

PROXIMITY MILLS® CARPET CARE AND MAINTENANCE GUIDE

Flooring is just like any other investment; it needs to be taken care of, maintained, and regularly serviced for the best experience and long life. For the best possible performance vacuum regularly and in heavy traffic areas more often. Maintaining warranty coverage IS THE CUSTOMER OBLIGATION and responsibility to do the following:

- Clean soiled areas and spills promptly so that spills do not soak into backing and create wicking.
- If the problem persists after do-it-yourself cleaning, then your carpet must be professionally cleaned (at your expense; maintenance costs are not reimbursed under any circumstances).
- To qualify for coverage under all limited warranties outlined in this warranty brochure, you must have had hot water extraction cleaning (aka steam cleaning) performed by a trained, qualified carpet care professional, at least as frequently as every 18 months from the date of your carpet purchase. Please save receipts for proof.
- **FAILING TO HAVE YOUR CARPET PROFESSIONALLY CLEANED VOIDS ALL WARRANTY COVERAGES.**
- To learn more about carpet care or to get cleaning tips on specific stains, please visit <https://carpet-rug.org/carpet-forhomes/cleaning-and-maintenance/>

What You Need to Know

The beauty and life of your carpet depends on the care it receives. Proper cleaning will keep your carpet looking great for its full lifetime, help improve your indoor air quality, and keep your carpet warranties intact. Cleaning your carpet properly is easier than you think. All it takes is a little knowledge about how to select the right carpet cleaning products and most appropriate method for cleaning your carpet. The CRI Seal of Approval program helps you identify effective carpet cleaning solutions, equipment, and service providers that clean carpet right the first time, without the fear of faster resoiling, stains reappearing, or damage to your carpet.

What if you don't have a CRI-approved carpet cleaning solution handy? Use the CRI Spot Solver to search for cleaning tips and procedures for hundreds of spots and stains. <https://carpet-rug.org/spot-solver/>

Cleaning Essentials

Four Steps for Proper Carpet Care

Carpet cleaning is all about developing a routine. If you get into a good routine and keep it up, you will see great results. Products that rate highly on CRI's Seal of Approval (SOA) program are your assurance that you will clean correctly the first time (more on the SOA program below). Here are four simple steps to keep your carpet clean and looking great:

- Vacuum regularly and more frequently in high traffic areas, and everywhere according to a vacuuming schedule, using a Seal of Approval-certified vacuum.
- Clean spots and spills quickly with products that do not damage the carpet or cause it to resoil quicker. SOA-certified solutions to clean effectively and maintain the life of carpet.
- Professionally deep clean your carpets every 12 to 18 months to remove embedded dirt and grime. SOA-certified cleaners are recommended and sometimes required by the manufacturer.
- Stop dirt at the door by using mats outside and in, taking your shoes off when you enter the house and changing your air filters to reduce airborne dust particles.

Vacuuming

Vacuuming 101

Proper vacuuming is the easiest and most effective way to keep your carpet clean. Regular vacuuming can also have the largest impact on the air you breathe by removing dust, dirt, allergens, and particles. To get the most out of your vacuuming regime, remember these few easy tips:

- A quick once-over doesn't do much. Slow and steady does the trick.
- When vacuuming, don't ignore those corners and crevices where dust builds.
- Remember to replace or empty vacuum bags when they are half to two-thirds full as this improves the efficacy of the vacuum.

How Often Should You Vacuum?

As a rule of thumb, you should vacuum at least once a week with a quality vacuum cleaner. However, the more foot traffic over your carpet, the more you need to vacuum. The general formula is:

- Vacuum daily in high-traffic areas.
- Vacuum twice weekly in medium-traffic areas.
- Vacuum weekly in light-traffic areas, using attachments at carpet edges.

Cleaning Spots and Spills

A Two-Step Solution

With today's stain-resistant carpet, treating spots and stains has never been easier. Still, no carpet is completely stain proof. The key is to act quickly! So, to knock out spots, give them a one-two punch.

Step One: Absorb the Spill

- Blot liquids with a dry, white absorbent cloth or plain white paper towels (no prints or colors). Using a printed or colored material may transfer ink or dye to your damp carpet. Continue until the area is barely damp. Semisolids, like food spills, may need to be scooped up with a spoon. Solid, dried bits can be vacuumed up.
- Warning: do not scrub or use a brush. Bristles and scrubbing can damage carpet. Fraying and texture change are the likely results.

Step Two: Treat the Spot or Stain

- Use a CRI Certified Seal of Approval carpet cleaning product. <https://carpet-rug.org/soa-solutions/> Though these have been laboratory tested, you should still pretest any cleaner on a scrap of carpet or in an out-of-the-way area of your carpet.
- Follow the product's directions carefully. More is not better. Apply a small amount of the cleaner to a white cloth and work in gently, from the edges to the center. Blot; don't scrub. You may need to do this several times to remove the spot. After the spot is gone, blot the area with clear water once or more to remove any remaining product.

What if you don't have a CRI-approved carpet cleaning solution handy? Try one of the remedies from the CRI Spot Solver. <https://carpet-rug.org/spot-solver/>

Special Tips for Pets

You can combat pet odors and stains in many ways:

- Vacuum carpet more frequently to capture pet hair and dander from your pet's fur.
- Use CRI Certified Seal of Approval cleaning products that are specifically designed for pet stains and odors.
- Clean up new messes promptly and then follow the steps for spot and stain removal.
- Use small hand extractors for quick cleanups of pet accidents, but remember that these quick clean ups don't take the place of periodic deep cleaning.
- Have your carpet professionally cleaned every 12 to 18 months More frequently if necessary.
- Don't use a steam cleaner when dealing with urine spots because the heat will set the stain and the smell. Extracting the spill with a wet-vacuum and rinsing with cool water will reduce the odor. If necessary, call in certified carpet cleaning firms that know how to remove pet stains and odors permanently.