

SERVICE AND MAINTENANCE

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CONGRATULATIONS ON YOUR NEW BENTZON CARPET

At Bentzon Carpets we produce carpets of high quality. With the right maintenance and cleaning, your carpet will retain its appearance and its good qualities for many years to come, while ensuring a healthy indoor climate.

This Service and Maintenance Guide describes how you can best maintain your carpets from Bentzon Carpets. Please read this guide and follow our instructions carefully. This will ensure that you get the greatest possible benefit from your new carpet.

INSTALLATION

When your Bentzon carpet is installed with optimum consideration of the carpet's structure and design, this will have a clear effect on both the carpet's visual appearance and lifetime. Correct installation will ensure a more attractive and durable carpet solution.

Defective installation may entail various problems, such as:

Poor joins – fraying of joins – poor pattern matching – bulges – poor trimming to wall – odour from floor adhesive – lack of attachment – shrinkage, etc.

Installation conditions

To ensure best results, your new Bentzon carpet should be installed according to the instructions described in the Bentzon Carpets installation guide. On installing the carpet, you should pay attention to a number of special conditions:

- The carpet must be fully bonded. There are non-stick adhesive systems which make it easier and faster to remove the carpet at a later time, and which also protect the subfloor. Contact your floor contractor for further information.
- As far as possible, joins should be avoided in the most exposed areas, e.g. at doorways, hallways and under office chairs with castors.
- Installation of carpets on staircases should end with a stair nosing.
- After installation and before it is taken into use, the carpet should be protected from damage and soiling from traffic and subsequent craftsmen. The extent and type of protection will depend on the type of load, traffic intensity and whether dry or wet loads can be expected. Only use materials that are open to diffusion – protection with plastic or cardboard with plastic backing is not recommended.
- Furniture, fixtures, etc. may not be placed on the carpet before the floor adhesive is completely dry and hardened. A drying time of around 24 hours should be estimated. Placing furniture, etc. on the carpet before the floor adhesive is completely dry may cause visible pressure marks.

NB!

Misuse or failing to follow Bentzon Carpets installation instructions may cause damage that will not be covered by the Bentzon Carpets guarantee.



MAINTENANCE

Correct and regular maintenance is necessary to extend the lifetime of your new Bentzon carpet, maintain its appearance and ensure a healthy indoor climate.

We strongly recommend that the carpet's ongoing maintenance and cleaning are undertaken by a professional service partner that uses maintenance equipment and methods which are tested and approved by the Carpet and Rug Institute with a "Seal of Approval".

Defective or incorrect maintenance and cleaning can lead to a number of problems, such as:
Poor cleaning quality – discolouration – long drying times – odour – rapid soiling – chemical residue in the carpet – poor indoor climate – delamination of the carpet's backing – bulges – shrinkage, etc.

Maintenance programme

Before the carpet is installed, a maintenance programme should be prepared concerning the factors requiring special attention. This includes such factors as budget, personnel and specially exposed areas. The maintenance personnel are recommended to:

- Obtain a detailed floor plan of buildings and rooms.
- Identify the areas particularly exposed to soiling:
 - Entrances and other heavy-duty areas where soil carried in from outside is accumulated, and transitions from hard flooring types.
 - Heavy-duty areas with a high concentration of walking traffic, including door openings, staircases and areas at water dispensers and coffee machines.
 - Main traffic areas with the highest concentration of walking traffic.

A complete and effective maintenance programme should include the following three maintenance categories: preventive maintenance, daily maintenance and regular carpet cleaning. A maintenance programme will ensure maintenance that is matched to the individual carpet and local conditions. The purpose of the programme is to ensure an attractive carpet on a day-to-day basis, at a reasonable cost level.

A maintenance programme will consist of:

- Vacuuming plan
- Maintenance plan
- Cleaning plan
- Work plan
- Cost overview

NB!

Misuse or deviation from Bentzon Carpets maintenance guide may cause damage that will not be covered by the Bentzon Carpets guarantee.

Anti-soiling measures

In the project design phase, it is important to establish an effective cleaning zone in the building or room where the carpet is to be installed. The purpose of the cleaning zone is to prevent dirt and soiling of the carpet. An effective cleaning zone will not only protect the floor covering, but also reduce your cleaning costs.

