

**You 'Can' Easily Get Superb Upholstery  
Cleaning-Results. Use These PROFESSIONAL  
Cleaning Techniques.**

**See How Suite Colours Look Bright And New. You'll  
Also Feel The Enriched-Textured Feel of Suite  
Fabric after You've Cleaned.**

**Get Professional Cleaning Results,**

**Here's How!!!**

Upholstery cleaning is a necessity. If a suite is more than 2-3 years old cleaning is critical. Without cleaning, a suite, you'll notice soils building up. The armrests, backrest and headrest places naturally become soiled. A suite will start to look less bright and colourful without cleaning, this happens naturally with time.

**Keep two things in mind.**

1/ Clean a suite at least once every two years.  
2/ Maintain in order to keep a suite bright, colourful, and new looking.  
We'll be discussing both types of suite cleaning in this issue.

Cleaning a suite must be done properly if it is to be worthwhile. Always tackle suite cleaning with professional solutions, tools and equipment.

**Knowing how to clean a suite is vitally important.**

You'll be given the exact procedure to clean and maintain any suite. The tools, equipment and solutions are available

to you for cleaning.

Take your time and don't overdo it. Relax while you're cleaning. Follow my suggestions and enjoy cleaning a suite. You will get superb cleaning results, simply follow these instructions.

Get familiar with the equipment you'll be using first. The free booklet with this guide will give you more information. Read through this guide, and then read the booklet.

### **Here is how to clean a suite for a perfect result.**

First you must vacuum clean the suite. Use a brush attachment on your vacuum cleaner hose. A T shaped attachment or brush attachment for vacuum cleaning upholstery is fine. Every vacuum cleaner is normally equipped with a tool for cleaning upholstery.

Vacuum clean the suite thoroughly. Spend quality time pulling dry soil out of the suite fabric. Work slowly.

The tool you use to vacuum clean with should have a brush attached. One or two slow passes, vacuum cleaning, will suck dry soils out adequately.

You can vacuum clean one side only of the chair or settee cushions. Next, vacuum clean the back. If you start to rush, slow down. Vacuum cleaning is very important. Don't exhaust yourself. Vacuum clean the arms gently. Be careful not to damage the fabrics especially in sensitive areas.

You can use only the hose while vacuum cleaning awkward places. Allow the hose to vacuum clean gently the front of chair or settee arms. Be careful, as the front of arms are delicate and can split.

Vacuum clean one item, either a settee or a chair, then stop. Be certain that you've vacuumed as much dry soil out as possible. Prepare both sides of your cushions for cleaning, or

just one side only.

**I suggest you clean just one side of the suite cushions.**

It's a long fairly strenuous job cleaning a suite. Use your discretion about whether to clean both sides of cushions. May I suggest you clean only one side of your Cushions? If you clean this suite again in future, reverse cushions then. Make cleaning easier while you're learning. You'll avoid cleaning a suite again if it's hard for you first time.

**Enjoy cleaning a suite,,, and  
you WILL naturally do more suite  
cleanings in the future.**

Relax while you're cleaning. Cleaning a suite is a way to get extra exercise. You'll be using muscles you haven't used in ages. The cleaning result should create feelings that inspire you enough to want to clean another suite. If you tire yourself cleaning, will you want to clean another suite? It's doubtful!

**There are '2 solutions' used to clean a suite.**

You'll be using approximately two 6.5 litre mixes of solution for rinsing. 6.5 litres normally cleans half of an average size suite. That estimate applies to cleaning both sides of cushions. One chair and settee rinsed with 6.5 litres of solution is about right. The solutions will remain warm while you are cleaning.

**These are the two solutions used to clean a suite.**

- Fabric restorer. (Pre-spray)
- Fab clean. (Rinse solution)

Fab clean rinses fabric restorer out. Here's how the two solutions work.

**Always test solutions before cleaning.**

Test solutions to prevent colour migration and fabric distortions. It's a simple test that takes two minutes. Be sure the solutions you're using are safe.

Fabric restorer is the solution we test. If during testing we notice that the fabric restorer is causing colour migration. Or if texture changes in your fabric shows during testing, there's alternative solutions we can use. Test the fabric restorer solution, if problems show, substitute the solution.

How it works is that the rinse solution must neutralise your suite PH. If the fabric restorer causes colours to migrate, we have to prevent migration. Stabilising colours is simple. Simply rinse fabric restorer out of the suite using a neutral PH solution. Colours stabilise because PH levels are neutralised.

