



carpet made in Germany

Instructions for Cleaning, Care and Maintenance



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So that your INFLOOR-GIRLOON carpet stays lovely for a long time



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IT ALL DEPENDS ON THE RIGHT CLEANING, CARE AND MAINTENANCE RIGHT FROM THE START

The exceptional quality that marks a genuine INFLOOR-GIRLOON carpet is the best prerequisite for a long lifespan and a lovely appearance.

Nonetheless: Even an INFLOOR-GIRLOON requires regular care, maintenance and the right sort of cleaning so that it looks new for as long as possible. Choosing the right methods for care, maintenance and cleaning are of paramount importance towards achieving this.

The selection of the care, maintenance and cleaning technique stands in direct correlation to the composition of the materials, the carpet's construction design, the carpet backing and the method of installation used.

Whether the situation involves a basic thorough cleaning or a deep, an interim or surface cleaning, always have the cleaning of your INFLOOR-GIRLOON carpet carried out by a professional carpet cleaner. This is the only way for you to ensure that a cleaning method is being applied which corresponds to the carpet product, the method of laying and the subflooring involved, and that no harm comes to your INFLOOR-GIRLOON carpet due to cleaning.

In Germany, INFLOOR-GIRLOON recommends the firm Paul Geißler GmbH, the head office of the Professional Association of German Carpet Cleaners ("FDT"). In this respect, please do not fail to note the information given at the end of these Instructions for Cleaning, Care and Maintenance (page [15](#)).



IN GENERAL

These Instructions for Cleaning, Care and Maintenance are based on over 30 years of expertise accumulated at Paul Geißler GmbH (FDT), on findings from the German Carpet Research Institute, and on our own experience. On a technical scale they agree with the guidelines in the pamphlet issued by the AWT / FDT® work group towards specifying the RAL 991/A3 standard for textile floor coverings. The fact sheet describes the work steps for individual cleaning techniques in detail.

Damage to the carpet or unsatisfactory cleaning results in connection with cleaning or stain removal which has not been performed professionally do not represent any deficiency in the goods and we are unable to acknowledge damage or results of this nature as grounds for complaint. This is particularly the case when the interval(s) for cleaning, care and maintenance stipulated by us are not adhered to.

Frequent proper and professionally implemented cleaning using suitable means and equipment does not damage your carpet, although cleaning performed too late or improperly is likely to do so.

The enclosed tables entitled INFLOOR-GIRLOON Cleaning, Care and Maintenance Express show you the right method for cleaning, care and maintenance.



IMPORTANT FOR ALL CARPETS

Pile distortions in the case of velour: When cleaning using a moist medium, pile distortions can occur as a result of mechanical action. It is therefore necessary to reposition the fibres parallel to the nap alignment / production alignment while still in a damp state so that an even look is restored.

Drying times: A completely thorough drying out of the floor covering must be ensured after every cleaning before the carpet may be used again.

'Dirt walk-off' zones: It is imperative that a carpet is protected against the ingress of dirt from the very start. You do this by establishing sufficiently large 'dirt walk-off' zones in entrance areas and problem segments (e.g. transition from a hard flooring to carpeting or from production to administrative areas etc.). The zones are to be conceived so that both coarse and fine dirt & grit are kept away from the carpet.

Daily cleaning of the 'dirt walk-off' zone is unavoidably necessary so that the zone itself does not become a source of soiling due to contact transmission ('ink-pad effect').

This contact transmission effect can also arise when, for example, products containing wax are not utilised properly during the maintenance cleaning of hard or smooth-surfaced flooring.

Cleaning interval: The interval for an interim cleaning and a basic thorough cleaning naturally depends on the nature of the carpet and how often it is being walked on. The carpet's structure and colour play a major role, too. The lighter the colour, the greater the visibility of any soiling. A decidedly essential role is equally played by the size of the 'dirt walk-off' zone and how it has been conceived.

In principle, however, a basic thorough cleaning of the carpet ought to be carried out about once a year, especially in the business-site sector. In the case of flat weaves, light colours or heavy soiling (e.g. entrance areas), this interval can be considerably shorter.