A cleaning zone bordering on outdoor areas should start with a scraper mat which, in the first instance, will protect the carpet from coarse particles. A cleaning mat will also retain moisture and smaller particles. A cleaning mat should also be placed at other heavy-duty areas such as between factory and office, between kitchen and restaurant, and at and inside lifts.

To achieve the most effective result, the cleaning zone should have a length of at least 6-7 steps. Cleaning zones should also be vacuumed daily using a rotating brush nozzle. This nozzle should be cleaned at regular intervals to ensure maximum suction of moisture and dirt. Gapa lamella mats and Amtico Entryway are recommended for cleaning zones.

Day-to-day cleaning – vacuuming

Vacuuming is one of the most important elements of an effective and economic maintenance programme. Daily vacuuming can remove more than 80% of all dry soiling from the carpet. Carpet vacuuming should be planned according to the amount of soiling that may potentially accumulate in the area in question.

We recommend the following vacuuming frequency:

Heavy-duty areas: Daily

Medium-duty areas: Twice a week

Light-duty areas: Once or twice a week

Recommended vacuum cleaners

Vacuum cleaners with high performance are of great importance to cleaning efficiency and air quality in the indoor environment.

Vacuum cleaners which effectively remove dust and soiling, and also retain the dust in the vacuum cleaner, are of great importance to keeping the carpet clean. These types of vacuum cleaners also help to extend the carpet's lifetime.

There are many different types of vacuum cleaners, with individual benefits and drawbacks. According to our recommendations, you should consider a number of key characteristics when choosing your vacuum cleaner:

- How efficiently the vacuum cleaner removes dust and soiling
- How efficiently the vacuum cleaner retains the dust inside the vacuum cleaner, so that it is not blown back into the room
- How the visual appearance of the carpet changes as a result of repeated vacuum cleaning

The independent American "Carpet and Rug Institute" performs a number of tests of vacuum cleaners. Vacuum cleaners are tested for the aforementioned characteristics



See a complete list of recommended vacuum cleaners at carpet-rug.org

and, if approved, are granted a "Seal of Approval". Vacuum cleaners that have been granted a "Seal of Approval" are recommended for Bentzon Carpets products.

If a microfilter (HEPA filter) has been installed on the vacuum cleaner's exhaust fitting, the amount of particles released from the vacuum cleaner will be reduced significantly. Vacuum cleaners with a good and effective HEPA microfilter system will ensure that no fine dust is blown out with the exhaust air, thereby affecting the indoor climate. The HEPA filter system developed in cooperation with the Danish Asthma & Allergy Association captures 99.997% of all pollen, dust, animal dander and similar particles.

Day-to-day maintenance – stain removal

Spillage stains can be removed if immediate action is taken. As soon as the spillage takes place, the spilled liquid should be mopped up with a white cloth. Keep doing this until all of the spilled liquid has been completely absorbed.

We recommend professional cleaning agents to clean stains. If other cleaning agents are used, the instructions provided should be followed, and the necessary precautions taken.

Light suction machines may be used when more effective treatment is needed. These machines can be used to rinse off and suck up spillages. It is important to follow the manufacturer's guidelines in order to comply with current guarantees.

Recommended stain-removing agents

There are many different cleaning agents that can be used to remove stains. When you choose a stain remover, you should consider a number of important characteristics:

- Stain-removing ability
- Re-soiling tendency after cleaning
- PH value
- Content of optical brightener
- Effect on the carpet's colour

NB!

Never use chlorinated agents or bleaching agents. Read more on page 15.

Bentzon Carpets recommends the following universal stain removers for ordinary types of stain:

Manufacturer:	Type:
Chem-Dry	Chem-Dry Stain Extinguisher – universal stain remover
	Chem-Dry Professional Spot Remover – universal stain remover
	Chem-Dry Grease and Oil Remover – for grease and oil stains



See other approved stain-removing agents at carpet-rug.org and page 14 of this guide.

STAIN GUIDE – FIRST AID

1. Remove any loose dirt

If the stains are new, first remove any loose particles and then wipe up spills with a dry, white cloth or non-dyed absorbent paper. It is important not to rub the stain. Instead, the stain should be blotted off. Dried or concentrated stains should be treated with a brush and a vacuum cleaner.

