

Royal

CARPET CARE

Green Cleaning since 1998

(509) 521-4194

The Carpet Nitty Gritty



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www.RoyalCarpetPro.com

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Some thoughts from Howard Burch

Dear Friends,

It can be confusing to decide which method of cleaning is best for *your* carpet. Many companies are equipped for only one method of cleaning and therefore promote that method as being "the best".

I am trained in all of the cleaning methods and will use the method most appropriate for *your* carpets. I believe in following the recommendations and requirements of the carpet manufacturers.

There are rare occasions where another method can be more effective in certain situations. In these cases we can evaluate the other options available to you.

Regular and thorough cleaning will keep your carpet looking new for many years.

Looking forward to serving you,

Howard Burch

Which Cleaning Method Is The Best ?

Three methods of **residential** carpet cleaning are currently available:

- A key factor in determining the
 - ◆ Dry compound
 - ◆ Spin bonnet
 - ◆ Hot water extraction

outcome of any job, is the cleaning technician himself. A skilled technician will take the necessary time to do a satisfactory job using whatever methods he has at his disposal. On the other hand, an untrained or rushed cleaner, will do a poor job regardless of the method or equipment.

Which method would be most appropriate for cleaning *your* carpets? Everyone says that the particular method he happens to offer is the best. It's downright confusing! What do the people who *make* the carpets and carry the warranties recommend?

Consumer Warranties Guide for StainMaster® carpets *recommends* professional steam cleaning for annual maintenance and *requires* "steam cleaning to refresh carpet texture" for

keeping portions of the warranty intact.

Shaw Industries manufactures almost half of the carpets in the country. Shaw's *Carpet Care and Warranties* book recommends steam cleaning for regular maintenance of **residential** carpet and actually states that, "The bonnet system has a very limited ability to remove soil and leaves much of the detergent in the pile since it employs no real extraction".

Scotchgard® requires steam cleaning to maintain its stain-resist warranties.

Other methods were originally developed for commercial applications and intended for weekly or monthly cleaning by housekeeping or janitorial crews. They are still used quite successfully for that purpose.

Those responsible, if your carpets do not perform to your expectations, are the manufacturers and the companies providing the warranties. They have concluded the **best method for cleaning residential carpets is steam cleaning** (hot water extraction).

Method	Recognized as:	Advantages	Disadvantages
Dry compound	Host® Capture®	Can safely walk on carpets immediately	Leaves a significant amount of residue
Spin bonnet	Chem Dry®	Inexpensive Short drying time	Cleans surface only Rapid re-soiling
Hot water extraction	Steam cleaning	Deep thorough cleaning	Carpets are damp for 4 to 24 hours

YOU'LL LOVE WORKING WITH ROYAL CARPET CARE BECAUSE...

- ♥ The owner will be the person serving you this time and every time.
- ♥ I am an IICRC Master Textile Cleaner (#35488).
- ♥ I use only carpet manufacturers' tested and approved methods.
- ♥ You can call me for answers to all your textile questions.
- ♥ I proudly stand behind my 100% Satisfaction Guarantee .
- ♥ I personalize my service to meet your needs.

...BECAUSE I CARE !



Where Does Time Go?

According to the experts who study these things, the average American in his or her lifetime spends:

- 1,086 days "sick"
- Three years in meetings
- 8 months opening junk mail
- Seventeen months drinking coffee and soft drinks
- Two years on the telephone
- Five years waiting in line
- Nine months sitting in traffic
- Four years cooking and eating
- A year and a half grooming
- A year and a half dressing
- Seven years in bathrooms
- Twelve years watching TV
- Three years shopping
- 24 years sleeping
- One year looking for misplaced items



Maintenance Tips

Spot Cleaning Carpets

You can do a lot to keep your carpets free of unsightly spots and spills between regular professional maintenance cleanings.

General Spot Cleaning Guidelines:

- Don't scrub – BLOT
- Work spot from the outside-in
- Be patient
- When in doubt, call us for advice

There are 3 types of spots and spills:

1. dry spills (dirt, ashes, sawdust etc.)
2. water based spills and
3. oil & grease spots

1. Dry spills require a *very thorough dry vacuuming*. If possible, use only the end of the hose attachment from a vacuum to avoid working the spill deeper into the carpet fibers. If the spot remains, apply a water-based carpet spotter to a white cotton towel and gently rub (don't scrub) the area from the outside inward. If a spot remains, treat it as a dried water-based spill.

2. Water-Based spills:

For fresh spills quickly place cotton

towel(s) on top of the spill to absorb as much as possible. Then follow the procedures for dried spills.

For dried spills liberally dampen the area with warm water, but don't flood it! Press cotton towel(s) to the spot to absorb the moisture. Repeat this rinsing process. If a spot remains, dampen the area again, apply a carpet spotter and blot. Repeat as necessary.

3. Oil & Grease spots do not respond well to water-based detergents. A volatile dry solvent, such as odorless mineral spirits (OMS) will be necessary. It is available in the paint dept. of any hardware store. Do not over apply! Dry solvents penetrate quickly. Apply the OMS to a cotton towel – not the carpet. Blot, working from the outside inward. Continue until the spot no longer transfers to the towel.

Some spills can result in permanent stains. Please call us if you have any questions.

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My upholstered furniture has a care label that states that only "dry solvents" be used for spot cleaning. Do I need to have it dry cleaned?

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NO. These labels are directed at the consumer. Since most consumers are not trained in fiber identification, dye stability testing or cleaning procedures, the manufacturers recommend only the safest spot cleaning procedure. They do not say that this procedure will actually clean the spot! Most soil on upholstered

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furniture is water soluble. Dry solvents will have minimal affect on this type of soil. The care label also instructs consumers to have the furniture *professionally* cleaned. Professional cleaners are trained to perform the proper tests on upholstery to determine the most appropriate and safe procedures to use. These labels are not directed to the professional cleaner.

What causes buckles to appear in my carpet after it is cleaned? An absorbent substance in the latex backing of the

carpet, when exposed to high humidity during wet cleaning, will absorb moisture and expand, creating buckles. As the humidity returns to normal (within 48 hours) these buckles will disappear. Had the carpet been installed according to the manufacturer's standards and stretched properly, the expansion would've been absorbed by the correct stretch and the buckles would not appear. This situation is triggered by proper cleaning procedures, but caused by improper installation procedures.



Carpet & Upholstery Cleaning Specialist

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