**Here's what you do;**

Mix 1 litre of fabric restorer -- 16 parts hot water to 1 part fabric restorer. 16-1 mix. Fill your pressure sprayer with the fabric restorer solution mix. Take a clean white tissue from your supplies. Spray two or three times onto the suite in an inconspicuous area (at the back) spray on enough fabric restorer to test every colour. About the area size of a cigarette box is normally fine. Press your tissue onto the solution. Keep your tissue pressed onto the solution for 30 seconds.

Take a look at your tissue after 30 seconds to check it. If no colour shows on your tissue, then fine. Waite while the sprayed solution dries. After about 1 hour check the solution. See whether the texture in the suite fabric has changed or distorted. If everything looks fine then go ahead and clean. You could be vacuum cleaning while waiting for the suite to dry.

If the solution test shows colours have migrated, all is not lost. You can simply substitute the Fab clean solution. Rather than clean with Fab clean, use Fibre fabric rinse solution. The fibre fabric rinse is a neutral PH solution. Colours in the suite will stabilise while you're rinsing. But the decision to clean or not is yours. I can only tell you what I would normally do in the case of colour migration.

You may well get a tiny colour bleed while cleaning. But the fibre fabric rinse will instantly stabilise suite colours.

## **Clean a small test area at the back of the suite.**

Spray on your fabric restorer, agitate the solution into your fabric using your Tampico brush.

Rinse out the area with your fibre fabric rinse solution.

If after the test area is dry you notice no difference in your suite colours. Or if the texture of the fabric looks just as it should, then great. Go ahead and clean using your fibre fabric rinse solution. In many years cleaning suites I have never had any problems with colour migration. I simply use the fibre fabric rinse solution if colour shows bleed on testing.

On some suites it is suggested that you dry clean only. I would follow the dry clean only suggestions if they are suggested. But any suite you are not sure about, clean a test area. Round the back of the suite, any problems occurring will be hardly noticeable. If everything looks fine after testing, go ahead and clean.

There is one type of suite I've rejected cleaning, its buffalo hide. It's the buffalo hide suite that I always say no to. The reason why is because the hide will react to water. Buffalo hide takes longer to dry. During 15 years cleaning suites I have come across three buffalo hide suites.

In two cases I have declined to clean these suites. In the third case the lady suite owner insisted that I clean. So I went ahead and cleaned. I did call her a few days after I cleaned her suite. As far as I can tell she was OK with the results. My guess is that she was not completely overjoyed though.

All other types of suite are fine for cleaning. But if you are unsure about any suite you wish to clean, test it. If there is a problem with colour migration then use fibre fabric rinse solution. Just replace the fab clean solution with fibre fabric

rinse.

**Remember, fab clean solution mixes at 65-1.**

**Fibre fabric rinse solution mixes at 100-1.**

**Fab clean.**

6.5 litres of hot water to 100 millilitres of Fab clean solution.

**Fibre fabric rinse solution.**

5 litres of warm water to 50 millilitres of fibre fabric rinse solution.

**Always pour cleaning solutions onto water.**

**NOT water onto cleaning solutions.**

I cannot accept responsibility for any suite cleaning that you do. You must make your own decisions about whether to clean or not. If you follow the suggestions on testing there should be no problem.

**Here's how to do it.**

Fabric restorer is sprayed onto the suite like a fine mist. You agitate the solution into the upholstery fabric with a special brush. Fab clean is used to rinse out the fabric restorer. Use the extraction-cleaning machine to thoroughly rinse out the Fabric restorer. Both fabric restorer and Fab clean are designed to work as a team. If you mix solutions according to suggestions they work amazingly well. Cleaning solutions will always work superbly if you mix them properly.

**From your supplies you have a pressure sprayer.**

**Mix your fabric restorer to 16 - 1.**

1 litre of hot water in your measuring jug. Pour the water into the plastic pressure sprayer. Be sure the sprayer is empty before you pour in your hot water.

To empty the sprayer there is a small nozzle usually at the top of the sprayer. Pull out the nozzle to allow pressurised air to escape. Once all the air has been released, turn the

handle grip (usually anti clockwise) to open the sprayer.

Empty solution in the sprayer into a bucket. Tip the sprayer upside down to empty. Give the sprayer a shake while it's upside down. Once you've emptied the sprayer, it's ready to fill.

