



SYLKA Carpets & Rugs
Care & Cleaning Guide for Carpets made of
NuSilk™-EcoSylk® luxury fibers

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Facts about Carpet Care - Basic Vacuuming

Regular Care

NuSilk™ - EcoSylk® carpet fibers are designed to hide soil and may be treated with performance additives to increase resistance to soiling and stains. The effect of soil in carpet is not as visible as it is on hard surface flooring, where soil remains on the surface and is easily seen. The ability of LPFs™ carpet fiber to hide soiling is a positive feature for most consumers. However, the lack of apparent soiling does not eliminate the necessity of regular cleaning. It is important to consider that carpets made of NuSilk™ - EcoSylk®, though far more resilient than their natural or organic fiber counterparts (i.e. silk or viscose), may require extra attention in maintenance compared to carpets made of conventional synthetic fibers. This is due, in part, to the extremely fine denier filaments that make up our yarn systems and impart such unique luster and softness attributes. The characteristic soft hand of NuSilk™ - EcoSylk® is created by utilizing thousands of small fibers in each yarn end which translates to dramatically increased surface area or “receptors” on which soil may attach itself. For this reason, an enhanced service regime may need to be employed to keep your carpets and rugs looking their best.

Use entry mats at all inside and outside entrances to trap soil before it can be transferred into your interior. Entry mats are a great way to protect your investment. With use, far less dirt will be introduced into the carpet pile which will help protect the fibers from abrasion and dulling, resulting in your carpet preserving its appearance over time.

It is important to consider that because most dry soil has razor-like edges that, if not removed via regular maintenance, will abrade the carpet fibers thus causing a dull appearance. Remember, soil particles are heavy and will sink to the bottom of the surface pile if left unattended. This embedded soil can damage the fibers permanently if allowed to remain in the pile.

You purchased your luxury carpet in part for its tactile and visual characteristics, therefore, a regular maintenance program is important in extending the life and appearance of your carpet.

Basic Vacuuming

Soil is the greatest threat to your carpet's appearance. Therefore, you really can't vacuum too often. A good practice is to vacuum often the areas that receive the most traffic, such as hallways, stairs, exterior entryways, and paths in the interior that receive constant wear. Daily vacuuming of these high traffic areas will produce the best results and we recommend seven passes of the vacuum cleaner head over each high traffic section. Vacuum the entire carpeted area a minimum of twice per week with three passes over each section.

Removing loose soil while it remains on the surface is important so that it is not worked into the carpet pile by foot traffic. Removing embedded soil is more difficult and time consuming than removing surface soil.

To remove surface soil, push the vacuum forward several feet with the pile direction of the carpet in a slow, deliberate motion and then reverse direction. Embedded soil is more effectively removed by pulling the vacuum against the pile direction again, in a slow, deliberate motion.

Vacuum Cleaner Selection – For maximum effectiveness, we recommend an upright or canister style vacuum cleaner with an adjustable beater bar as well as adjustable suction with strong enough airflow to penetrate to the backing, so that all loose particles are extracted. Set the beater bar high enough so that it does not abrade or bog down in the pile. Since the yarn systems and constructions of SYLKA™ products are extremely dense, a high suction vacuum may be very difficult to move across the surface pile as very little air moves through the pile directly under the suction head. If suction is too high, the vacuum will attach itself to the pile like a suction cup which is why we recommend a unit with an adjustable suction level.

Utilization of the beater bar, in conjunction with suction, is safe for use on SYLKA™ carpets as they are made of resilient luxury performance nylon. The beater bar will promote deep cleaning as it helps separate the nap while vacuuming, as well as removes any pilling which may form on the surface pile from a “suction only” cleaning method.

The vacuum cleaner should have an enclosed, high filtration bag or HEPA filter that limits particles from re-circulating into the air.

For the best cleaning results, no matter which type of vacuum cleaner you purchase, inspect it periodically to be sure it is functioning properly.

- Keep brushes clean and replace them when worn.
- Keep vacuum hoses and attachments free of obstructions that restrict airflow.
- Inspect the vacuum head for rough edges or bent metal that may snag the surface pile and damage your carpet.
- Inspect belts frequently to make certain they are working properly.
- Always keep a spare belt for replacement as needed.

Follow the vacuum cleaner manufacturer's instructions and change the vacuum bag when it becomes more than half full. As the bag becomes full, efficiency is reduced.

Facts about Carpet Care – Methods of Cleaning

Spot Cleaning

Always vacuum dry spills. Blot up liquid spills immediately. In cases where spots may be addressed immediately, SYLKA™ recommends unscented baby wipes for best results as most are made of cellulosic fibers such as Tencel (Viscose fiber) which is very effective in spot cleaning NuSilk™ - EcoSylk® fiber. Immediate attention to spills and spots will make removal easier and help preserve your carpet's appearance. Additionally, a small, portable hot water extraction machine designed for spot cleaning is very effective and extremely handy to have on hand for spots and spills, therefore is highly recommended by SYLKA™. For detailed instructions, you may consult the spot removal section in the Carpet and Rug Institute (hereafter CRI) document entitled “Carpet Maintenance Guidelines” for commercial interiors available online.

