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## 1994 Technical Bulletins

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### **A SIMPLE APPROACH TO CLEANING STAIN RESISTANT CARPETS**

A lot has happened since the introduction of stain resistant carpets in 1986. It wasn't long after the introduction of warranted, stain resistant carpets that we began to receive reaction. Some felt as if the end of the professional cleaner was on the horizon. They looked at the basic cleaning guidelines and virtually were ready to abandon ship. Yet, in retrospect, most of the cleaning guidelines that were developed at the time, by an IICRC spearheaded industry task force working in conjunction with fiber producers and carpet mills, were simply good common sense application of cleaning technology and cleaning solutions.

Since that introduction, and the development of those industry guidelines, the rules have basically remained the same, and common sense has continued to apply.

**A. THE CLEANING METHOD** - The one constant suggestion for the most effective cleaning is professional hot-water extraction. There is concern on the part of some warranty holders about abrasion with a rotary shampoo brush and with bonnet pads in spin bonnet cleaning. However, none of the five carpet cleaning methods, used properly by a trained professional, will invalidate the warranty in and of itself. Some warranties, such as Du Pont Stainmaster® or Masterlife®, along with Shaw Trustmark®, require periodic professional hot water extraction cleaning to retain warranty protection. These warranties do not prohibit the use of other cleaning methods however.

**B. THE CLEANING SOLUTIONS** - Here we have to understand that the charge or polarity of the protective treatment that makes a carpet stain resistant has an anionic charge. Thus, any chemical with an opposite charge (cationic) will have a neutralizing effect on the stain resistance. The main offenders are well known cationic solutions such as quaternary ammonium chloride disinfectants, antimicrobials, and antistatic treatments.

The warranty holders are also concerned with high pH cleaning solutions. They have stated that when cleaning a stain resistant carpet, the cleaning agent should have a pH of less than 10. This is primarily of concern in the application of traffic lane cleaners and presprays. Many exceed this limit, and you should avoid using these products on stain resistant carpets. Look for a quality prespray with a pH of less than 10.

One other factor to consider for chemicals are silicone based fabric protectors. Because stain resistant carpets already possess an effective fluorochemical/dye blocking protection, there is no need to apply a silicone protector. If you apply a silicone protector during the life of the warranty, then you usually will be voiding that warranty.

**C. THE CLEANING SOLUTION TEMPERATURES** - After testing stain-resistant carpet cleaned with high temperature, it was documented that there was no loss of performance. Fiber producers and carpet mills have lifted any previous temperature restrictions. You can clean stain-resist with the same temperature you have cleaned any nylon carpet.

**D. THE CLEANING PROCEDURES** - We recommend the A-B-C method of cleaning stain resistant carpets. It's just that simple.

- A. Apply a traffic lane cleaner whose pH is less than 10 and pre-spot where necessary.
- B. Use hot water extraction with a compatible rinsing emulsifier.
- C. Use specialized spotting where needed.

**E. WHAT IF THE STAIN RESISTANCY OF A CARPET IS DAMAGED?** - A lot of people kind of got the idea that if a stain resistant carpet was subjected to conditions which would effect the stain resistant protection, the carpet was permanently damaged. Nothing could be further from the truth! A stain resistant carpet could have its effectiveness changed by improper cleaning solutions being used, normal wear over a period of time, water damage, extreme environmental or soiling conditions, improper chemical applications, and many other causes. The stain resistant performance of the carpet can be restored, and even in a

few cases, the warranty protection be restored. A professional cleaner can apply one of several products on-location that can restore the stain resistancy. Protective treatments applied by the professional cleaner generally will need to be reapplied once every 1 to 3 years, depending upon conditions, but the stain resistant protection closely equates to mill applied treatments. Some of the products that can accomplish this include FabriCover® Gold from Steam Way, Du Pont MasterSeries®, and Scotchgard® with Stain Release from 3M®. This application should only take place after the carpet has been thoroughly professionally hot water extraction cleaned.