2. Dissolve in lukewarm water

The next step is to apply lukewarm water (without soap, washing powder, liquid detergent or any similar agents). Dab the area gently with a damp cloth and then absorb as much of the liquid as possible by blotting with a dry, white cloth. Then drizzle potato starch on the stain and leave to dry for 24 hours before vacuuming.

3. Carpet stain remover

If the stain cannot be dissolved in water, your next step is to try a universal stain-removing agent (see the recommended stain removers on page 10). See the instructions for use on the product's packaging for further guidelines.

4. Special agents

If none of the preceding three "first-aid" steps work, the stain must be treated using a special stain-removing agent. In general, the use and dosage instructions must be followed closely, and treatment should not take place on moist areas. Instead, the area should be left to dry before the special agent is applied to the stain. If the treatment leaves a mark, this may indicate that the carpet is generally soiled and needs to be cleaned. If the stain re-appears after treatment, this is usually because there is still some stain-removing agent or stain residue left in the carpet. In this case, the area should be treated again according to the guidelines described in step 3.

The first time a new cleaning agent or stain remover is used on the carpet, you should check whether the agent may damage the carpet. Damage may occur as a result of colour bleed, discolouration, bleaching or dissolution. It is therefore recommended to test both cleaning agent and stain remover on an area the size of a postage stamp. This might be in a corner, under a radiator or in a similar area. The test should be made according to the prescribed dosages and action times.

Important

Always work from the edge of the stain towards the centre. To prevent the cleaned area from quickly becoming soiled again after treatment, it is important to rinse off and blot up the remaining stain-removing agent. To remove stains from larger areas, an extraction machine should be used.

The faster you take action to remove a stain, the greater the chances of successfully removing the stain. Note that certain types of stains are very difficult to remove, and that such stains will often be more visible on a light, plain-coloured carpet than on a similar darker, patterned carpet.

Some types of stain, such as coffee, tea, soft drinks and red wine may still be visible, due to remaining colourants, even after cleaning with a universal stain remover or special agent. These remaining colourants can often be removed with a special bleaching product (see under the description of stain-removing agents on page 14).

NB!

Never use chlorinated agents or bleaching agents. Read more on page 15.

STAIN-REMOVAL CHART

If first-aid steps 1-3 do not remove the stain, check the following stain-removal chart. Always use only clean, white cloths for the following procedures.

Ash

Avoid using liquids on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Beetroot juice

Treat the stain with sodium dithionite. Dissolve 1 tsp. in 1 cup of lukewarm water. Dab the stain using the solution. Then dab with water and wipe with a dry cloth.

Biro/ballpen ink

Dab using a cloth dipped in ethanol.

Bitumen

Use margarine to soften the stain for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

Blood

Blot immediately and then dab with a cloth dipped in a solution of cold water and salt (2 tbsp. salt per litre of water).

Brick dust

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Butter

Dab using a cloth dipped in a solvent containing n-heptane.

Candle wax

Remove as much candle wax as possible using e.g. a blunt knife while vacuuming at the same time. Dab using a cloth dipped in a solvent containing n-heptane.

Cellulose varnish and adhesive

Dab using a cloth dipped in acetone.

Chewing gum

Place an ice pack on the stain until it freezes hard. Remove as much as possible using e.g. a blunt knife. Then dab with a cloth dipped in a solvent containing n-heptane.

Chocolate and chocolate ice cream

Dab using a cloth dipped in a solvent containing n-heptane.

Coffee

Any colour residues can be bleached with Chemspec Dye Gone.

Cooking oil

Dab using a cloth dipped in a solvent containing n-heptane.

Cream

Dab using a cloth dipped in a solvent containing n-heptane.

De-icing salt

Stains caused by de-icing salt must be removed using an extraction machine. Use a solution consisting of 15 litres of water and 1 litre of acetic acid 25 %.

Egg

Dab the stain with a cloth dipped in a solution of lukewarm water and ammonium hydroxide. Use 50 ml ammonium hydroxide 8% in 2.5 litres of water. Then dab with clean water and finally blot with a dry cloth.

Faeces

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then blot alternately with moist and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride has been added.

Fat

Dab using a cloth dipped in a solvent containing n-heptane.

