



Carpet Care

Carpet Stain Removal Tips

Give prompt attention to spots and spills for best results.

Use a spoon or dull knife to remove solid materials.

Blot up liquid spills with a microfiber cloth.

Use Mohawk FloorCare Essentials Carpet Stain Remover and procedures appropriate for the stain being removed. (See Stain Removal Steps for detailed instructions.)

Apply all cleaning agents to a cloth or non-printed paper towel rather than directly to the stained area to avoid over-saturating the carpet when spot cleaning.

Work from the outside to the center of large stains to prevent spreading.

Never rub, scrub, or use a brush. This may cause damage to the carpet fibers.

Do not rush. Deep stains may require repeated stain removal efforts to prevent the re-emergence of stains.

To prevent residue-related soiling, place a white paper towel over the treated area and weigh down with a heavy object while drying to prevent re-emergence or "wicking."

Thoroughly rinse and blot treated area to remove excess stain removal solution.

Carpet Stain Removal Steps

When a spill happens, use your Mohawk FloorCare Essentials Carpet Stain Remover to remove the stain.

To find a retailer near you that carries the Mohawk FloorCare Essentials products line of products visit www.FloorCareForLife.com and enter your zip code in the retailer locator.

If you do not have the Mohawk FloorCare Essentials Carpet Stain Remover, follow the 3-Step Stain Removal instructions listed below to remove the stain. Locate the stain on the chart below and follow the cleaning steps below until the stain is removed.

Water-based stains:

For these stains, start with Step 1.

If the stain remains, proceed with Steps 2 and 3.

Alcohol
Baby formula

Graphite
Ice cream

Beer	Jelly
Blood	Latex paint
Candy	Liquor
Catsup	Milk
Chocolate milk	Soft drinks
Clay	Soil spots
Cola	Syrup
Cologne	Tomato juice
Cranberry juice	Vomit
Felt tip marker	Watercolors
Food stains (general)	Watermelon
Furniture polish (water-based)	Whisky
Grape juice	Wine

Special water-based stains — Coffee, Tea and Urine:

For these stains, start with Step 1.

If the stain remains, proceed with Step 3. **Omit Step 2.**

Greasy, oil-based stains:

For these stains, use Goo Gone®.

Follow directions on package, and then proceed with steps 1, 2 and 3.

Butter	Lipstick
Chocolate	Margarine
Cooking oil	Mascara
Cosmetics	Mayonnaise
Crayon	Nail polish
Furniture dye	Oil
Furniture polish (oil-based)	Ointment
Glue	Oil paint
Gravy	Peanut butter
Grease (black)	Rouge
Gum*	Salad dressing
Hand cream	Spaghetti
Ink	Varnish
	Wax*

***Freeze and remove solid materials before using Goo Gone®.**

Step 1: Detergent Solution

- Use a spoon or dull knife to remove solid materials.
- For large stains, work from the outside of the stain to the center to prevent spreading.
- Blot up liquid spills with a colorfast towel or white paper towel.
- Mix a solution of ¼ teaspoon of clear (not opaque) hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with a cloth. Avoid saturating the carpet.
- Wipe gently. Turn cloth frequently.

- **Never rub, scrub or use a brush because it may damage carpet fibers.** If necessary, use your fingertips to work the solution to the base of the stain.
- Wet the stained carpet fibers with clear, lukewarm water to rinse.
- Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- If the stain is gone, place an absorbent towel or white paper towel over the area cleaned, and weigh towels down with a heavy, colorfast object, such as a weighted plastic wastebasket.
- Change towels or paper towels periodically until carpet dries.
- If stain remains, proceed to Step 2 **(for coffee, tea or urine, skip Step 2 and proceed to Step 3)**.

Step 2: Ammonia Solution

Do not use on coffee, tea or urine stains.

- Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.
- Apply ammonia solution, rinse and blot as outlined in Step 1.
- Do not dry with paper towels, but proceed to Step 3 to neutralize the ammonia solution.

Step 3: Vinegar Solution

- Mix 1/2 cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outline in Step 1.

Carpet Care Tips

Tips to help your carpet look beautiful for life.

Use entrance mats.

Place walk-off mats inside and outside entrances to trap soil before it can be tracked into your home. Soil is the greatest threat to your carpet's appearance.

Vacuum regularly.

The most important thing you can do for your carpet is to vacuum regularly. The more you vacuum, the better. Vacuum low traffic area at least once a week and high traffic areas at least twice a week. Do three-five passes with the vacuum to ensure a thorough job. Vacuuming will help remove dirt particles, which will reduce abrasion that can dull carpet fibers. Use a vacuum with a beater-bar, which will raise the pile when it removes soil.

Blot up spills immediately.

Immediate attention to spills and spots will make removal easier. Always blot the area — never rub, scrub or use a brush.

When a spill happens, use your Mohawk FloorCare Essentials Carpet Stain Remover to remove the stain.



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If you do not have the Mohawk FloorCare Essentials Carpet Stain Remover, follow the instructions in the [3-Step Stain Removal](#) chart above.

Clean your carpet before it becomes excessively soiled.

Clean your carpet using hot-water extraction *before* it becomes excessively soiled and shows traffic patterns. Professional cleaning using hot-water extraction is the preferred method.

