

## Carpet Cleaning Guide

### Why Cleaning Carpets is Important?

Regular cleaning of carpets is important for several reasons, firstly it improves indoor air quality, as carpets can trap dust mites, dust mite excrement, pet dander and mould spores, these can also trigger allergies and respiratory problems. It removes bacteria and mould that cause odours, as well as removing stains, carpet preservation and life extension.

### Reasons to Clean:

- Stains
- Soiled
- Odours
- Water Damage
- Maintenance
- Health
- Moving – Exit Clean
- Special Occasion
- Appearance

### What you need to know:

1. Fibre Type – The positives and negatives with the fibre and knowing the chemicals that you can use.
2. Backing type – A Polypropylene carpet with a polypropylene backing can expand when wet, also a jute backing, and a polypropylene or acrylic carpet may need to be dried using drying pads and air movers.
3. Carpet style – Knowing what water pressure and agitation style is required.
4. Level of soiling – knowing the right process to advise the customer, moderately clean carpets a top clean, dirty or heavy soiled carpets a best clean would be required.
5. Last cleaned – When was the carpet last cleaned? to get a better understanding of how they are maintaining their carpet and how often it should be cleaned.
6. By whom? / What method? – to know what process has been carried out previously.
7. Were they happy with the last clean? – if not, why not? were the carpets left too wet and took too long to dry? If so, consider use drying pads and [Prottox Odour Free](#) because an odour could be reactivated by cleaning.
8. What vacuum do they use? and how often do they vacuum? – to see how the carpets are maintained. If they use a substandard (non-HEPA) vacuum, use the demo bowl to show the efficiency of a professional vacuum.

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9. Allergies – Do they have any allergies, are they sensitive to dust? if so, use your best clean process and treat for dust mites and an anti-allergen treatment.
10. Is the client Chemical sensitive – If so, responsible care with Pre-spray, rinse and deodorise.
11. Are odours present? – address each one for 100% guarantee fix.
12. Stains? – address and discuss each stain and possible outcome with the client.
13. Furniture – what's to be moved and what's not.

## Cleaning Process:

1. Pre-Inspection – Fibre identification, spot and stain survey, pull up carpet in a corner and identify backing and measure area.
2. Pre – Vacuum with HEPA upright vacuum with powerhead – to beat out all the dry soil.
3. Careful movement of furniture – using sliders if needed.
4. Preconditioner – wool use [Prohance 8](#) for nylon or polyester use [Prohance 10](#) for polypropylene or acrylic use [Prohance 12](#) all at 32-1 with [Gloria Pump Up Sprayer](#)
5. Rotary Agitation – with pad holder on the RX20 (Rotary Jet Extraction Cleaning Tool) or rotary machine, no more than 175 rpm for loop pile carpet. Pre-spray the pad then apply and agitate, for cut pile carpet use the brush on the RX20.
6. Rotary steam clean with the RX20 and large truck mount steam extraction, use a hand wand tool all edges. With [Pro Emulsifier 7](#) running through the machine at 2-4 on the chemical feed, this is enough to clean under beds also, instead of preconditioner.
7. Deodorise and neutralise the area – Mix [Pro Rinse 2](#) and [Wisp Deodoriser](#) together in a small 1 litre [Gloria Pump Up Sprayer](#) with a fan jet (note 2 litres of mixed product will do 60-80 square meters)
8. Rotary Dry Pad – use around the major furniture with cotton loop drying pads on the bottom of the rotary or RX20 machine no more than 175 rpm (note ½ a dry pad does 10 square meters on average).
9. Carefully replace the furniture – Use sliders as needed, place furniture on foam blocks and use protective tabs.
10. Grooming of carpet – with a dual headed Grandi groom.

## Outcome:

Clean carpets (stain free) improved indoor air quality, improved health and safety (reduction of allergies and respiratory systems) for the occupants. Enhanced appearance in the home and prolong the lifespan of the carpet.

**For Further information in relation to Carpet & Upholstery Cleaning, including Business Recharge, Market Approach, WHS, Customer Satisfaction & much more, [CLICK HERE](#).**

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