Felt pen

If the ink is water-based, dab the stain with a cloth dipped in water and gently wrung. If the ink is alcohol-based, dab the stain with a cloth dipped in ethanol.

Fruit juice

Any colour residues can be bleached with Chemspec Dye Gone.

Grass

Any colour residues can be bleached using Chemspec Dye Gone.

Gravy browning

Dab using a cloth dipped in a solvent containing n-heptane.

Ice cream

Dab using a cloth dipped in a solvent containing n-heptane.

Ink

On synthetic carpets, dab using a cloth dipped in ammonium hydroxide 8%. On carpets containing wool, dab using a moist cloth (dipped in water). Any colour residues can be bleached with Chemspec Dye Gone.

Lamp oil (petroleum-based)

Dab using a cloth dipped in a solvent containing n-heptane.

Lipstick

Dab using a cloth dipped in a solvent containing n-heptane.

Liqueur

Any colour residues can be bleached with Chemspec Dye Gone.

Mascara

Dab using a cloth dipped in a solvent containing n-heptane.

Motor oil

Dab using a cloth dipped in a solvent containing n-heptane.

Nail polish

Dab using a cloth dipped in acetone.

Oil - black lubricant oil

Dab using a cloth dipped in a solvent containing n-heptane.

Paint

If the paint is water-based, follow steps 1-3 of the first-aid guide. If the paint is solvent-based, remove using the agent recommended on the packaging.

Plaster

Avoid using liquid on the stain. After vacuuming it may be beneficial to apply a dry-cleaning agent, such as Sapur.

Resin

Dab gently with a solution of equal parts turpentine and ethanol.

Rust

Treat the stain with a proprietary rust remover. Follow the manufacturer's instructions.

Sauce

Dab using a cloth dipped in a solvent containing n-heptane. Any colour residues can be bleached with Chemspec Dye Gone.

Shoe polish

Dab using a cloth dipped in a solvent containing n-heptane. Any coloured residue can be bleached with Chemspec Dye Gone.

Silicone

If the silicone is only on the surface of the carpet, leave it to harden and then scrape off using a blunt knife. If the silicone is trodden into the carpet, scrape off as much as possible using a blunt knife. If necessary, use silicone remover (although not on carpets containing polyamide). Follow the manufacturer's instructions carefully.

Soft drinks

Any colour residues can be bleached with Chemspec Dye Gone.

Soot

Dab using a cloth dipped in a solvent containing n-heptane.

Tar

Dissolve the stain in margarine for about 12 hours. Then remove the stain using a very small quantity of a solvent containing n-heptane.

Tea

Any colour residues can be bleached with Chemspec Dye Gone.

Tomato ketchup

Any colour residues can be bleached with Chemspec Dye Gone.

Urine

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Finally, dab with water to which a disinfectant containing benzalkonium chloride (without chlorine bleaching agent) has been added.

Vomit

Dampen the stain with equal parts water and white vinegar. Allow to soak for 10 minutes. Then dab alternately with wet and dry cloths. Remove any odour using a disinfectant containing benzalkonium chloride (without chlorine bleaching agent).

Wax polish

Dab using a cloth dipped in turpentine.

Wine

Any colour residues can be bleached with Chemspec Dye Gone.

Wood stain

If the wood stain is water-based, clean the stain using a cloth dipped in water and gently wrung. If the wood stain is alcohol-based, clean the stain using a cloth dipped in ethanol.

Wood primers

If the product is water-based, follow steps 1-3 of the first-aid guide. If the product is solvent-based, remove using the agent recommended on the packaging.

STAIN-REMOVING AGENTS

We recommend a number of different cleaning agents in our stain-removal chart. We have drawn up a list of the agents we recommend to clean your Bentzon carpet.

Acetone

Is highly flammable. Do not inhale the fumes.

N-heptane

Is highly flammable. Do not inhale the fumes.

White vinegar

Remember to use clear white vinegar. Hazardous in contact with eyes and skin (irritant).

Ethanol

Methylated spirits or ethanol. Highly flammable.

Benzalkonium chloride (without chlorine bleaching agent)

A disinfectant agent.

Petroleum

Use the odourless kind. Petroleum is flammable and may leave an oily stain, which evaporates after a short time. NB! The treated area may swell temporarily if the carpet is not bonded to the floor underneath.

