



CARING FOR YOUR BEAUTIFUL CARPET

Carpets represent a substantial capital investment. By following a few simple rules you can maximise their appearance and prolong their life. Here are a few useful tips.

DEALING WITH SPOTS AND STAINS:

In the hospitality sector probably the biggest problem is dealing with spots and stains and there are two areas where these are most likely to be encountered; in guest bedrooms; and in dining rooms.

Guest bedrooms -

In guest bedrooms staining often arises at the entrance to the bathroom. Usually this is because chemicals intended for bathroom use can have a damaging effect on carpet dyes. Elsewhere in the room spillages of coffee, red wine, suntan lotions and cosmetics may all occur. Problems like these should be dealt with as follows:

- Make sure that cleaning products for use in bathrooms do not get onto the carpet. This can arise if they are allowed to drip from their containers when transferring them from the cleaning trolley to the bedroom; or they can arise when cleaning the floor by allowing cleaning products to spill over onto the carpet.
- Stains caused by the guest should be dealt with as soon possible. Unfortunately these will often be dry and are therefore harder to remove. If the stain is greasy – such as lipstick or a cosmetic you will need to use a solvent based product – grease remover. If it is more likely to be a liquid based stain such as coffee or wine, **start with water**. You may be surprised how much staining can be extracted with water. When no more can be removed use a proprietary stain remover.
- Always work from the outside to the centre of the stain to avoid spreading.
- Apply stain remover to a cloth and not to the stain or it will spread.
- Blot don't rub. Rubbing distorts the pile and results in permanent damage. **Do not scrub the pile**. Otherwise the pile will become distorted and may well look worse than the original stain.
- Use a small, portable extraction machine if necessary, to finish the job.

Dining areas -

There are two common sources of stains. The most obvious is spillages of food or drink. The other is the transfer of greasy soil from the kitchens by restaurant staff.

- Spillages are dealt with in exactly the same way as in guest bedrooms. Encourage staff to report stains to Housekeeping as soon as possible after they occur and in this way you will get a much better result.
- To minimise the transfer of grease from the kitchens make sure that a suitable barrier mat is placed on the kitchen side of the exit door. **This must be cleaned regularly.**

CARING FOR CARPETS IN RECEPTION:

Reception is the first area in a hotel that the guest encounters. By following a few simple procedures you can make sure that first impressions are good.

- If the reception area has a carpet laid adjacent to hard floor, make sure that rotary machines used for hard floor maintenance do not overlap the carpet.
- Do not apply too much detergent or floor maintainer to the hard surface. Otherwise this can track off and cause rapid soiling of the carpet. It can also cause the tufts to stick together and ruin the appearance.
- Make sure that any barrier matting placed at entrances is cleaned regularly. Otherwise it will become a reservoir for dirt. Although barrier matting is seen as being undesirable it can have a very positive influence in helping a busy entrance maintain a good appearance. It can also prevent the ingress of road salt in winter, which in some cases can cause permanent colour changes in the carpet. Barrier matting in revolving doors is particularly useful and barrier matting in lifts reduces the amount of soil carried up to guest corridors, especially when the weather is bad. (Barrier matting should also be considered in areas where there is a busy access from back of house to front of house).

SOME GENERAL RULES:

- Make sure vacuum cleaner bags are emptied regularly; bags should never be more than half full. Upright vacuums generally remove more dirt than tub vacuums.
- Vacuum hoses and lid seals should be undamaged to avoid loss of suction. Running repairs using duct tape is not acceptable.
- When wet cleaning use only chemicals that are WoolSafe – approved or recommended by the carpet manufacturer.
- Do not use rotary floor cleaning machines on cut pile wool-rich carpets.
- Do not over wet the carpet.

The **free app** from the WoolSafe Organisation gives further advice on suitable stain removal treatments. Visit their website at www.wool-safe.org for more information.



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