Cleaning upon completion of construction work / handing-over the site: A great deal of the work on interior fixtures is not begun until the carpeting work has been completed, particularly at large business sites. The carpet either becomes extremely soiled due to this interior work or the finished laid flooring is not safeguarded against soiling resulting from the various trades' work in the next phases.

Experience has shown that in subsequent 'get it done in a hurry' activities the carpet is already sustainably damaged during initial cleaning (upon completion of construction work) as a result of improper and unprofessional cleaning done by unskilled cleaning staff. Or cleaning agent residues remain in the carpet, which have a very negative influence on the carpet's resistance to soiling.

After cleaning upon the completion of construction work (e.g. remove protective sheeting, dust removal), if the carpet is not in a condition exhibiting readiness for hand-over and a deep cleaning is necessary, including stain removal, we equally recommend the firm Paul Geißler GmbH. On the other hand, this problem can be effectively neutralised as early as the planning phase through appropriate addenda to tenders and specifications. Here too we recommend Geißler (contact data on page 17) as a competent partner to consult



REGULAR CARE/MAINTENANCE CLEANING

Regular vacuuming is undoubtedly the most important component of proper and professional carpet care and upkeep.

Vacuuming serves to loosen dirt & grime particles from the carpet surface and spaces between the pile stitches. It is to be carried out via mechanical action (rotating brush) and suction.

That's why vacuuming is done using a vacuum cleaner equipped with brushes, one with high-powered brushing action and suction (though a soft brush). What also counts here is that the brush height on the vacuum cleaner has been set to match the respective carpeting, and that a systematic and thorough method of working is maintained while vacuuming.

The basic prerequisite for keeping the roller brush vacuum cleaner in good working order is regular maintenance along with renewal when needed, especially the brushes, the filter, and naturally the bag.

For vacuuming we recommend from our sister company, the INFLOOR roller brush vacuum cleaner. You can obtain more detailed information about this vacuum cleaner at www.girloon.de.

Consistently adhering to an interval for cleaning is vital:

- In areas with a high level of traffic & wear, for instance lobbies, reception areas, offices with chair castor abrasion, restaurants, in and in front of lifts, hallways and 'dirt walk-off' zones, daily maintenance cleaning using a vacuum cleaner equipped with brushes is an absolute must.
- Areas with a medium or low level of traffic & wear, for instance conference rooms, seldom used offices, utility rooms and areas at home are to be vacuumed on a 'need-oriented' basis, however at least every other day. This is the only way to

be able to prevent a premature formation of 'walkway' tread marks, or even damage to the carpet.



STAIN TREATMENT (REMOVAL)

The most important factor: Stain removal is to be carried out promptly after the stain has originated, however removal is imperative no later than when the interval for regular maintenance care is due.

Please note: The sooner a stain is treated, the greater the probability that its removal will leave no residues behind, except when the staining substance has damaged the pile surface or its colouring. When stains are treated promptly using appropriate cleaning agents, in most cases a complete removal goes smoothly.

Slightly soiled areas and stains can be removed in most cases using lukewarm water and an absorbent towel (white cotton towel). Even better suited for absorbing any soiling are left-over remnants of the laid carpeting or microfibre cloths / microfibre gloves. Stubborn stains where lukewarm water proves to be insufficient are to be removed using a suitable stain remover. As a rule, stain removers with a low tenside content that harden to form crystals are to be used (when in doubt, please seek advice).

Note that the stain remover is always to be applied to the cleaning cloth, not directly to the carpet. Treating a stain is always performed from the outward edges of the stain inwards by 'dabbing' at the stain or twisting pressure to extract the stain, but never by rubbing over and around the stained area and beyond.

No matter what the case and without exception, please make sure that each stain remover being employed is first tested in an inconspicuous or concealed place prior to use.

We are unable to assume any warranty or liability whatsoever in the event of improper handling or use.

All cleaning chemicals applied to the carpet must be

removed again without leaving any residues behind in order to prevent a rapid resoiling.

