

Carpet Maintenance Guidelines

I. Planned Preventive Measures

Carpet is a decorative textile with advantages over hard flooring, but it requires more careful maintenance. Before selection and commissioning, prepare a complete plan for stain prevention, vacuuming and cleaning to extend service life and preserve appearance.

1. Proper Carpet Selection

- Guest rooms: Avoid solid-color carpets. Small jacquard carpets help conceal light stains and cigarette burns. High-content wool carpets are preferred for stain resistance and easy cleaning.
- Public areas: For corridors, elevator lobbies and restaurants, use multi-color large jacquard carpets. A 50% wool content and 7 mm pile height are recommended. Darker tones and strong color contrast hide dirt better.
- Project principle: Use lighter colors in guest rooms and meeting rooms; use darker carpets in high-traffic public areas such as corridors.
- Severe outdoor pollution: Nylon loop-pile or nylon large jacquard carpets can support frequent cleaning and fast drying.
- Fiber performance: Wool fiber offers both anti-soiling and dirt-holding properties. Dust releases more easily during vacuuming and cleaning than with many synthetic fibers.

2. Block External Dirt and Contaminants

- About 80% of contaminants are brought indoors by shoe soles, 15% by airborne dust and 5% by human contact or accidents. Blocking shoe-borne dirt is key to reducing cleaning cost and maintaining appearance.
- Install 2-4 meters of dirt-removal mats at building entrances. Clean mats regularly, and use two rotating sets when possible to avoid secondary pollution from dirty mats.
- Lay high-elasticity, high-pile carpets inside elevators to improve dust-removal performance.

II. Routine Maintenance

1. Vacuuming

- Vacuuming is the basic daily task for carpet maintenance and must be performed every day.
- New carpets release loose pile fibers. Vacuum twice a day, morning and evening, for the first month to remove loose fibers.
- Vacuum each area twice. The first pass should go against the pile direction for deep dust removal. The final pass must follow the factory-set pile lay direction to prevent pile disorder and color difference.
- In public areas, use vacuum cleaners with rotating pile agitators to remove surface dust and embedded dust.
- Important: Once dust settles and consolidates, routine vacuuming cannot remove it completely. Do not delay vacuuming work.

2. Carpet Cleaning

Carpet cleaning includes dry cleaning and wet cleaning. All cleaning work should be carried out by professionally trained personnel.

Dry Cleaning

- Dry cleaning is suitable for surface cleaning only and cannot remove deep-seated dirt.
- Foam dry cleaning: Spray detergent on the carpet surface, clean with rotating brushes, then extract foam and suspended dirt.
- Dry-extraction cleaning: Spray a mixed cleaning solution, brush mechanically, then extract detergent and dirt.

Wet Cleaning

- Use wet cleaning when heavy oil or sticky contaminants accumulate, affecting color and pile resilience, and when dry cleaning cannot fully remove dirt.
- Spray-extraction cleaning: Spray hot water mixed with detergent under pressure, separate dirt with brushes and extract contaminants directly.
- Steam cleaning / extraction cleaning: Spray a water-based cleaning solvent, loosen dirt through mechanical agitation and remove it through vacuum nozzles. This gives the most thorough result.

General Pre-cleaning Notes

- Before cleaning, inspect contamination level, pile lay direction and carpet fixation.
- Conduct full vacuuming first. For loose carpets, tap the back side to shake out embedded dust.
- Pre-treat stubborn local stains. Heavily soiled areas require secondary cleaning.



Cleaning Equipment Selection

Equipment	Advantages	Limitations / Notes
Rotary brush machine	Less likely to damage carpet backing and seams; suitable for modular carpet tiles.	May damage pile structure and cause pilling; residual dirt can cause caking and poor foot feel; water marks may occur. Not recommended as a universal all-site method.
Reciprocating swing-type brush machine	Matches carpet weaving structure; cleans thoroughly and extracts detergent and dirt at the same time.	High power output may damage backing and seams; not suitable for modular carpet tiles. Preferred for most hotel full-spread tufted carpets.

Detergent Selection

- Detergents with excessively high pH may cause color fading.
- Simple test: Moisten a white cloth with detergent and rub an inconspicuous carpet area. If there is no carpet discoloration and no dye transfer after 10 minutes, the detergent may be used for large-area cleaning. Otherwise, replace it.

Post-cleaning Treatment

- Pile grooming: After wet cleaning, groom the pile back to the factory-set direction. Improper grooming can cause water marks after drying, especially on high-pile carpets. Such marks are usually caused by improper maintenance rather than carpet quality defects.
- Timely drying: Dry the carpet thoroughly immediately after wet cleaning. A long-term semi-wet condition can damage the carpet backing, especially on tufted carpets.