Deep Cleaning

Daily vacuuming is the most important cleaning activity, however, no matter how often carpet is vacuumed, soil will eventually accumulate that can only be removed by a more thorough professional cleaning. Hot Water Extraction (HWE) cleaning must be performed to remove stubborn or embedded soil. For optimum results and longevity, SYLKA™ recommends that carpets be HWE cleaned a minimum of every 6-12 months or before carpet shows soiling. Carpets should receive regular HWE cleaning throughout their life cycle in order to maintain their appearance. A carpet cleaning professional may be hired, or carpet cleaning equipment may be purchased or rented for do-it-yourself cleaning. The majority of carpet manufactured by SYLKA™ today is constructed

with NuSilk™ - EcoSylk® luxury fiber(s) and it is unique in that it may be cleaned successfully by either dry or wet cleaning methods.

Pass Machine Products

In some cases, your SYLKA™ carpet may be manufactured on Pass Machine equipment and constructed of NuSilk™ - EcoSylk® in conjunction with natural or organic fibers which may require special care. Following are general cleaning guidelines for these fiber systems:

Wool - Wool fibers may be cleaned using dry or wet cleaning methods, although excessive agitation and excessive heat should be avoided. Wool is easily damaged by bleaches and alkalis. Wool should be cleaned with neutral detergents (pH 5.0-8.0) and dried quickly to limit oxidation (yellowing or browning).

Silk - Silk should be cleaned using a dry-cleaning process only. These fibers may be damaged by high temperatures, high pH (>9), sunlight, and will lose strength considerably when wet. The cleaning of silk fibers is best left to the carpet cleaning professional.

Sisal and Other Plant Fibers - Plant fibers used in carpet construction, including sisal, jute, coconut (coir), pineapple, ramie, and hemp, have characteristics similar to cotton. These fibers may be cleaned with dry or wet cleaning method(s), but dry extraction and dry foam extraction are most often recommended. To limit color change or odor transfer, a pH of less than 7.5 should be used and precautions should be taken to expedite rapid drying. It is best to use a carpet cleaning professional and all cleaning methods should first be tried in an inconspicuous area.

For best deep cleaning results in residential and commercial interiors, SYLKA™ recommends the Hot Water Extraction (HWE) method of cleaning. How often your carpet will require hot water extraction depends upon how the carpet is used and cared for. When choosing any cleaning method, select cleaning agents sold especially for stain resistant carpet cleaning, and follow the directions for dilution and application. Never use soap, laundry detergent, automatic dishwasher detergent, or any of the strong household cleaning agents intended for use on hard surfaces such as woodwork, linoleum, or tile. For best cleaning results, always pre-vacuum the area to be cleaned and apply a preconditioning solution prior to cleaning. A preconditioning solution is a carpet safe, professionally formulated neutral detergent solution applied to the pile prior to HWE to begin loosening soil (soil suspension). These solutions typically require 10-15 minute dwell time to begin the suspension process.

Do-It-Yourself Cleaning

Do-it-yourself cleaning may be an economical choice between professional cleanings. For any do-it-yourself cleaning method, the following points are critical.

- Always pre-vacuum to remove as much dry soil as possible.
- Follow instructions carefully!

Consider the following precautions when selecting a wet cleaning method.

Never employ wet shampoo method of cleaning. This method will leave behind a soapy residue if not rinsed and extracted thoroughly. This film or residue will mask the carpet's finish and can begin to attract and hold dirt after it dries. A solvent based pre-treatment to loosen soil followed Hot Water Extraction is the method recommends for carpets made of NuSilk™ - EcoSylk® luxury fibers.

Hot Water Extraction Method

This method is sometimes called "steam cleaning." Areas of heavy use are pre-treated to suspend ground-in soil, followed by a pressurized cleaning solution injected into the entire carpet and allowed to condition for 10-15 minutes. Suspended soil and solution are then immediately extracted with hot water only. Follow directions carefully and avoid over-wetting as this may cause carpet and backing to delaminate. Ensure speedy drying by using fans, operating the interior air conditioning system (HVAC) in the "on" position, and by performing additional drying strokes. Always complete

final drying stroke with the nap and make certain to assimilate nap in same direction before allowing carpet to dry.

- Remove furniture from the room before cleaning or, if impractical, place plastic film under and around the legs of chairs, tables and other furniture to prevent rust or furniture stains from developing on the carpet.
- Use only the recommended cleaning solution strength. Stronger than recommended solutions may cause accelerated re-soiling. Rinse all detergent from the carpet to prevent accelerated re-soiling.

