



INSTRUCTIONS FOR USE

LAYING, CARE AND CLEANING

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1. LAYING

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2. CARE AND CLEANING

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1. LAYING

FUNDAMENTALS

Determine the size of the area to be laid by drawing the carpet lengths into the verified floor plan. This simultaneously shows :

- repeat pattern excess and
- other excess carpeting for each room.

For continuing patterns, the number of pattern repeats is calculated using the formula "room length divided by repeat length".

If this calculation produces a remainder, round it up to the next pattern repeat. This result multiplied by the repeat length is the required carpet length dimension.

Made-to-order products

It is technically not possible to supply quantities of special colors or patterns in specified sizes. There are too many different factors that affect the production process, such as temperature and humidity variations. The production must also be able to respond to any defects that arise, and thus needs a supply buffer. The additional quantity amounts to no more than 5 %, and can be distributed over multiple rolls.

Dimensional tolerances

Technically, it is not possible to manufacture the specified fabrication dimensions. For this reason, the standard DIN 66 095, part 1 allows dimensional variation in the length of 0.5 %; in the material width, up to 1 %, but no more than 3 cm, is allowed.

Preparing the underlying surface

Before starting to lay the carpet, you must inspect the laying surface as required by applicable standards.

When inspecting the undersurface, the contractor is especially obligated to state his objections if he finds:

- Gross unevenness
- Cracks in the undersurface
- Insufficiently strong undersurface
- Necessity of adhesive closure of expansion joints in undersurface
- Dirty undersurface with respect to the height of adjacent components
- Unsuitable undersurface temperature
- Unsuitable temperature and atmospheric conditions in room
- No heating test record for floor heating constructions

Climatic conditions

The carpet must always be allowed to adapt to the corresponding indoor climate before laying. To ensure this, it should be allowed to lie in the room for at least 12 hours.

For the necessary glue strength to develop, it is essential that the water contained in the glue dissipate evenly. Absorbent undersurfaces are not always able to take up all of this water. Consequently, the remaining water must be absorbed by the ambient air. Warm, dry air can transport this water much faster and better than cold air, particularly if this also has high moisture content.

Consequently, German building standards for carpet laying specify that "...When inspecting the work, the customer must express any reservation in particular in the case of: unsuitable temperature and air conditions in the room...".

In accordance with these rules and the guide "Evaluating and Preparing Undersurfaces" issued by the German floor-covering industry association "Verband Estrich und Belag" (February 2002), which explains the applicable standards, auxiliary materials (fillers, glues) should not be handled at room temperatures below 18 °C and floor temperatures below 15 °C, or at a relative humidity greater than 75 %.

LAYING CARPETS

Laying and cutting

Only carpet lengths from the same batch may be laid together.

To avoid problems arising from any color variation, carpet should always only be laid trimmed outside edge to outside edge. This is best achieved by laying the carpet in a continuous manner, i.e. in general not considering where the seams occur – however, be sure to observe the applicable standards and code (e.g. in Germany VOB part C, DIN 18365 sections 3.4.6).

When laying woven and tufted ANKER carpets, be sure to trim the existing edges of the material individually in the pile grooves – naturally without damaging the lateral repeat of patterned material. To simplify this, we recommend using the "Mittag" brand carpet seam cutter. This tool is pulled through the groove of the carpet while exerting a slight pressure. The cut should be around 2-3 cm from the outside edge (between the filled protective edge and the actual material in the case of Jacquard-patterned woven carpet). Only in the case of velour grades, where no groove is visible, should an overlapping cut (double-cut) be performed, using the same tool.

The carpet lengths are always laid on the prepared undersurface directly after cutting. Be sure to recheck the manufacturing direction. Also make sure that the material is uniform and that the lengths are in the right order. If necessary, roughly fit the affected carpet lengths to protruding walls, niches, etc. so that the carpet lies as flat as possible.

LAYING METHODS

Full-surface gluing

Carpets are always laid using the fold-back method. In this method, the carpet is folded back along the long sides to enable application of the glue.