Change traffic patterns.

Rearranging your furniture periodically changes the traffic patterns and distributes the "wear" on your carpet more evenly. In addition, heavy furniture crushes the carpet pile. If you do rearrange your furniture, you will see deep indentations in the carpet where the furniture legs were resting. To solve this problem, spray a small amount of water on the affected area and use the tines of a fork to lift the crushed pile.

Avoid contact with color destroying products.

Household chemicals, medications, and cosmetics can permanently stain or remove color from your carpet. These household chemicals often are the culprits behind "mystery stains" because they may not discolor the carpet for several days or weeks after the initial spill occurs. The best prevention is to keep household chemicals away from your carpet.

Solutions to Common Carpet Problems

Common New Carpet Problems

There are a couple of characteristics that your new carpet will have that you should be aware of. These characteristics are nothing to be concerned about, as they will diminish over time.

Shedding

Most new carpet contains fibers that come free from the pile with foot traffic or vacuuming. After a couple of months of regular vacuuming, shedding will diminish.

Static

A static charge can build up when humidity is low, particularly when temperatures outside are colder than those inside. Humidifiers may help control static, but as time goes by, your carpet will hold less of a "charge."

Tufting

Occasionally loose tufts stand higher than the carpet surface. The solution is easy – just snip off tufts to uniform height. Do not tug on the fiber because tugging can cause permanent damage to your carpet.

Other Carpet Problems

Here are a couple of other common carpet problems that you may encounter:



Burns

Any burn should be taken care of immediately. First, snip off tips of damaged fibers using a curved fingernail clipper. Then, use the detergent solution (see Stain Removal Steps) and sponge with water.

Odor

One of the most common reasons for carpet odor is spillage. The odor can come from the spill itself, or from bacteria that decays the spilled substance. To prevent odors, make sure to clean up spills immediately. Make sure your carpet is dry before replacing furnishings.

Rippling

Excessive humidity can cause temporary rippling. If the carpet remains in a humid environment, call a carpet installer to have them re-stretch your carpet.

Reappearing Stains

It is not unusual for stains to sometimes reappear after spot cleaning, this is called wicking. Wicking occurs when a liquid has been spilled on the carpet (usually a large quantity) and cleaning attempts remove only the stain and liquid from the carpet fibers. Liquid still remains in the carpet backing or padding. Through capillary action, the stain can "wick" back up into the carpet fibers.

Residual re-soiling can also cause "stains" to reappear. Residual re-soiling occurs if staining substances or cleaning products are left in the carpet and attract soil.

Wicking and residual resoiling stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions below.

If you are still unable to resolve the problem, our stain removal experts at the Floor Care for Life Service Center will work with you over the phone to help you remove these stains.

Tips for Heavy Duty Cleaning

Vacuuming regularly does help your carpet's appearance but soil will still accumulate on your carpet requiring you to do a little "deep cleaning."

How often should you "deep clean" your carpet?

The Protect & Care Protection Plans require that you get your carpet professional steamed cleaned at least every 18 months from the date of installation. However, areas with higher traffic and soiling should be steamed cleaned more frequently. Make sure to keep your cleaning receipts in the event that you will need to file a claim with the FloorCare for Life Service Center.

If you need help finding a reputable professional cleaner, please visit www.FloorCareForLife.com and enter your zip code in the Service Provider locator.

Products That Damage Your Carpet

Is there an unusual spot or stain on your carpet and your wondering how it got there? Below is a list of spills that can cause permanent damage to your carpet and reasons why.

Strong Cleaners

Some toilet bowl cleaners contain hydrochloric acid that dissolves carpet fibers and coloring solutions that can dye carpet fibers. Tile grout cleaners contain phosphoric acid and can damage carpet dyes and fibers. Make sure to read the label on your cleaning products to check for these ingredients and keep them away from your carpet.

Acne Medications

Benzoyl peroxide is a strong oxidizing solution used in most acne medications and is capable of destroying most carpet dyes. Benzoyl peroxide can be transferred through direct contact of the skin with carpet.

This chemical can be on carpet fibers for months before showing up through activation by moisture or humidity. As the chemical reaction continues, the center of the affected area may be bleached white with a pink or orange halo around the outer edges.

To determine if benzoyl peroxide is the cause of a discolored area, apply the suspected medication to a scrap piece of carpet and moisten with tap water. Place the scrap in the microwave for 10-15 seconds. This procedure should speed up the chemical reaction time.

Plant Foods

Some plant foods contain oxidizing ingredients that alter carpet dyes, leaving green, yellow or brown discolorations on your carpet. These stains typically occur near the carpet backing and migrate up the pile fiber. Things to remember: if you over-water your houseplants, make sure the water doesn't overflow onto your carpet; this water could contain oxidizing ingredients that could dye your carpet.

Lawn Fertilizers

Some lawn fertilizers contain oxidizing ingredients that alter carpet dyes, leaving green, yellow or brown discolorations on your carpet. Make sure to remove your shoes before walking on your carpet if you were outside and you use fertilizer on your lawn.

Cleaning Solutions that Contain Bleach

Some cleaning solutions contain bleach; even the smallest amount can dye your carpet. Bleach can leave a white or yellow discoloration so make sure to keep these cleaning solutions away from your carpet.