As a basic principle, do not use any bleaching agents or products that contain bleach because they result in irreversible damage to the colour or the carpet fibres.

As a rule, always store cleaning agents beyond the reach of children or pets.

In the event that the information listed above does not help you any further, please contact INFLOOR-GIRLOON Application Technology at the telephone number +49 5245 / 84 01 0 or consult the firm Paul Geißler GmbH (head office of FDT), our partner in co-operation. You can find the firm's telephone number at the end of these Instructions for Cleaning, Care and Maintenance.



INTERIM/SURFACE CLEANING

Interim cleaning entails a full or partial cleaning of the carpet's surface (involving a limited level of penetration). An interim cleaning brings a visible improvement and postpones the necessity for basic thorough or deep cleaning to a later date. A precise overview of available cleaning methods is also given in the tables entitled INFLOOR-GIRLOON Cleaning, Care and Maintenance Express



Cleaning using ready-to-use foam:

First of all the carpet is thoroughly vacuumed using a vacuum cleaner equipped with brushes or a counter-rotating brush machine. Then any necessary stain removal is performed. After these steps, a ready-to-use foam that does not dissipate is applied to the carpet using roller-equipped or single-disc carpet shampooing machines. The foam containing the captured dirt & grime is subsequently vacuumed up by means of a high-powered industrial vacuum cleaner that can vacuum liquids, too. After a drying time of roughly 5 hours (depending on the type of flooring), the carpet must be thoroughly vacuumed again using a vacuum cleaner equipped with brushes



Cleaning using powder:

First of all the carpet is thoroughly vacuumed using a vacuum cleaner equipped with brushes or a counter-rotating brush machine. Then any necessary stain removal is performed. After these steps, a moist cleaning powder is scattered evenly across the carpet by means of a roller applicator or by hand, and is then 'massaged' into the carpet using a special roller brush carpet cleaning machine with two counter-rotating brushes.

The loosened dirt & grime are taken up and bonded by the cleaning powder.

Once the powder has dried, the carpet must be vacuumed very thoroughly using a high-powered vacuum cleaner equipped with brushes so that as little of the powder residue as possible remains in the carpet.



Pad system:

First of all the carpet is thoroughly vacuumed using a vacuum cleaner equipped with brushes or a counter-rotating brush machine. Then any necessary stain removal is performed. After these steps, a cleaning agent that contains no tensides is evenly applied using a pressure sprayer. The bonded dirt & grime are subsequently removed from the surface via a rotary single-disc carpet cleaning machine and the yarn bonnet or microfibre pad attached beneath it. The dirt & grime are retained in the pad. Pad cleaning is followed by vacuuming the carpet using a vacuum cleaner equipped with brushes in order to restore the pile alignment and set the nap parallel again.

Depending on the type of flooring, the drying time takes approx. 1-2 hours.

Interim cleaning and/or a partial area cleaning are equally to be carried out by having a professional perform them.

Independent of the cleaning technique used, always perform a 'sample test cleaning' beforehand.



BASIC THOROUGH/DEEP CLEANING

Basic thorough and deep cleaning entail cleaning the entire area of the carpet. They go deep down to reach the full depth of the pile. The techniques available to achieve this are termed "spray extraction", the "combination method" (shampooing plus spray extraction), and the "TEP-TOP-Clean® System" from the firm Paul Geißler GmbH (head office of FDT, see above).

Depending on the degree of carpet soiling, under certain circumstances the systems must be combined with each other.

Here too, a precise overview of which cleaning method is applicable for which carpet is given in the INFLOOR-GIRLOON Cleaning, Care and Maintenance Express tables.

Basic thorough cleaning and/or deep cleaning are to be carried out by having professionals for carpet cleaning perform them. Only professional firms have the necessary knowledge, skills and experience at their disposal; whether in selecting the right cleaning technique or in applying it while taking the nature of the carpet into consideration along with the way the carpet has been installed. This way you are assured of obtaining a satisfactory, lasting result.