Ammonium hydroxide

Also called ammonia water, this agent is often an ingredient in ordinary household cleaning products. Corrosive, avoid skin contact.

Turpentine

Also called turpentine substitute. Highly flammable and hazardous if inhaled. Turpentine may leave an oily spot, but this gradually evaporates.

NB!

Never use chlorinated agents or bleaching agents. There may also be other products containing aggressive chemicals which can damage carpet dyes. For some products, the damage may only appear after a few days or months. In general, this damage will be irreparable.

Examples of such products include:

- Bleaching agents containing chlorine
- Anti-fungal agents
- Chemicals for swimming pools
- Tile, toilet, drain and oven cleaners
- Air fresheners (including the product "R5" from JohnsonDiversey, which is often used in hotel rooms, may damage carpets and should not be used)
- Acids and alkalis
- DMSO (dimethyl sulfoxide)
- Creams containing benzoyl peroxide
- Food colourants
- Spray insecticides
- Iodine and disinfecting agents
- Plant fertiliser

CLEANING

There are many different systems for carpet cleaning and maintenance. We recommend that you use one or several of the following methods, which are tested and approved for Bentzon Carpets products.

The following factors are important with regard to carpet cleaning:

- The cleaning machine's ability to remove soil effectively
- Change of appearance due to repeated cleaning
- Residual moisture in the carpet after using wet cleaning methods
- Repeated soiling after cleaning
- The cleaning agent's impact on the carpet's colour resistance
- PH value of the cleaning agent
- The cleaning agent's content of optical brightener

Recommended cleaning methods

Cleaning agents, machines and methods with the "Seal of Approval" are approved for Bentzon Carpets products. A list of approved agents and machines ("Seal of Approval") can be seen at carpet-rug.org. To ensure optimum carpet maintenance, we certify and recommend a number of cleaning firms with recognised cleaning systems, and which fulfil our supplementary requirements concerning e.g. training and geographical coverage.

NB!

Never use chlorinated agents or bleaching agents Read more on page 15.



Chem-Dry®

Bentzon Carpets recommends the Chem-Dry method for regular cleaning. The method is based on a unique cleaning process that is neither allergenic nor based on the use of solvents. Using a combination of heat and carbonisation, cleaning agents loosen the soiling embedded in the carpet. A strong, pH-neutral and carbonated solution, which is aqueous, is applied to the carpet. This solution is heated to 60-75°C and dissolves the soiling, which is absorbed, and then dried off with a cotton disc.

Advantages:

- Very effective cleaning method
- Only requires small amounts of water
- No soaking of the carpet backing
- No chemicals are used
- The soiling is mopped up from the carpet pile
- Short drying time (typically 1 hour)
- Low risk of incorrect carpet treatment
- The cleaning method and agents ensure a minimum load on the indoor environment
- The carpet is kept clean for longer, with no residue of soil-attracting soap or chemicals



The properties are tested by the "Carpet and Rug Institute", and on approval the individual products receive a "Seal of Approval"

Recognised cleaning methods

Host® and Millicare®

Dry-cleaning is an alternative cleaning method that can be used where the carpet cannot dry before it is walked on again after cleaning.

After cleaning

After cleaning, check the carpet for stains and remaining soiling that cleaning did not remove. If there are stains or remaining soiling, these must be treated.

After cleaning it is recommended not to walk on the carpet until it is completely dry. The carpet should also be dry before moving furniture back because chair legs, etc. may leave marks on the wet carpet.

Remember to register the cleaning performed, at the back of this Service and Maintenance Guide.

NB!

Do *not* impregnate a Bentzon carpet with anti-static agents.

The carpet contains conductive fibres, which gives a permanent anti-static effect. This eliminates the need for impregnation with anti-static agents. These anti-static agents can actually be directly harmful to the carpet, as they can attract soiling and dirt if applied to the carpet in uncontrolled quantities.

SERVICE PERFORMED ACCORDING TO THE MAINTENANCE PROGRAMME

DATE: PERFORMED

BY:

STAIN REMOVAL
 MAINTAINED
 CLEANED
 IMPREGNATED

REMARKS:

DATE: PERFORMED

BY:

STAIN REMOVAL
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