



# MOHAWK<sup>®</sup>

Care & Maintenance Guide



# CARPET CARE AND GUIDELINES

## A) Selection

- When selecting carpet color, you should view large carpet samples during the day and by lamplight in the evening in the area of installation. The color you choose will look different under different lighting conditions.
- Light-colored carpets will show more soil and require more maintenance than dark-colored carpets. Darker colors of carpeting are more effective in high-traffic areas. Multicolored and patterned carpets are especially effective in hiding soil.
- The performance and quality of a carpet is directly related to the amount and quality of fiber that goes into the pile. The better the fiber and the denser it is packed, the better the carpet's performance. Thin, less-dense carpet will lose its surface appearance faster. Mohawk recommends buying the highest quality carpet you can afford.

## B) Stain Removal

Most household spills can be easily removed using the steps below. **Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.** To start, locate your stain on the Common Stains Chart and follow these steps:

- First, use a spoon, dull knife or a Mohawk Carpet Cleaning Key to remove as much solid material as possible.
- Always work from the outside of stain to the center to prevent spreading, especially with large stains.
- Blot up liquid spills with a white towel or paper towel.



SmartStrand™ Forever Clean with Mohawk SmartCushion™ provides the ultimate protection against stains and odors associated with pet accidents.

**ENHANCE YOUR WARRANTY  
REDUCE PET ODORS  
BLOCK MOISTURE**

\*The Running Ribbon® is a registered trademark of Susan G. Komen®



SmartStrand® Forever Clean™  
The Most Durable, Easiest to Clean  
Carpet on the Planet™



Decorate  
for the Cure.

For best results, try to remove remaining stain with warm water only. If stain cannot be removed with warm water extraction or a clean, warm, wet cloth, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit and follow the directions given ( visit our website: [www.mohawkfloorcare.com](http://www.mohawkfloorcare.com) or call 1-800-266-4295 for a FloorCare Essentials retailer near you). If FloorCare Essentials products are not available, perform the following:

### **PROCEDURE A (for water-based, special water-based and greasy, oil-based stains)**

- Mix a solution of ¼ teaspoon of clear 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 the cloth. Avoid saturating the carpet.
- Wipe gently. Turn cloth frequently.
- Never rub, scrub or use a brush. This may damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not oversaturate carpet; use small amounts of solution and blot frequently.
- 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 white towel or 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 until carpet dries.
- If stain remains, perform Procedure B (for coffee, tea or urine, skip Procedure B and perform Procedure C).

### **PROCEDURE B (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 Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.

### **PROCEDURE C**

- Mix ½ cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outlined in Procedure A.



# COMMON STAINS

## Most Common Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedures B** and **C**.

|                                |              |
|--------------------------------|--------------|
| Alcohol                        | Graphite     |
| Baby formula                   | Ice cream    |
| Beer                           | Jelly        |
| Blood                          | Ketchup      |
| Candy                          | Latex paint  |
| Chocolate milk                 | Liquor       |
| Clay                           | Milk         |
| Cola                           | Soft drinks  |
| Cologne                        | Soil spots   |
| Cranberry juice                | Syrup        |
| Feces                          | Tomato juice |
| Felt-tip marker                | Vomit        |
| Food stains (general)          | Water colors |
| Fruit juice                    | Watermelon   |
| Fruit punch                    | Whiskey      |
| Furniture polish (water-based) | Wine         |
| Grape juice                    |              |

## Special Water-Based Stains

For these stains, start with **Procedure A**. If stain remains, complete **Procedure C**. Omit **Procedure B**.

Coffee  
Tea  
Urine

## Greasy, Oil-Based Stains

For these stains, use Goo Gone®. Follow directions on package, then complete **Procedures A, B** and **C**.

|                              |                |
|------------------------------|----------------|
| 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                   | Varnish        |
| Ink                          | Wax*           |
| Lipstick                     |                |

\*Freeze and remove solid materials before using cleaning fluid.

Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.

Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended.

# COMMON STAINS

If stain returns—a condition known as “wicking”—simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

If these processes do not correct the problem, or if you have a stain emergency, contact the Scotchgard Service Center at **1-800-433-3296** for further assistance.

## C) Regular Vacuuming

Most dirt, and even dust, takes the form of hard, dry particles which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming literally extends your carpet’s life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum’s performance will vary based on the carpet’s fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

### Features

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can’t attract the gritty soil below. If the setting is too low, the vacuum’s beater bar or brushes can “fuzz” the carpet’s surface, causing it to look worn and frayed.

When vacuuming high pile, wool, wool-blend and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

#### Adjustable Height

Use the highest setting where appropriate.

#### Efficient Airflow

Avoid vacuums with very concentrated or sealed suction.

#### Large Wheels

Vacuum should glide easily across the carpet.

When vacuuming thick loop, casual frieze or long pile carpets such as “shag,” you may need to completely disengage the beater bar and vacuum with suction only. For all other carpet constructions, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

## D) Cleaning Recommendations

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly and the entire house at least once a week with a vacuum that carries the Carpet and Rug Institute (CRI) Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.)

# COMMON STAINS

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Mohawk requires professional hot water extraction every 18 months using cleaning products, equipment or systems that carry the CRI Seal of Approval. (Visit [www.carpet-rug.org](http://www.carpet-rug.org) for a complete list of certified products.) Periodic cleaning by a certified carpet-care professional using the hot water extraction method will refresh carpet appearance.
- The most-used areas— entrances, doorways, traffic lanes and in front of chairs—will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

**If you have any questions regarding your product warranty, you may visit our website at [www.Mohawkflooring.com/customer-care](http://www.Mohawkflooring.com/customer-care). Additionally, you may contact Technical Services at [product\\_tech@mohawkind.com](mailto:product_tech@mohawkind.com) or 888-387-9881.**