Spray extraction:

First of all the carpet is thoroughly vacuumed using a vacuum cleaner equipped with brushes or a counter-rotating brush machine. Then any necessary stain removal is performed.

In the case of the pure spray extraction method, the first step is to use a sprayer to spray a cleaning agent with a low tenside content onto the carpet. The loosened dirt & grime are extracted from the carpet and rinsed out via pressure and a sufficient water discharge using a spray extraction machine.

Attention: This method is not suitable for the INFLOOR-GIRLOON easyBAC and liftBAC backing systems, as well as for stretched-in floorings and all those not firmly glued-down.

Pay attention that:

- Cleaning products are to be used that have a low tenside content and harden to form crystals.
- The cleaning agent is not added to/poured into the spray extraction machine.
- The cleaning agent must be removed by repeated rinsing using clear water so that no residues are left behind.
- The drying time for this method takes at least 12 hours (depending on the flooring and degree of soiling).

Combination method:

First of all the carpet is thoroughly vacuumed using a vacuum cleaner equipped with brushes or a counter-rotating brush machine. Then any necessary stain removal is performed.

In the case of this method, the first step is to use a rotary single-disc or roller carpet cleaning machine to 'massage' a cleaning fluid with a low tenside content into the carpet. Following a brief period to act, a spray extraction machine displaying a sufficient water discharge is used to extract and vacuum up the wet foam containing the bonded dirt & grime that has originated in the process. The carpet is rinsed out during the same work step.

Attention: This method is not suitable for the INFLOOR-GIRLOON easyBAC and liftBAC backing systems, as well as for stretched-in floorings and all those not firmly glued-down.

Pay attention that:

- Cleaning products are to be used that have a low tenside content and harden to form crystals.
- The cleaning agent is not added to/poured into the spray extraction machine.
- The cleaning agent must be removed by repeated rinsing using clear water so that no residues are left behind.
- In the case of this system, the drying time rarely takes less than 20 hours.

Thermoelectrical cleaning method

TEP – TOP – Clean®:



TEP-TOP-Clean® is a special system developed exclusively for the deep cleaning of carpets. The loosely lying or slightly adhering dirt & grime are vacuumed using a vacuum cleaner equipped with counter-rotating brushes. After preliminary stain removal has taken place, an environmentally compatible enzyme solution is applied evenly across the carpet. Dirt, grime & soiling are loosened via the actual cleaning process and absorbed by a special cleaning pad. The interior construction design of the cleaning machine uses a singly programmed number of revolutions to provide for a constant heat build-up (thermoelectric) at roughly 30° C.



In a concluding step, the carpet is vacuumed using a vacuum cleaner equipped with brushes in order to restore the pile to an upright and parallel alignment.

Attention: This patented method is ideal not only for firmly glued floorings. It is particularly ideal for the INFLOOR-GIRLOON easyBAC X and liftBAC backing systems, as well as for all floorings that are not glued-down.



- No chemical residues due to the use of FDT® enzyme cleaner
- No rapid resoiling
- Very short drying times
- Conserves resources by reducing amount of drinking water used by approx. 96 %
- Economic efficiency and sustainability due to conservation of resources and reduction of consumption costs

Important:

Have all basic thorough and deep cleanings carried out by a professional.

Independent of the cleaning technique used, always perform a 'sample test cleaning' beforehand.

Please note that the method of cleaning indicated in the Cleaning, Care and Maintenance Express tables (see below)

regarding the respective product has been co-ordinated to match solely the carpet itself. This does not apply to the method of installation (e.g. glued, stretched-in, fixated, loosely laid) or subflooring being used, because as a rule we are not aware of these factors.

The spray extraction and combination methods are ruled out for the entire surface area in the case of all wall-to-wall carpets (broadloom from the roll & tiles) which are not firmly glued-down. Their use is merely possible under certain conditions involving small subsegments and a low level of moisture.

In the case of all carpet products that are not glued-down, basic thorough cleaning is to be performed exclusively using the TEP-TOP-Clean® System.