The carpet length from which you are working (length 1) is folded back about 2/3, and the length toward which you are working is folded back by 1/3. Stand on the appropriate length so that it does not slide out of place.

Next, length 2 is folded back to the glue application area, and length 3 is folded back about 1/3. Now apply the glue, lay down the lengths and press and rub them down. Then glue the rest of length three, and so on. It is very important to rub down the carpet thoroughly or roll it with a 50 kg articulated roller.

Stretching with tackless strips

Stretching is both the most traditional and the most challenging method of elastically laying woven carpets and carpets with suitable textile backings, and today it is more in demand than ever. This method has many advantages:

- Simple laying of the floor covering without pretreatment of the undersurface such as removing glue residues, grinding, priming and filling.
- High noise damping and insulation.
- Greater underfoot comfort thanks to the underlay.
- More effective maintenance cleaning
- Simple replacement of floor covering without having to prepare undersurface again, i.e. removing glue residues, grinding, priming, filling and gluing.

Stretching uses a property common to all textile floor coverings: elasticity.

The first step is to attach the tackless strips to the floor approx. 5 mm from the wall by gluing, screwing or nailing (depending on the undersurface). A suitable underlay material is laid out over the rest of the undersurface. The carpet can only be stretched and hooked into the tackless strips using a stretching tool called a knee kicker. The tines and teeth of the stretcher head of this device (which can be adjusted to handle any type of pile) grasp the carpet from above. Kicking your knee against the pad of the knee kicker stretches the carpet toward the strip and hangs it in the tips.

First stretch the carpet in the lengthwise direction. Always start stretching from a point halfway across the length. Place the knee kicker on the carpet, a few centimeters from the tackless strip. Press on the tube in front of the stretching head with one hand, and place the fingers of the other on the carpet over the strip. Now give the tool a knee kick. Be sure that your leg is in line with the knee kicker, to ensure optimum stretching results.

Hang the carpet in the tackless strips with a knee kick and hold it in place with your fingertips, then remove the knee kicker; the elasticity of the carpet holds it in the tips of the strips.

The farther you stretch from the middle to the wall, the more the knee kicker must be placed at a diagonal angle. You will notice some lateral tension in this section, which will even out when the entire strip is stretched all the way across.

After the lengths have been stretched, the sides are stretched as well. Once the carpet is firmly held by the tackless strips, trim it along the walls.

Regardless of the size and the proportions of the room, the stretching technique is always the same. However, if the room is larger than 20 m², it is not possible to lay the carpet using a knee kicker alone. In such cases, you should use a labor-saving double case carpet stretcher. This device pulls itself to the tackless strip, instead of pushing away from the wall as does the lever stretcher. You will also need to use the knee kicker to hang the carpet in the strips.

Joining

Before stretching multiple lengths of carpet, these must first be joined together. This job must be performed with great care. When joining carpet lengths, above all be sure to always move the joining tool in the pile direction.

Stairs

The prerequisite for laying carpet on stairs is that the edges of the steps are rounded and not sharp. The radius of the rounded edges should be about that of a ten pence piece, i.e. not less than 1 cm. In addition to longer life of the carpet, this rounding simplifies laying and gluing the carpet, as it is easier to bend the carpet around a rounded contour than a sharp edge. If it is not possible to round off a sharp edge (e.g. steel or concrete), it is a good idea to first put down an underlay to protect the carpet. This will absorb pressure, thus reducing wear.

When laying carpet on stairs on which the carpet is pulled across the step edges, the pile direction should always face downward. When traffic descends the stairs (and scuffs over the edges) the front edge is subject to particular wear. When the pile direction is forward and downward, the pile is merely compressed.

ZIPPER EFFECT

The zipper effect is a typical material property.

