



SOUTHWIND

CARPET & HARD SURFACE

General Maintenance and Cleaning Information

The most important thing you can do to keep your carpet looking great is to vacuum it thoroughly and frequently, particularly in high traffic areas. Vacuuming helps remove dirt particles that dull the carpet's appearance.

Information:

- Use walk-off mats at entrances to minimize dirt being tracked onto the carpet.
- Vacuum high traffic lanes daily, medium to high traffic areas twice weekly, and the entire house at least once a week.
 - Select a vacuum approved by The Carpet and Rug Institute. *Note: For a list of certified vacuums visit the CRI (Carpet & Rug Institute) at <https://www.carpet-rug.org/certified-vacuums.html>.*
- Change vacuum bags and filters regularly.
- Southwind requires your carpet is professional cleaning using hot water extractions every 12-18 months
 - Lighter shade carpet may require cleaning more often.

Traffic:

- Change traffic patterns. Rotate furniture, so people have to alter their path through the room.

Furniture:

- Place glides under heavy furniture to combat crushing. Rotate furniture to give carpet a rest.
- The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet

Outside Doors:

- Place doormats inside and outside of exterior doors to minimize tracking in dirt.

Outside Mats:

- Use coarse texture outside mats; they help with removing soil from shoes.

Inside Mats:

- Mats which are 6 to 15 feet long will trap most soil before reaching carpeting.
 - ***** ALL MATS SHOULD BE CLEANED AND MAINTAINED ******

Cleaning

Regardless of the source, when spills happen, treat them immediately as the longer it sits, the more difficult it may be to remove.

- Scoop up as much of the spill as possible, with a towel or a spoon.
- For large spots, work from the outside towards the center of the spot to prevent spreading.
- Blot the spot, don't rub or scrub. Gently press clean white cloths into the spotted area to remove moisture.
 - Apply warm, not hot, water to the stained area and blot until the stain stops transferring to the cloth.
 - Scrubbing can damage the fiber and set the stain into the carpet.

Spot Cleaning Guide

Water-based Stains

Alcohol	Grape Juice
Baby Formula	Graphite
Beer	Ice Cream
Blood	Jelly
Candy	Latex Paint
Catsup	Liquor
Chocolate Milk	Milk
Clay	Soil Spots
Cola	Soft Drinks
Cologne	Syrup
Cranberry Juice	Tomato Juice
Felt Tip Marker	Water Colors
Food Stains (general)	Watermelon
Fruit Juice	Whiskey
Fruit Punch	Wine
Furniture Polish (water based)	Vomit

Step 1

- A. Use a spoon or dull knife to remove solid materials.
- B. For large stains, work from the outside of stain to the center to prevent spreading.
- C. Blot up liquid spills with a white towel or paper towel.
- D. Mix a solution gently stirring 1/4 teaspoon of clear hand dishwashing detergent with 1 cup of water.
- E. Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth (avoid saturating the carpet).
- F. Wipe gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage carpet fibers.
- G. If necessary, use your fingertips to work the solution to the base of the stain.
- H. Wet the stained carpet fibers with clear, lukewarm water to rinse.
- I. Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- J. Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- K. If the spot is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy, color-fast object, such as a weighted plastic wastebasket.
- L. Change towels or paper towels until carpet dries.

If the spot still exists, we recommend you contact a certified professional cleaner.

Oil-Based

Butter	Margarine
Chocolate	Mascara
Cooking Oil	Mayonnaise
Cosmetics	Nail Polish
Crayon	Oil
Furniture Dye	Oil Paint
Furniture Polish (oil based)	Ointment
Glue*	Peanut Butter
Gravy	Rouge
Grease (black)	Salad Dressing
Gum*	Spaghetti
Hand Cream	Wax*
Ink	Varnish
Lipstick	
*Freeze and remove solid materials before using cleaning fluid	

Step 1

- A. Use a spoon or dull knife to remove solid materials.
- B. For these spots, use a citrus solvent applied directly to a white cloth. Dampen the carpet fibers in the spotted area with the cloth (avoid saturating the carpet).

Step 2

- A. For large spots, work from the outside of spot towards the center to prevent spreading.
- B. Blot up liquid spills with a white towel or paper towel.
- C. Mix a solution gently stirring 1/4 teaspoon of clear hand dishwashing detergent with 1 cup of water.

- D. Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth (avoid saturating the carpet).
- E. Wipe gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage carpet fibers.
- F. If necessary, use your fingertips to work the solution to the base of the spot.
- G. Wet the spotted carpet fibers with clear, lukewarm water to rinse.
- H. Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- I. Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- J. If the spot is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy, color-fast object, such as a weighted plastic wastebasket.
- K. Change towels or paper towels until carpet dries.

If the spot still exists, we recommend you contact a professional cleaner.

Other Spots

Coffee	Tea
Urine & pet related spotting conditions	

Step 1

- A. For large stains, work from the outside of stain to the center to prevent spreading.
- B. Blot up liquid spills with a white towel or paper towel.
- C. Mix a solution gently stirring 1/4 teaspoon of clear hand dishwashing detergent with 1 cup of water.
- D. Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the spotted area with the cloth. Avoid saturating the carpet.
- E. Wipe gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage carpet fibers.
- F. If necessary, use your fingertips to work the solution to the base of the spot.
- G. Wet the spotted carpet fibers with clear, lukewarm water to rinse.
- H. Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.
- I. Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.
- J. If the spot is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy, color-fast object, such as a weighted plastic wastebasket.
- K. Change towels or paper towels until carpet dries.
- L. If spot remains, proceed to Step 2.

Step 2

- A. Mix a solution gently stirring 1 cup of white vinegar with 2 cups of water.
- B. Apply vinegar solution, rinse and blot as outlined in Step 1.

If stains still exist, we recommend you contact a professional cleaner.

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