**Mix solutions as suggested for perfect-cleaning results.**

Use the small plastic see through funnel from your supplies. Place the funnel onto the sprayer at the top. Pour 1.6 litres of clean fresh hot water into the sprayer. Add 100 Millilitres of fabric restorer to the sprayer. Place your funnel onto your measuring jug. Tip 100 millilitres of fabric restorer from your 5-liter container into the measuring jug. It's easier to pour in your solution from the side of your container, not the front.

If you pour in too much solution, just pour some back into your container. Get the mix exactly right for the very best cleaning results. Pour the 100 millilitres of fabric restorer into the sprayer. Put the handle back in place and turn it until it's locked into position. Try to be sure that the handle on the sprayer is tight. Tighten the handle to ensure no pressure can escape from the sprayer.

**You now have 1 litre of fabric restorer 'mixed' and ready-to-use.**

Fill the extraction machine for rinsing with 6.5 litres of rinsing solution. Use your bucket and your hose, fill your bucket with hot water to 6.5 litres. There's normally measuring marks on the side of the bucket. 6.5 litres is just less than half a bucket full.

The water should be hot. You should be able to place your hand in the bucket of hot water.

If the water temperature is too high your hand won't be comfortable in the water. The water in the bucket should be fairly hot. You should be able to place your hand in the water, but the water should feel hot.

Take your measuring jug and pour in 100 millilitres of Fab clean. Use your funnel and tip your solution in from the side of your container. It's a good idea to mix your solutions on a white clean towel. Mix your solutions somewhere where it's safe and you won't be disturbed.

Pour the 100 millilitres of Fab clean into the bucket. Give the solution a swirl round with your hose. Use your funnel and pour your 6.5 litres of Fab clean solution into the machine.

**Connect your hand-tool and hoses up ready-to-use!**

**NOW you're-ready to begin your suite cleaning.**

Have your Tampico brush and your white terry towel handy. You now have everything prepared to start cleaning the suite.

Spray your fabric restorer onto your suite one section at a time. Maybe for instance your starting point might be one side of the chair. The chair side and arm is a good section to start from.

### **Pump up the sprayer!**

Be sure that the handle grip on the sprayer is secure. Make certain that no air can escape from the sprayer. Just turn the handle until it's fairly tight. Pump up the sprayer to a good pressure. Continue to pump until the spray pressure is high. While you are using the sprayer, occasionally pump up the pressure to keep it high. Once you notice the pressure in the sprayer decreasing, pump it up!

Spray on your fabric restorer solution like a fine mist. Cover all the parts of the chair arm and chair side with your spray. Don't over wet the suite, just spray on enough solution to agitate into the fabric. Each time you come to the end of your spray pass release the trigger. Don't have a continuous flow of spray solution. Release the trigger after you have sprayed one pass with the lance. To spray the next part of the suite press the trigger again. You release the trigger each time so that you don't over wet the fabric.

Spray from about 1 foot from the suite, keep the lance up high. Then release the trigger. Come back across the area



overlapping with the trigger pressed. Then release the trigger.

Then again repeat the spray and so on. Release the trigger every time before you make a new pass with your lance. Spray the length or width of the section you are cleaning with one pass of the lance.

Try to keep your spray even. You can apply a little extra spray to any area's that are more soiled. But do try to keep your spray generally even over the whole of the suite.

Let's say you've sprayed a chair arm and side of a chair. That's fine for now. Brush agitate the solution into the fabric next. Use your Tampico soft brush and start to agitate the fabric restorer into the fabric. Gently brush agitate the solution so as to clean the fabric by loosening soils.

Once you've agitated the sprayed solution into the fabric then stop.

### **Rinse-extract the solution now with your hand tool.**

Switch the machine water pump and the vacuum motor on. Rinse extract from where you've sprayed and agitated the solution. Slowly bring your hand tool towards yourself with your trigger pressed. The Fab clean solution will rinse out soils and fabric restorer. Bring your hand tool from the back part of the chair towards yourself. Rinse-extract about one foot at a time.

The sides of the suite are often less soiled than other parts. One pass of your hand tool will be enough to rinse out soils.

Once you've done one pass rinsing out with your hand tool, then stop. Release the trigger. Go back over the area where you've rinsed using only vacuum extraction. Pull your hand tool slowly along the pass you've extraction rinsed. Vacuum out access solution from your fabric. Work slowly to pull out as much solution as you can. The more solution you can vacuum out

the better.

Move on to your next rinse extraction pass. Overlap the first pass you did, but do exactly the same as before. Bring your hand tool towards yourself slowly with the trigger pressed. Overlap about one quarter of the hand tool width. Press your trigger and bring your hand tool towards yourself.