Experience shows that when laying small-patterned carpets, it is impossible to match the pattern perfectly in the seam zone, no matter how much effort you make and how good your skills are. In Germany, both the professional consensus and the applicable building standards agree that such pattern repeat mismatches in the seam area are the state of the art, and thus must be tolerated by the customer (see also "Typical material properties"). However, this effect depends above all on the size of the pattern repeat. In other words, the smaller the pattern, the less this can and must be taken into consideration. If the pattern is smaller than 10 mm, it can be ignored entirely (your local standards and building codes take precedence).

PATTERN REPEAT DIFFERENCES

Material with repeat patterns can only be laid using the proper stretching tools.

As the flexible character of carpets can give rise to distortions, the contractor and the customer should always come to a specific agreement with respect to the following criteria.

In Germany, the distortions that the carpet layer must accept in the supplied pattern repeat material is defined in the applicable building standard for carpet-laying. This specifies that pattern repeat mismatches in both woven and tufted carpets must not exceed 0.35 % (codes and standards applicable for your location take precedence).

This means that, for example, in a 10 m length of carpet, the maximum pattern repeat difference may not be greater than 3.5 cm:

“... Every trained and experienced carpet layer may be reasonably expected to stretch a length of carpet, starting from the middle of the length, to within 1.75 cm per side. If the differences are greater, the carpet layer must stop working and inform the manufacturer of the carpet...”

“... After laying is completed, the carpet layer may not claim that he received distorted material in which the pattern repeats did not match.”

In accordance with the German standard, pattern repeat material is to be laid “with matched patterns”; this means that the pattern repeat must match absolutely.

END SEAMS

According to the applicable German construction standard, it is up to the customer to determine the laying direction of the carpeting. However, experience shows that you can eliminate a great deal of complaint potential and customer dissatisfaction in advance by consulting with the customer about the laying direction, the seams and the resulting excess. End seams (seams running perpendicular to the manufacturing direction) are only permitted for lengths over 500 cm, whereby the remaining length may not be less than 100 cm. Accordingly, it is also not permitted to execute multiple end seams spaced 5 m apart or less.

2. CARE AND CLEANING

PREFACE

The attractive appearance of an ANKER carpet depends greatly on quality care and cleaning. Numerous problems can be eliminated simply through proper planned maintenance.

Naturally, a carpet is never uniformly dirty; the extent of soiling will vary from point to point. The greatest soiling occurs where the floor traffic is greatest.

Dirt can attach itself to the carpet fibres through adhesion (e.g. damp dirt) and/or due to insufficient maintenance cleaning. With time, this becomes apparent on the carpet surface in the form of "trails". However, the soiling does not become visible until the pile is saturated, i.e. the carpet has already accumulated a relatively large amount of dirt. If the soiling is not eliminated, new dirt will accumulate and in time spread out into the cleaner zones. This is sometimes called the "stamp pad" effect.

Preventative measures

An effective dirt-trap zone consisting of coarse scrapers and "walk-off zones" barrier matting is essential in helping to prevent external dirt or cleaning agents from hard or elastic floor coverings from being tracked onto your **ANKER** carpet. An effective dirt-trap zone should be large enough so that each person must take at least three steps (preferably more). However, these barrier zones must be regularly maintained if they are to remain effective.

CARE AND CLEANING

The care and maintenance of your new **ANKER** carpet should begin immediately after installation.

Maintenance cleaning

Maintenance cleaning comprises the daily removal of spots and stains and the – also daily - removal of loose soil using a powerful brush vacuum cleaner (suction power ≥ 55 l/s). Vacuuming quickly is less than advantageous. Experience shows that thorough vacuuming requires a maximum of 10 seconds/m², which is equivalent to 360 m² per hour.

Removing spots and stains

In order to permanently remove spots and stains, the spot substance must not only be dissolved, but also extracted entirely from your **ANKER** carpet so that it cannot permanently damage the fibres and colors. The sooner stains are removed, the more effective this cleansing will be.