Stain Resistant fibers have brought together many advantages of modern technology. Antistatic capabilities, fluorochemical protectors, and acid dye resisters are now combined to create a highly serviceable product. One report is constantly coming back that these carpets are easier to clean and, thus, make the cleaning process considerably more efficient. With this in mind, why would you want to be overly aggressive on a carpet like that? Sure it will work, but the overkill can cause a lot of damage.

Add to all of this the fact that the consumer can call the fiber manufacturer or carpet mill to get free advice. If there is a problem, it will be between the consumer and the fiber manufacturer. Don't try to create problems or solve problems as a "middle-man". This warranty is between "Mrs. Jones" and the fiber producers. It is not your job to make warranty judgements; that belongs to the fiber producer. In reality, they are standing behind these warranties and you can benefit as a professional cleaner of these carpets.

For more information about specific warranty information, consult the fiber producer:

1. For Allied Carpets, call 1-800-441-8185
2. For B.A.S.F. Carpets, call 1-800-446-8953
3. For Du Pont Carpets, call 1-800-4Du-Pont
4. For Monsanto Carpets, call 1-800-237-8289
5. For 3M Scotchgard Treated Carpets, call 1-800-443-3296

NOTE: Some stain resistant warranties are held by the carpet mill. Consult with the mill that made the carpet for more information.

## **THE STEAM WAY A-B-C- METHOD OF CLEANING STAIN RESISTANT CARPETS**

- A. Prespray carpet with STEAM WAY FORMULA "O", STEAM WAY SPECTRUM™ TRAFFIC LANE CLEANER, STEAM WAY ULTRA-CONCENTRATE TLC, or STEAM WAY PREMIUM CONCENTRATE SRFTLC (mix according to directions). Pay particular attention to spots that may be set by hot water. These include dyes and blood. Pre-spot these areas.
- B. After a 10 to 20 minutes "dwell" time of your prespray, extraction clean and rinse with an emulsifier/detergent solution (mixed and metered properly) of either STEAM WAY FORMULA "A", STEAM WAY SPECTRUM™ CARPET EXTRACTION DETERGENT or STEAM WAY RINSE SURFACTANT 2000 in hot water.
- C. With the STEAM WAY PROFESSIONAL SPOTTING KIT, address remaining spots as needed and according to directions. In areas where a large amount of solvent spotters, such as STEAM WAY SPOTTER "301", are used, it may be desirable to reapply a fluorochemical treatment such as STEAM WAY FABRICOVER® PLUS OR TEFLON® CARPET PROTECTOR to that area.

All cleaning should be performed in conjunction with IICRC Standard S001-1994. After cleaning stain resistant carpets, do not apply a cationic or silicone post treatment. Of special concern are anti-stats, quaternary disinfectants, antimicrobials, and silicone carpet protectors.

Carpets that have been damaged by environmental or soiling conditions such as water or smoke damage, may already have voided their warranty coverage. In those cases, the best cleaning solution to restore the carpet should be used and then the stain resistancy can be restores with a topical treatment. However, the following STEAM WAY chemicals should not be applied to stain-resistant carpets with valid warranties:

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|---------------------------------------|-----------------------------------|--|
| 1. M.S.D.                             | 2. AS II™ - Anti-Static Treatment | 3. CARPET GUARD PLUS®- Silicone Carpet Protector |
| 4. ULTRA-FRESH® - Anti-Microbial      |                                   | 5. FABRICOVER® - Silicone Fabric Protector       |
| 6. SUPER TRAFFIC LANE CLEANER (pH>10) |                                   | 7. ENZYME TLC (pH>10)                            |
| 8. EXTRACTIONPOWER™ HP (pH>10)        |                                   | 9. FORMULA A+ (PH>10)                            |

The following fabric protectors may be applied with the approval of the homeowner or warranty holder:

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|---------------------|-----------------------------|-----------------------|
| 1. FABRICOVER® PLUS | 3. DU PONT MASTERSERIES® SR | 5. DU PONT TEFLON® MF |
| 2. FABRICOVER® GOLD | 4. DU PONT TEFLON® MF II    |                       |