



CARPET & UPHOLSTERY CLEANING

# The Complete Carpet Care Guide for Homes & Businesses

Covers carpet cleaning methods, how each works, expected drying times, stain treatment protocols, and maintenance schedules by carpet type and traffic level — for Northern Ontario homes and commercial facilities.

**Hot**

Water Extraction

**4-6hr**

Avg. Drying Time

**98%**

Stain Removal Rate

**Green**

Certified Solutions

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SECTION 01

# Understanding Carpet Types and Construction



Carpet construction determines the right cleaning method and frequency for your application.

Choosing the wrong cleaning method for your carpet type is one of the most common – and costly – mistakes in carpet maintenance. Different fibre types and constructions respond differently to moisture, heat, and chemical action. Understanding your carpet is the foundation of caring for it correctly.

## Common Carpet Fibre Types

Fibre Type	Characteristics	Recommended Method	Cautions
Nylon	Most durable, excellent soil resistance	Hot water extraction	Heat-safe; responds well to all methods
Polyester	Soft, stain-resistant, lower cost	Hot water extraction	Can pill under high agitation
Olefin/PP	Solution-dyed, moisture-resistant	Encapsulation	Low heat; avoid alkaline cleaners
Wool	Natural fibre, luxurious feel	Low-moisture methods	Never over-wet; avoid heat; pH-neutral only
Berber loop	Flat loop construction, commercial durable	Encapsulation	Avoid rotary scrubbing – unravels loops
Cut pile	Plush residential standard	Hot water extraction	Allow full drying before foot traffic

## SECTION 02

# Hot Water Extraction: The Gold Standard



Hot water extraction injects heated solution under pressure and immediately recovers it with soil.

Hot water extraction — commonly (and inaccurately) called steam cleaning — is the most thorough carpet cleaning method available and the one recommended by virtually all major carpet manufacturers. It is the method used by Binx Professional Cleaning for residential and commercial carpet work across North Bay and Sudbury.

## How It Works

1

### Pre-treatment

A pre-conditioning solution is applied to the carpet and allowed to dwell 5–10 minutes. This breaks down oils, loosens embedded soil, and pre-treats high-traffic areas.

2

### Agitation

A grooming tool or counter-rotating brush loosens compacted fibres and ensures the pre-treatment solution reaches the base of the pile.

3

### Hot Water Flush

Heated water (typically 60–80°C) is injected into the carpet under high pressure, flushing soil from the fibre base.

4

### Immediate Recovery

A high-powered vacuum simultaneously extracts the injected water and suspended soil before it can re-deposit. Professional truck-mounted units recover 90%+ of injected moisture.

5

### Post-Treatment

Stain treatments, carpet protector, and pile-grooming complete the process.

#### Drying Times

Professional truck-mounted extraction leaves carpet dry to the touch in 4–6 hours under normal conditions. Portable units take 12–24 hours. Air circulation and low humidity — common in Northern Ontario summers — accelerates drying significantly.

SECTION 03

# Encapsulation Cleaning

Encapsulation is a low-moisture carpet cleaning method that uses a crystallizing polymer solution. The polymer surrounds soil particles and, as it dries, encapsulates them in crystals that release from carpet fibres during the next vacuuming. It is the preferred method for commercial loop-pile carpets and interim maintenance between deep extraction cleans.

## Encapsulation vs. Hot Water Extraction

Factor	Encapsulation	Hot Water Extraction
Drying time	30–60 minutes	4–8 hours
Cleaning depth	Fibre surface and mid-pile	Full depth to backing
Best for	Commercial maintenance, loop pile	Deep cleaning, residential, heavy soil
Frequency	Monthly to quarterly (commercial)	Annually to semi-annually
Soil load	Light to moderate	Moderate to heavy
Residue risk	Very low — crystallizes out	Low with correct rinse

For commercial facilities in North Bay and Sudbury with high foot traffic, Binx recommends a program that combines monthly encapsulation maintenance with annual hot water extraction. This approach keeps carpet looking clean year-round while delivering the deep clean that periodic extraction provides.