* In aircraft and yacht interiors, spot cleaning in conjunction with the dry-cleaning method is required in order to preserve flame retardant (FR) properties.

- Do not over-wet the carpet. Over-wetting may cause separation of the backing, separation of the seams, shrinkage, discoloration, and odor.
- The carpet should be dry within 12 hours. Provide proper ventilation or use fans to quickly dry the carpet and exhaust any existing solution-related fragrances.
- Allow the carpet to dry completely before walking on it.

Professional Cleaning Services

Consider the services of a carpet cleaning professional before your carpet and rugs begin to show soil. Allowing carpet and rugs to become excessively soiled will make cleaning more difficult and will shorten their useful life.

Recommendations can be obtained from satisfied friends, carpet retailers, and local business groups for reliable, certified cleaning professionals in your area. Choose a carpet cleaning professional who is properly trained for the following services. Prior to using these services, you may wish to contact SYLKA™ to prevent voiding any warranties.

- Dry Cleaning
- Carpet Redyeing (color repair)
- Fire and Water Damage Restoration (For water damage follow guidelines in the IICRC Standard and Reference Guide for Professional Water Damage Restoration S500-94)
- In-plant Cleaning (for rugs)
- Odor Control (nuisance odors such as: mildew, tobacco, and pet)
- Repairs, Re-stretching, Reinstalling
- Spot Removal
- Topical Treatments (soil, static and stain-resist treatments)
- Allow the carpet to dry completely before walking on it.

In order to determine the amount and type of cleaning services required, have a representative of the cleaning firm come to your location and make a visual inspection. The cleaning professional can inspect the carpet for problem stains or excessively soiled areas that may require additional attention. Obtain a written agreement for all work to be performed. Under normal circumstances, there should be no extra charge for activities such as moving furniture, preconditioning, and routine spot and stain removal.

Beware of pricing that is "too good to be true." Professionals charge only for services that are authorized in writing before cleaning begins. Most cleaning is based on the total number of square meters to be cleaned. Many firms do have cleaning specials; however, pricing by the room or low prices quoted over the phone may have hidden restrictions or mandatory add-ons. A reliable firm will tell you the steps that they are going to use to clean your carpet and provide a written agreement

before the work is started. Should you question the need for any required add-ons, contact SYLKA™ for assistance.

Facts about Carpet Care - Soiling Around the Edges

Soiling Around the Edges

Filtration soil is a term used to describe dark, grayish lines that may appear on a carpet. This is not a carpet defect, but a situation in which dust and other airborne pollutants can accumulate on the carpet face fibers in areas with a concentrated flow of air over the carpet or through tiny cracks or other open areas under the carpet. The soiling condition can occur quickly, or it may develop over a period of months or years. The level of soiling is dependent upon the volume of airflow and the level of pollutants in the air. Filtration soiling is not the result of the quality of the carpet selected. The condition will obviously appear more pronounced on lighter colorations than darker colorations.

Filtration soil areas may appear around skirting boards, vents, under doors, along the edges of stairs and possibly away from walls where floorboards & plywood subflooring materials have been joined. Generally, the concentrated air flow will be from an upper level to a lower level of an interior environment.

As indicated, filtration soiling can occur under closed interior doors where a central heating, ventilation, and air condition (HVAC) system is utilized. When possible, open interior doors to reduce filtration soiling that may develop under closed doors while the HVAC system is in operation.

Filtration soil may be fireplace or automobile emissions, residue from furniture polishes, fine sand or clay particles, cooking oils, or a host of other soils or a combination of soils. Oily airborne contaminants trapped by carpet fibers will serve to attract more dry soil.

It is difficult to identify effective methods to reduce or prevent filtration soiling. Preventing airflow through carpet and carpet edges by sealing cracks in the subfloor, as well as under baseboards and edges of stairs, may reduce filtration soiling problems. Keeping air inside the interior environment as clean as possible can be accomplished by reducing indoor air pollutants, such as cooking emissions, fireplace smoke, burning candles, cigarette smoke, and emissions from cleaning chemicals. Furthermore, this can be reduced by the installation and regular replacement of high efficiency HVAC air filters.

While no one cleaning technique may be successful in all filtration soiling situations, recent innovations in soil- and stain-resist treatment applied to carpets made of NuSilk™ - EcoSylk® luxury fiber will reduce the effort previously needed to remove filtration soil. However, the complete removal of contaminants from the soiled areas can be complicated, depending on the type of contaminant materials present. In some cases, Filtration Soiling may become permanent. To achieve the best results, the services of a cleaning professional should be considered.

For further information regarding stain-protection and carpet cleaning contact:
sylka@acecarpetcleaners.co.uk