About 80% of all stains can be removed with just water. Fresh, wet stains can be blotted or soaked up using an absorbent fabric or paper towel. Congealed and dried substances must be loosened with a spatula or the back of a knife and brushed or vacuumed out. Moisten water-soluble stains with water,

and then blot them. Spots and stains should be blotted, and never rubbed in. Always work from the outside in, so as not to spread the stain unnecessarily. You may need to repeat this process. Before walking on the treated spots, these must be allowed to dry and then brushed out.

Cleaning interval

If the intervals between cleanings are very long, it may not be possible to completely remove spots and stains. Also, the carpet as a whole can take on an unattractive, grey, poor-quality appearance. That is why we highly recommend regularly cleaning your **ANKER** carpet.

CLEANING METHODS

Professional carpet cleaning must be performed according to recognized standards, e.g. in Germany RAL 991 A2. A professional cleaning proceeds through the following steps:

1. Determination of carpet type
2. Determination of attachment method
3. Brush vacuuming
4. Spot and stain removal
5. Deep cleaning
6. Follow-up stain removal
7. Brush vacuuming

DRY CLEANING METHODS

Yarn pad system

The quietest and most environmentally friendly dry cleaning method is the yarn pad method. This method permits simple cleaning of sections.

In this method, the carpet is first vacuumed thoroughly. Then, a cleaning agent is sprayed using a spray pump and worked using a special pad. This pad is mounted on a single-disk machine that rotates the pad on the carpet in a circular motion. This action dissolves the dirt, which is then absorbed by the pad.

Granulate cleaning

Another dry cleaning method is granulate cleaning. This method is also easy to use for cleaning sections, as no drying time is required. You can even walk on your **ANKER** carpet during cleaning with no risk.

First, the carpet is brush-vacuumed thoroughly. Then, a cleaning agent is sprayed using a spray pump and massaged into the carpet. This is most effective when done using a special machine that has two opposing rotating brushes. In the next step, the cleaning granulate is spread over the area to be cleaned – between 50 and 100 g/m² (about a handful), depending on how soiled the carpet is. Only spread as much granulate as can be brushed in immediately afterwards, as the active cleaning agents are released immediately after spreading and begin to vaporize. The moist granulate is then

brushed into the carpet with the same machine. This brushing causes the special soil solvers to dissolve the dirt from the fibers and bind it. The brushing process also removes spots and stains. The granulate is left in the rug until it dries. The dirt-laden granulate is ultimately extracted from the carpet by thorough vacuuming.

WET CLEANING METHODS

In wet cleaning, cleaning agents are applied to the carpet pile. The following wet cleaning methods are commonly used.

Rug-Doctor system

The Rug Doctor system is a highly effective “half-wet” method. First, the **ANKER** carpet is brush-vacuumed thoroughly. Then, a cleaning agent is sprayed using a spray pump. Next, a small amount of water is sprayed onto the carpet in front of a scrubber-like brush. The brush massages the water into the carpet and then immediately vacuums it out.

Shampooing

In shampooing, the carpet to be cleaned is thoroughly brush-vacuumed. Then a cleaning agent is worked into the carpet pile using a damp brush. The brush is mounted on a single-disk machine that turns on the carpet in a circular motion. This detaches the dirt from the fibers. The cleaning agent must then be removed using a spray extraction system, which further wets the carpet.

Spray extraction method

In the gentler treatment, the spray extraction method, the cleaning solution is first sprayed on the carpet at a constant pressure using a spray pump. After a short time, the spray extraction machine is applied, which uses clear water to extract the dirt-bearing cleaning solution. The amount of time the spray nozzle remains positioned over a particular section of carpet determines whether more or less liquid is sprayed into the carpet pile. The carpet is brush-vacuumed once it dries.

Naturally, it is possible to clean your **ANKER** carpet by combining both methods. Whatever method you choose, however, it is important to remember one thing: the carpet becomes wet, and must be allowed to dry completely before it is wetted again. Depending on the amount of liquid applied and the climate prevailing at the time of cleaning, complete drying down to the base material can take 48 hours.