## SECTION 04

# Bonnet Cleaning and Dry Methods

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Bonnet cleaning and dry compound methods are lower-moisture options most often used for interim maintenance in commercial settings where extended drying times are operationally disruptive. Understanding their appropriate use — and their limitations — prevents misapplication.

## Bonnet Cleaning

- **Method:** A rotating floor machine fitted with an absorbent cotton bonnet pad dampened with cleaning solution spins across the carpet surface, absorbing soil from the top of the pile.
- **Best for:** Light maintenance on cut-pile commercial carpet between deep cleans. Hotel corridors, conference rooms, low-traffic offices.
- **Limitations:** Cleans only the top 30–40% of the pile. Does not remove embedded soil. Can cause fibre distortion in loop-pile carpet. Not suitable as a primary cleaning method.
- **Drying time:** 1–2 hours.

## Dry Compound Methods

- **Method:** An absorbent powder compound is worked into the carpet pile by a counter-rotating brush machine, absorbs soil, then is vacuumed out when dry.
- **Best for:** Wool carpet, moisture-sensitive environments, immediate re-use required.
- **Limitations:** Compound residue can accumulate in carpet over time if vacuuming is inadequate. Not suitable for heavily soiled carpet.
- **Drying time:** Immediate — carpet is ready for use as soon as the compound is vacuumed.

SECTION 05

# Upholstery Cleaning



Professional upholstery cleaning removes embedded soil, allergens, and odours that vacuuming cannot reach.

Upholstered furniture accumulates the same allergens, body oils, and embedded soil as carpet – but is often neglected because the soil is not as visible. Professional upholstery cleaning extends furniture life, eliminates odours, and significantly reduces the allergen load in residential and commercial spaces.

## Upholstery Cleaning Methods

Fabric Type	Recommended Method	Notes
Microfibre / polyester	Low-moisture extraction	Most common; good results; fast drying
Cotton / linen	Low-moisture with pre-test	Test for colourfastness first
Wool / natural fibre	Dry compound or low-moisture	Never over-wet; pH-neutral solutions only
Leather	Leather cleaner + conditioner	Never use water-based carpet cleaners
Velvet	Dry method only	Water marks permanently
Code W fabrics	Water-based cleaning	Check care label – W = water-safe
Code S fabrics	Solvent-based only	Check care label – S = solvent only

SECTION 06

# Stain Treatment Protocols



Correct first response prevents stains from setting permanently.

Stain treatment success depends almost entirely on speed and correct first response. Most stains that seem permanent after 48+ hours would have been easily removable in the first 30 minutes. The protocols below apply to the most common stain types encountered in Northern Ontario homes and offices.

## First Response Rule

### Act Fast

Blot — never rub. Rubbing spreads the stain and drives it deeper into the pile. Work from the outside of the stain toward the centre. Apply cleaning solution sparingly and blot repeatedly until transfer stops.

Stain Type	First Response	Treatment	Notes
Red wine	Blot immediately, absorb maximum liquid	Glucosidase, then enzyme cleaner	Cold water only — heat sets tannin
Coffee/tea	Blot liquid, do not rub	Dish soap + water, then enzyme	Treat while wet for best results
Pet urine	Absorb maximum liquid immediately	Enzyme cleaner; neutralize with vinegar	Must reach the backing — surface-only treatment
Grease/oil	Apply dry absorbent (baking soda)	Dish soap solution, then extract	Never use hot water — sets grease
Ink	Do not spread — isolate immediately	Rubbing alcohol, blot carefully	Test in hidden area first
Mud	Allow to dry completely	Vacuum dry soil, then treat residue	Never treat wet mud — spreads stain

SECTION 07

# Maintenance Schedules by Traffic Level

The most important factor in carpet longevity is consistent maintenance frequency matched to actual traffic load. Under-maintained carpet accumulates abrasive soil that destroys fibres from within — damage that no amount of deep cleaning can reverse once it occurs.

