



Why regular cleaning is necessary

Just as the clothes we wear need regular cleaning to keep them fresh and hygienic, carpets and upholstered furniture need to be maintained in the same way. Accumulated soil and grit are major causes of wear and tear, which results in reduced carpet and fabric life. Regular cleaning ensures the removal of this soiling, along with any potentially harmful mites and bacteria, in a safe and practical way. Cleaning charges are minimal when you consider the replacement cost of carpets and furnishings, so regular cleaning makes economic sense too.



How we do it

There are several methods used in professional cleaning, but the aim of all is the same - to remove as much, if not all, of the accumulated dust, grit and general soiling as possible. Regular vacuuming is a fundamental part of housekeeping, but more specialised equipment and knowledge are required in order to clean carpets and fabrics properly. There are a variety of cleaning methods, the choice depending on many factors - mainly the type of fibre, its construction, age, condition, location, degree of soiling and the time available to carry out the work. The most recognised cleaning processes are hot water extraction (often referred to as steam cleaning) and various low moisture methods. We have the experience and expertise to recommend the most appropriate method to achieve the best possible results, whatever the circumstances.

Where we do it

Carpets and upholstery are usually cleaned on-site. Although some companies have off-site facilities for your cleaning requirements, especially rugs. We will advise you on the most appropriate method for your particular situation.

On-site carpet cleaning

Before work starts, we ensure that the carpets are correctly fitted and that any possible problems, such as weak or damaged seams, are pointed out to you. The area concerned should be as clear as is practical, and left clear until the carpet is dry. Drying times vary with the type of carpet, the method used and the weather, but we can give you an accurate assessment at the time.



Upholstery

All upholstery is carefully inspected prior to cleaning. We then decide on the most suitable method according to the type of material and degree of soiling. Advice on how to assist in preparing the area for the furniture cleaning can be provided, if required, and every care will be taken to protect the floor covering and surrounding furniture during the work.



Off-site cleaning

For the best results, some items may require to be taken away and processed at an off-site facility. Here, more thorough cleaning and rapid drying will take place. Fitted carpets which are being transferred to another area, valuable oriental carpets and rugs, flooded or smoke damaged items and heavily soiled carpets, in particular, may benefit from this service.

Membership of the NCCA

The National Carpet Cleaners Association was formed in 1968, in order to:

1. Establish minimum professional standards within the carpet and upholstery cleaning industry.
2. Provide training for members, in order to achieve the aforementioned standards, and keep members abreast of developments, such as new cleaning solutions, equipment, new fibres and materials.
3. Ensure that members have adequate insurance and work to the NCCA Code of Practice.
4. Provide an advisory service to assist with problems and handle complaints smoothly and promptly, thereby ensuring that all members live up to the Association's motto

'Service with Integrity'

Your valuable carpets and upholstery are safe in our hands.



First Aid Stain Treatment

Accidents will happen. If something gets spilled on your carpet, take prompt action to prevent staining. You will need some clean white absorbent cloth, or kitchen towel, and the four basic solutions listed below. (Please check that your carpet is colourfast, and safe to clean, by testing all solutions in an inconspicuous area before application).

- 1. Dry Cleaning Solution** - Surgical Spirit.
- 2. Detergent Solution** - One teaspoonful of gentle detergent for washing woollens to half a pint (0.3 litres) of warm water.
- 3. Detergent and Vinegar Solution** - Add one tablespoonful of white (not malt) vinegar to the Detergent Solution.
- 4. Ammonia Solution** - One teaspoonful of branded household ammonia (available from hardware stores), to one cup of warm water.

Tackle the stains as follows:

1. Alcohol, Coffee, Tea, Liquid Foods and Urine. Blot up surplus spillage. Use Detergent and Vinegar Solution. Work from the outer edge of the stain inwards, using a little at a time, blotting up with dry cloths frequently. See below for final rinse procedure.
2. Chocolate, Sweets, Blood, Glue, Egg, Ice Cream, Milk, Soft Drinks, and Vomit. Scrape up excess with a blunt knife. Use Detergent Solution starting at the outer edge. Blot dry. Follow up with Ammonia Solution. Blot dry. See below for final rinse procedure.
3. Solids, Fats, Tar, Chewing Gum, Oil, Ointment and Shoe Polish. Scrape up excess with a blunt knife. Use Dry Cleaning Solution followed by Detergent and Vinegar Solution. Blot dry. See below for final rinse procedure.
4. Unknown stains. Scrape up or blot surplus spillage. Use Dry Cleaning Solution followed by clean warm water. Blot dry. If further treatment is needed, use either Detergent or Detergent and Vinegar Solution. Blot dry. See below for final rinse procedure.

Final Rinse Procedure

This rinse procedure is applicable to all the above methods of stain removal. Simply mix one-part white vinegar and four-parts water. Pour mixture into a spray bottle and spray over the stained area. Blot dampened area (do not rub) to remove excess moisture. Spread white kitchen towel (stacked 6-8 sheets deep) over the affected area and place a weight, such as a book, directly on top. This will help moisture residue to soak into the towels. Leave overnight and repeat if necessary.

REMEMBER: Act Quickly

Scrape up solids. Blot up liquids. Take plenty of time, it is worth the effort. Mix the solution accurately (and test it in an inconspicuous area). Always work from the outer edge of the stain to the centre. **NEVER OVER WET**. Dab rather than scrub, or rub hard. Even though you do not completely remove the stain, the correct routine will give your professional cleaner, when called in, the best possible chance of success.

NOTE: Some new carpets have been subjected to anti-static and soil-resistant treatments. Even when these have been applied, it is wise to follow the stain removal procedures suggested.

Q. What is the main benefit of using a member of the NCCA?

A. NCCA members are fully trained and insured for the work they carry out. They are members of the only UK trade association dedicated to the carpet and upholstery cleaning industry. A careful inspection will be made of your carpet and upholstery so that the operator will be aware of the nature of dyes and the type of fibre and construction. Then the security of the fixing of the carpet at its edges and the condition of the seams will be inspected. In the case of upholstery, a check on braids and other trimmings will be made so that you may have every confidence that your valuable carpets and furnishings will be cleaned and cared for in the most professional manner.

For peace of mind and a prompt, personal service contact:



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Cleaning the Nation's
Carpets and Upholstery