Once you've rinse extracted your second pass, stop, release the trigger. Go back to the start of your second rinse extraction pass and vacuum out access solution. Bring your hand tool towards yourself slowly using only your vacuum.

Move on to your third extraction rinse. Overlap your hand tool width about one quarter and repeat as you have done. Do the same as you did on the two previous passes of your extraction rinse. Remember, go back over the rinse extraction pass each time with vacuum only. You vacuum so that you can extract as much solution out as you possibly can.

After you've completed four or five-rinse extraction passes, stop. You've gone back over each extraction pass using only your vacuum, great. Go back over the cleaned area once again using only your vacuum. The four or five rinse extraction passes you've done, repeat vacuum extraction. Vacuum out as much solution from the cleaned area as possible.

Continue as you have done making a pass with trigger pressed, then stop. Go back over the rinse extraction pass using only your extraction vacuum, (without the trigger pressed). Continue making your extraction rinse passes and your vacuum only passes. Once you've got four of five passes done, stop. Go back over the 4 or 5 passes using only your vacuum extract.

Work this way by only doing a bit a time. Remember that after 4 to 5 passes are done, go back over the area and extraction vacuum only. Pass your hand tool over the area slowly when you vacuum extract. Vacuum out as much solution as you possibly can.

**You can repeat pre spraying, brush agitation  
and rinse extraction.**

If there are any heavily soiled areas, simply repeat the spray, brush and rinse procedure. Any stubborn soiling can be easily cleaned. Continue to spray, agitate and rinse extract until heavy soiling is cleaned.

Chair backs, settee backs, arms and cushions, clean easy with this procedure. There is one problem area that needs special attention. Suite can easily be cleaned how I've shown. The place to be careful is the front of arms on a suite. Be careful cleaning the front of arms as these areas are sensitive.

To clean the front of arms on a suite, clean as I've described. Some places on the arm fronts are not always easy to get at. Use your solution spray differently to rinse these areas. Hold your hand tool off the suite. Press the trigger to spray on solution a few inches from the arm.

Once you've sprayed rinse solution into awkward places, remove the hand tool. Just pull and disconnect the hand tool from the hose. Then use only the hose part to suction out rinse solution. Be extra careful in these areas. Chair arms and settee arms are often delicate due to wear and tear. Be gentle while cleaning awkward areas on a suite.

It's the front of a suite arms that are awkward to clean. The hand tool you use for cleaning cannot easily clean fronts of arms. The hand tool does not always sit flush on these areas. I've suggested you spray rinse solution on, then extract using only the hose.

Just allow the hose to vacuum out solution gently. Do be careful in these delicate areas. The chair arms and settee arms get more wear and tear. Obviously care needs to be taken while cleaning these areas.

Each time you've completed cleaning a chair or settee, take a breather. Have a rest and a cup of tea. Before you move on further, set the fabric to dry. All you need is your white hand towel from your supplies.

Be sure your towel is clean and damp. Fold your towel to fit nicely into your hand. Wipe your suite down so that the fabric pile is raised, not flattened.

Drying is neat and fast with the fabric pile raised. Rather than having fabric untidy while drying, set fabrics to dry. Wipe down the suite so the fabric flows in one direction (raised). A damp clean white towel is best to use for setting your fabric.

### **Back to cleaning the suite.**

Wipe the suite to raise the fabric with your folded damp towel. Once you've done the setting, leave the suite to dry. If you've cleaned both sides of the cushions keep them lifted. Allow air at the cushions, the suite will dry faster. Keep a window or two open for ventilation until the suite is dry.

We've covered how to clean a suite. Remember cushions can be cleaned on one side if you wish. If you clean both sides of the suite cushions that's your decision. I would suggest that you clean one side for now. While you're getting used to cleaning go easy and try to enjoy it.

When cleaning a suite, it's not always important to clean the back. The backs of chairs and settees are often against a wall. The backs don't get used or soiled like the rest of a suite. I do towel wipe the backs of chairs and settees though.

Once your suite has been cleaned, set you're fabrics for drying. Rinse out your towel in warm water. Turn on the water

spray switch on the extraction machine.

Have your hand tool spray at the ready and move to the back of the suite. Spray the back of a chair or settee; Just pull the trigger on the hand tool to spray. Spray the whole of the back of a chair or settee which ever you're cleaning.

