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## Long Island Cleaning and Care

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### Regular Maintenance

- Sweep or vacuum regularly to remove dirt
- Wipe up spills promptly to avoid stains
- A barrier mat and door mats are recommended to prevent dirt being brought on to the flooring. Remember prevention is always better than a cure
- When specifying carpet, remember darker carpets hide dirt better than lighter coloured carpets
- As a rug it can be wet cleaned outside
- When cleaning, use a PH neutral, non-film forming cleaning agent. Ensure that the cleaning agents are completely removed from the fibres

### How to Treat Stains and Spills

#### Stain and Spot Removal

Long Island is manufactured from high quality fibres. Due to the position of the individual fibres dirt may work its way between the yarns. For this reason we recommend removing dirt and stains as described in the following:

Scoop up the stain solids immediately using a blunt object or spoon. Subsequently soak up the liquid stain with absorbent material such as kitchen wipe.

If residual particles are still embedded in the structure of the carpet, use lukewarm water and a clean cloth. Wipe with the damp cloth, working from the edges of the stain towards the centre to avoid spreading the substance causing the stain.

Dirt such as heel abrasion cannot normally be removed with a vacuum cleaner. Please proceed as described under "heel abrasion". It is important not to try to remove moist dirt with a vacuum cleaner as it may spread the dirt even further.

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### Heel Abrasion

Due to the position of the very resistant fibres it is possible, as a result of the turning, stopping and rubbing movements of very soft rubber shoes, in particular, for rubber abrasion to stick and become so firmly embedded in the fibre material that it cannot be removed with a vacuum cleaner alone. If this is limited to individual areas the spot can be slightly moistened with a stain removal agent containing solvent and rubbed with a soft brush or non-staining towel. This will dissolve the dirt which can then be removed with the towel. If the stains cover a larger area follow the procedure described under "pad cleaning".

### Pad Cleaning

For this method special cotton looped fabric pads or microfibre pads are laid underneath single or triple-disk machines. In addition a solution of e.g. TANA – Karacho in the ratio of 1:10 is applied to the stained areas using pump dispensers and subsequently cleaned with the cleaning pad. The rotating pads take up the dissolved dirt. As the pads can only absorb a limited amount of dirt, ensure that they are changed frequently, otherwise the dirt will be spread evenly over the surface and there will be no cleaning effect. Therefore, check before cleaning that there are sufficient pads available. **As this cleaning technique requires special machines and pads, it should only be performed by a professional cleaner.**

### Full Cleaning

If in the course of time the carpet becomes soiled over a large area or by a large number of stains, heel abrasion etc., we recommend full cleaning of the carpet. Before cleaning vacuum the carpet thoroughly. Check that the carpet is properly glued down before cleaning; otherwise damage may occur in the form of shrinkage.

### Shampooing

Only use crystalline drying carpet shampoos such as e.g. TANA TR 12. Dilute according to the manufacturer's instructions and work into the fibre material using a single or multi-disk machine such as Kärcher type Disk D 1000S / Nilfisk type BRM 421A with a soft shampooing brush. The shampoo solution absorbs and binds the dirt. For this reason the shampoo has to be vacuumed up as soon as it has been worked in using a water extraction machine e.g. Kärcher type NT 551 / Nilfisk type IW 1040.

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### Shampooing (continued)

Do not let the soiled foam dry onto the carpet. Ensure that the carpet is not walked on while it is damp. We also recommend removing the excess shampoo with a spray extraction unit. The special spray extraction agents e.g. Sprüh-Ex are diluted and poured into the clean water container of the spray extraction unit e. g. Kärcher type Puzzi professional series / Nilfisk type AX 300 according to the manufacturer's instructions. In these spray extraction units the cleaning solution is conveyed through a hose line to the spray / suction nozzle, sprayed at a uniform pressure onto the carpet and simultaneously extracted. The dissolved dirt and excess water is conveyed to the dirty water container via a second hose. This rinsing process removes the deep-seated dirt from the bottom of the carpet. To avoid stripes clean small overlapping areas. We recommend rinsing the entire area in a second operation with clear water. This second rinse achieves a more uniform cleaning result and reduces the residual moisture of the carpet.

### Combination Method

For extremely dirty carpets we recommend the combination of shampooing and spray extraction. The mechanics of the shampooing and subsequent rinsing (by way of the spray extraction process with clear water) thoroughly cleans very dirty carpets.

Before cleaning with liquids always check that the carpet is properly glued down to avoid damage or shrinkage.

Take care with hot objects. The fibre material may melt if it is near a fireplace or comes into contact with cigarette ash. Such burnt spots are subsequently irreparable.

As there a large number of cleaning agents on the market, we would like to point out that pH neutral, non-film forming cleaning agents should be used as far as possible. In addition, ensure that cleaning agents are completely removed from the fibres; otherwise they will cause increased soiling and discoloration.

**The information contained in these instructions is the result of extensive testing and is in line with the generally accepted rules of the trade. As there are so many factors to consider, we hope that you will understand that no claims for compensation may be made on the basis of this recommendation.**