INFLOOR CLEANING, CARE AND MAINTENANCE EXPRESS

INFLOOR- GIRLOON	Maintenance- Cleaning		Interim or Surface Cleaning			Basic Thorough or Deep Cleaning		
	Vacuuming With Roller Brushes	Vacuuming	Ready- Made Road	Cleaning with Powder	Pad System	Spray Extraction	Combination Method	Tep-Top- Clean® System
BODY	+	-	+	+	+	+	+	+
CADEO/PURE	+	-	+	-	+	+	+	+
CAMPO	+	-	+	-	+	+	+	+
CANTARA	+	-	+	-	+	+	+	+
CAPRICE	+	-	+	+	+	+	+	+
CARA	+	-	+	+	+	+	+	+
CARAT	+	-	+	+	+	+	+	+
CASCADE	+	-	+	-	+	+	+	+
CASHMERE/FLAIR	+	-	+	+	+	+	+	+
CAVA/MOTION	+	-	+	+	+	+	+	+
CAYENNE/PACIFIC	+	-	+	+	+	+	+	+
CELLO	+	-	+	+/-	+	+	+	+
CHALLENGE	+	-	+	-	+	+	+	+
CHAMP	+	-	+	-	+	+	+	+
CHARME	+	-	+	+	+	+	+	+
CHIFFON/PEARL	+	-	+	+	+	+	+	+
CHILL/WAVE	+	-	+	+	+	+	+	+
CHIP/MELANGE	+	-	+	+	+	+	+	+
CHOICE	+	-	+	-	+	+/-	+/-	+
CHORUS/SMART	+	-	+	+/-	+	+	+	+
CIAO	+	-	+	-	+	+	+	+
CIRCO/LOOP CROSS	+	-	+	-	+	+	+	+

CLOUD	+	-	+	-	+/-	+	+	+
CLUB/CRONESSE	+	-	+	+	+	+	+	+
COCO/VISION	+	-	+	-	+/-	+	-	+/-
COIN	+	-	+	-	+	+	+	+
COMFORT/TWIST	+	-	+	+	+	+	+	+
COMPACT/TRIO	+	-	+	-	+	+	+	+
CONCEPT	+	-	+	-	+	+/-	+/-	+
CONCRET/PURE	+	-	+	-	+	+	+	+
CONGRESS/DOMINGO	+	-	+	+	+	+	+	+
CONFETTI	+	-	+	+	+	+	+	+
CONTURA	+	-	+	-	+	+	+	+
COOL	+	-	+	+	+	+/-	+/-	+
CORONADO	+	-	+	+	+	+	+	+
CORSO/NEVADA	+	-	+	+	+	+	+	+
COSIMA	+	-	+	+	+	+	+	+
COSMOS/ATTACHÉ	+	-	+	+	+	+	+	+
COSY/GLOSS	+	-	+	-	+	+	+/-	+
COTONE/TOUCH	+	-	+	-	+/-	+	+/-	+/-
COTTEL/VISTA	+	-	+	-	+	+	+/-	+
COURT	+	-	+	-	+	+	+	+
COUTURE/SHINE	+	-	+	+	+/-	+	+	+
COVER/VARIO	+	-	+	-	+	+/-	+/-	+
CRAFT	+	-	+	-	+	+	+	+
CRASH	+	-	+	+	+	+	+	+
CRICKET/BOLTON	+	-	+	-	+	+	+	+
CROSBY/ATLANTIC	+	-	+	+	+	+	+	+
DELTA	+	-	+	-	+	+	+	+
HOCHFLOER	+	-	+	+	+	+	+/-	+

SAMTFLOR	+	-	+	+	+	+	+/-	+
SANTA	+	-	+	+	+	+	+/-	+
STANDARD	+	-	+	+	+	+	+/-	+
SWITCH	+	-	+	-	+	+/-	+/-	+
TWIN	+	-	+	-	+	+	+	+
liftBAC MODULE	+	-	+	+/-	+	+/-	+/-	+
easyBAC FLIESEN	+	-	+	+/-	+	+/-	+/-	+

+ = suitable treatment for cleaning - = unsuitable treatment for cleaning
 +/- = suitable treatment for cleaning under certain conditions; must be tested in advance whether the method is suitable for the subflooring and/or the product ! Please seek advice as needed!