Task	Residential	Light Commercial	Heavy Commercial
Vacuum traffic areas	3×/week	Daily	2×/daily
Vacuum all areas	Weekly	3×/week	Daily
Spot treat stains	Immediately	Immediately	Immediately
Encapsulation clean	N/A	Quarterly	Monthly
Hot water extraction	Annually	Semi-annually	Quarterly
Carpet protector re-apply	Every 2 years	Annually	Semi-annually
Professional assessment	Every 3 years	Annually	Semi-annually

### Northern Ontario Tip

Spring and fall are the highest-demand periods for carpet cleaning in North Bay and Sudbury. Book professional cleans in advance for May (post-mud season) and September (pre-winter preparation). Summer and winter slots are usually available with less lead time.

## SECTION 08

# DIY Spot Treatment Quick Reference

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Keep these supplies accessible in your home or facility for immediate stain response. Having the right products on hand in the first five minutes is worth more than any professional treatment applied 24 hours later.

## Essential Spot Treatment Kit

- ▣ White cotton cloths or paper towels (for blotting – not coloured cloths that may transfer dye)
- ▣ Enzyme-based pet stain and odour remover
- ▣ Clear dish soap (small amount for oil-based stains)
- ▣ Rubbing alcohol (70% isopropyl – for ink and adhesive)
- ▣ White wine vinegar (for neutralizing pet urine odour after enzyme treatment)
- ▣ Baking soda (absorbent for fresh oil and grease spills)
- ▣ Small spray bottle (for controlled application)
- ▣ Carpet protector spray (for re-application after cleaning)

## What NOT to Use

- Never use bleach on carpet – it permanently destroys colour.
- Never use hot water on protein stains (blood, egg, dairy) – heat sets them permanently.
- Never scrub – rubbing untwists fibres and spreads stains laterally.
- Never over-wet – excess moisture promotes mould in the backing.

## SECTION 09

# When to Clean vs. When to Replace

Professional cleaning extends carpet life significantly, but there is a point at which replacement is the more economical choice. Knowing how to evaluate your carpet's condition prevents spending money on cleaning that will not deliver acceptable results.

## Assess Before Booking a Deep Clean

- **Permanent staining:** If stains have been set by heat, age, or previous incorrect treatment and affect more than 20% of visible area, cleaning will not restore acceptable appearance.
- **Fibre damage:** Matted, crushed, or split fibres in high-traffic areas do not recover with cleaning. This is physical abrasion damage — irreversible.
- **Backing failure:** If the carpet backing has separated, buckled, or shows moisture damage (soft, spongy feel), replacement is required.
- **Persistent odour:** Pet urine that has penetrated the backing and subfloor requires subfloor treatment. Carpet replacement is often necessary alongside subfloor remediation.
- **Age:** Well-maintained commercial carpet has a practical lifespan of 10–15 years. Residential carpet 10–20 years depending on fibre quality and use.

### Honest Assessment

Binx provides an honest pre-cleaning assessment for every carpet job in North Bay and Sudbury. If we believe cleaning will not produce results worth the investment, we will tell you. We would rather earn your trust with honesty than your money with a clean that disappoints.

ABOUT BINX

# Why Clients Trust Binx Professional Cleaning

\$	W	Q	G
\$5M	WSIB	Quality	100%
Liability Insurance	Full Coverage	Audit Verified	Green Certified

Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



# Professional Carpet Cleaning in Northern Ontario

Binx provides hot water extraction, encapsulation, and upholstery cleaning across North Bay and Sudbury.

Book at [binx.ca](http://binx.ca).

Get a Free Quote — [binx.ca/contact](http://binx.ca/contact)

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