream

Varnish

Ink

Wax*

Lipstick

**Freeze and remove solid materials before using cleaning fluid*



If you have any questions about specific stains or general carpet care, please call Mohawk Technical Services at **888-387-9881** or visit **MohawkFlooring.com's** "Care and Maintenance" section.



Notes



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<http://www.mohawkflooring.com/care-maintenance/carpet-care.aspx>

Mohawk Industries • 508 East Morris Street | Dalton, GA 30721 • 877.ASK MOHAWK

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