

## Care & Maintenance of Van Besouw Carpets of Holland

### *How and when?*

Any dirt ending up in the carpet despite the entrance carpet will have to be removed, by good daily care. The correct removal of stains is also important in this respect. In the long-term, periodic maintenance will be needed. Each of these aspects is dealt with below.

### *Daily care*

- *Regular and thorough vacuuming is the best maintenance recommendation. Dirt will be prevented from bedding in between the fibers of the pile and can still be easily removed. It is logical that the most frequently used parts of the carpet (such as the entrance, the traffic lanes and the floor where the seats are) require extra care. Regular vacuuming will also lead to better preservation of the structure of your carpet.*
- *The best results are obtained with a vacuum cleaner with a rotating, electrically powered brush. Such a brush consists of a horizontal cylinder equipped with spiral shaped brush hairs. If your vacuum cleaner has a fixed brush, vacuum with steady movements so that the vacuum cleaner will be able to suck up the dirt.*

### *Staining: how to prevent it*

*The answer is simple: by making sure that the carpet is not exposed to dirt. This can be achieved best with a good entrance carpet, which is a zone in which the dirt from the shoes is absorbed when coming in from outside. 80% of the soil brought into a home is tracked in on the soles of shoes.*

*A good entrance carpet works in two ways: it has both a brushing and a moisture-absorbing effect. A coconut mat, for example, will brush the rough dirt off your shoes but does not have a moisture-absorbing effect. Especially with bad weather it is wise to add a moisture-absorbing (cotton) mat to the existing dirt trough, because it is moisture in particular that causes visible staining. This also applies to transitions from hard floors to carpets.*

### *Stains: the correct treatment*

*Old stains are more difficult to remove than new ones. So it is important that a stain is dealt with immediately. However, take the time to treat the stain properly so it will not become permanent. 'Dry' dirt can best be left to dry and thoroughly vacuumed.*

### *What to do with spills:*

- *As soon as a stain is made, the following steps must be taken first of all:*
  - *Use a spoon to shovel up as much as possible of the spill. Start at the outside of the stain and proceed towards the centre.*
  - *Dab the remainder carefully with absorbent material (paper towel, clean cloth, etc.) until the area completely is dry. Do not scrub! Scrubbing can cause pile distortion (use white absorbent material to avert smudges).*
- *Water soluble stains - Treat the stain with a clean cloth or sponge moistened with lukewarm water or, even better, with carbonated mineral water. Work from the edges of the spill to the centre, to prevent the spill from spreading. Then absorb again with uncolored absorbent material (do not scrub). Repeat this until the moisture has dissipated. Then pat the carpet dry and bring back the structure to its original position. 90% of all domestic stains can be removed in this way. Faint residual stains caused by coffee or tea will gradually disappear under the influence of light (see follow-up treatment residual stains).*
- *Greasy stains (gravy, fat sauces etc.) - Gently scrape up with a rounded spoon. Then make sure that the spill is absorbed as well as possible and no longer comes off. You will then have to moisten the stain lightly with lukewarm water. Apply sparingly a fat emulsifying agent. Allow it to soak in for several minutes. Moisten the stain again with lukewarm water (or carbonated mineral water) and allow to absorb thoroughly. Repeat this until the stain has dissolved.*
- *Candle-grease or coagulated fats - Gather (crumble) the solid materials as much as possible to prevent running. Cover the grease stain with colorless absorbing paper. Use an iron at  $\pm 140^{\circ}$  F and carefully iron across the paper, which will cause the grease to be absorbed. Repeat this action (take a clean piece of paper each time) until no more grease is absorbed. If necessary, provide follow-up treatment (see greasy stains).*

### *Follow-up treatment residual stains:*

- *Has the first treatment been done with care? Now lightly dab or sprinkle the stain with lukewarm water.*
- *Apply sparingly a cleansing agent.*
  - *Again remember to pretest all cleaning agents (see general tips).*
- *Allow to work for a couple of minutes. Pat the stain dry.*
- *Moisten again and pat dry again. Repeat this until all the soap residue has disappeared. Finally, pat the stain dry and put the structure of the carpet back to its original position.*

### *General tips*

- *When removing stains, always remember to work from the outside toward the inside to prevent the stain from spreading.*
- *Wool must never be rubbed but dabbed; rubbing causes the stain to become matted and the fibers distorted.*
- *Some stains require much time and a lot of absorbent material. Never rush things and remember that if at first you do not succeed, try again.*
- *Before using chemicals to treat stains it is wise to carry out a test first. Pre-test any spot removal agent in an inconspicuous area to make certain that the solution will not damage the fiber or the dye. You will then be sure that the remedy is not worse than the disease. Do not be fooled by so-called universal remedies, (they do not exist). Some remedies contain optical brighteners, which actually come very close to bleach and will destroy the colors and the fibers.*
- *The use of sparkling mineral water instead of tap water will lead to better absorption of colorants.*
- *Residual stains caused by natural colorants (such as coffee and tea) should gradually disappear under the influence of light. Make sure that the moistened spot of the carpet is properly patted dry and covered with a moistened towel as the last part of the treatment; it will minimize the risk of rings.*
- *Chemical damage caused by bleaching agents, rust, urine etc. cannot or can hardly be removed. Most of these will actually dye the fibers almost immediately.*
- *Finally, moving (especially heavy) furniture may damage the carpet. Scraping doors over the carpet will of course lead to damaged spots. Make sure (especially during the winter months) that the relative humidity in the room does not drop below 50%. This will prevent static charging and will benefit both your carpet and your furniture.*

## *Complete cleaning of your Van Besouw carpet... a job for the specialist*

*Despite regular vacuuming, your carpet may get dirty after some time. Do not wait too long before taking measures. The dirtier the carpet, the more difficult it is to clean it.*

*The specialist will adapt the cleaning method to the material, the way the carpet has been fitted, the sub floor and the local circumstances, such as available drying time etc. Proper cleaning with the available professional equipment can only be carried out by people with the required skills. The result of the cleaning will depend entirely on the method of cleaning. Therefore, Van Besouw recommends ChemDry.*

*Have a look at [www.chemdry.com](http://www.chemdry.com) to find a ChemDry location close to you.*

*ChemDry has developed cleaning methods that are very well suited for Van Besouw carpets. These methods have been tested with every carpet they make. ChemDry uses the injection-extraction method, where carbon dioxide loosens up the dirt. No residues of detergents stay behind in the carpet, where they would attract new dirt over time and stain the carpet again very quickly.*

*For additional questions about cleaning Van Besouw Carpeting, please contact us directly at [info@summit-flooring.com](mailto:info@summit-flooring.com).*