Please note:

The cleaning procedures listed in the above table refer exclusively to the material constructions and surface-structure of the respective quality, but not on the product variant (broadlooms or modules/tiles), the type of installation or the condition of the subfloor, because we are of course not aware of these in individual cases.

It is therefore possible that the table lists procedures that are actually for the carpet would be fundamentally suitable from a constructive point of view, but should nevertheless be ruled out for use, if the type of installation or the subfloor do not permit the process.

Example: quality COMFORT / TWIST

- All the methods mentioned are available as broadloom glued to a leveled subfloor to disposal.
 -As a module or tile without glueing to the subfloor, f.e. the combination method ruled out as a basic cleaning process

because the covering, the laying system and also the ground could be damaged.

For this reason, please always arrange the cleaning (except for maintenance cleaning) carried out by a specialist as already described on page 3.

CLEANING, CARE AND MAINTENANCE OF INFLOOR-GIRLOON CARPETS

To retain the value of your INFLOOR-GIRLOON carpet on a long-term basis, when it comes to cleaning, care and maintenance we would like to recommend the firm

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without reservation due to our years of working intensively together with Geißler in the firm's capacity as a competent and reliable partner for advisory consulting and services.

The cleaning of a product displaying such a high quality, as is the case with your INFLOOR-GIRLOON carpet, undoubtedly belongs in the hands of a professional enterprise in the field of carpet cleaning. In light of our experiences, the continued listing of this trade as merely "one item among many" under the general responsibilities for facility cleaners – especially in the commercial business-site sector – is not going to ensure a long-lasting retention of the carpet's value. Carpet value retention is the core goal at Geißler along with its concept

"Care & maintenance right from the start."

Mr Paul Geißler is the founder and managing director of "FDT", the Professional Association of German Carpet Cleaners. In our opinion, this association represents quasi 'the ultimate benchmark' in the field of carpet cleaning. As we see it, the reason why the firm Geißler sets itself particularly apart is because no fundamental rule there states that only one single cleaning product is to be applied in conjunction with one stipulated cleaning method for all types of floor coverings. Instead and in each individual case, both the cleaning agent and the cleaning method are co-ordinated to match the respective flooring construction, the method of laying the carpet, and the conditions for use at the site involved.

Above and beyond this, Geißler is the only cleaning company operating on a nationwide scale that has the self-developed and patented "TEP-TOP-Clean® System" at its disposal. This system has been recognised as a basic thorough cleaning process by the German Carpet Research Institute and "TÜV", a German regional certification organisation. The process functions on the basis of enzymes and uses very little moisture to place less of a burden on the carpet, and it leaves no cleaning agent residues behind in the pile.

A highly innovative method that 'goes easy' on the carpet and the environment. And it goes without saying that it is extremely well suited for most INFLOOR-GIRLOON products as well.

In light of our experiences, the high level of professional expertise exhibited at Geißler is perfectly enhanced by an equally high degree of dependability. This is true of both the practical implementation of the cleaning service itself and the administrative work in co-operation during 'after sale' stewardship & handling of our customers.

Care & maintenance right from the start ...
Your exclusive INFLOOR-GIRLOON carpet will be grateful
to you ... for years and years

INFLOOR-GIRLOON GmbH & Co. KG
Company seat: Herzebrock, Germany · Municipal court of registry: Gütersloh, Germany · Commercial register no. HRA 5202 ·
General partner bearing full personal liability: Vetex Beteiligungs GmbH · Commercial register no. HRB 5627 · Managing directors:
Stefanie Ritterbach, Ulrich Dresing · Bank: Kreissparkasse Wiedenbrück · Bank sort code 478 535 20 · Account no. 10 710 ·
Tax no.: 347/5716/0574 · VAT ID no.: DE126777563 · IBAN code: DE25 4785 3520 0000 0107 10 · SWIFT code: WELADED1WDB