Spray a light covering of solution then stop the spray. Keep your machine spray button switched on. Take your clean towel and wipe the backs of the chair and settee. Just wipe over the backs to remove any surface soil.

You'll be freshening the back of the chairs or settee by spraying and wiping. Odours in the fabric will be removed with a quick spray and towel wipe. Rinse out your towel. Finally set the backs of the chairs and settee as described earlier.

### **That concludes the cleaning of your suite.**

Please take your time while cleaning. Avoid rushing and doing too much all at once. Work slowly at your own pace. Overdoing it can tire you out.

Take your time and enjoy the cleaning that you do. Racing through the job you'll probably get a poor result from your efforts. If you dislike cleaning suites you'll avoid doing it.

### **Maintain the clean fresh look of a suite.**

The best way to keep any suite clean is to maintain your extraction clean. Maintaining a suite is much easier than the full extraction clean. You can maintain a suite without any machinery. All you need is a clean white towel and a hand sprayer. 1 litre of cleaning solution, plus rinse solution and bucket, that's it!

Getting you started on the maintenance cleaning of a suite is easy. Providing you've got everything you need, cleaning is simple and quick. The best times to do a maintenance clean are about every 2-3 months.

If a suite soils quickly due to kids and a large family clean often. You decide when you think is best to clean. The idea of maintenance cleaning is to clean before soil takes hold. Too long intervals between cleaning, soils will penetrate fabrics fabric.

**Suite maintenance cleaning is easy and rewarding. Do it often and you receive the benefits.**

There's no hard work with maintenance cleaning, do it gently and easily. Enjoy maintenance cleaning and you'll do more of it. A suite will always look clean. You'll have a clean, fresh smelling suite and suite colours will show bright.

For maintenance cleaning, vacuum-clean the suite first. Use the attachment on your vacuum cleaner for upholstery. Every vacuum cleaner has an attachment for cleaning upholstery. If you are without one, try to get one as soon as possible. Any vacuum cleaner repair shop will have an upholstery-cleaning tool attachment.

Just like before, take your time and vacuum out lots of dry soil. Vacuum clean gently and easily for best results. Avoid tiring yourself out, have a rest occasionally. Remember if you enjoy what you're doing you'll do more of it.

Start maintenance cleaning from one side of the chair or settee. Vacuum clean until you're sure you've removed dry soils thoroughly. Vacuum clean one item, a chair or a settee.

Once you've vacuum cleaned stop and then prepare your sprayer. You need approximately 1.6 litres of cleaning solution to clean a suite.

**The solutions we use for suite maintenance cleaning are; Fabric Restorer  
Fab clean. Or Fiber Fabric Rinse.**

If testing shows that colours are unstable, you can

neutralise your PH levels. Fibre fabric rinse solution will be best used rather than Fab clean. Here's how it works.

Remember test your solutions before you use them. If no colour changes occurred on testing, your solution spray is fabric restorer. Mix a 1.6 litre measure of solution. Use your measuring jug. You want 1.6 litres of hot water. Pour onto your hot water, 100 millilitre of Fabric restorer. Pour the solution mix into your pressure sprayer.

Your rinse solution, providing that your colours are stable is Fab clean. Measure 6.5 litres of hot water into your bucket. Pour into the water 100 millilitres of Fab clean. Use the 6.5 litre mix for rinsing out your towel.

Alternatively, if your test showed colour migration use fibre fabric rinse solution. Simply replace the Fab clean with fibre fabric rinse. Remember though that the 'fibre fabric rinse' solution mixes at 100- 1. One 5 litre mix would be 5 litres of warm water to 50 millilitres of fibre fabric rinse.

#### **Here are the solution mixes;**

**Fabric Restorer** - 16-1.- (1.6 Litres of hot water to 100 millilitres of Fabric Restorer)

**Fab Clean** - (6.5 litres of hot water to 100 millilitres of Fab clean)

Note; always pour cleaning solution onto water. Not water onto cleaning solution.

If colour showed bleeding on test, mix;

**Fibre Fabric Rinse** Solution - 100-1 (5 Litres of hot water to 50 millilitres of Fibre fabric rinse solution)

#### **A simple spray and towel wipe is all you need to do.**

To start cleaning, spray your fabric restorer solution onto the suite lightly. Try not to over wet the suite; we're only doing maintenance cleaning.

Heavy soil cleaning is out on this clean. Spray your solution on a section at a time. The side and arm of a chair are fine to clean first. After you've sprayed on your cleaning solution, have your damp towel ready. Be sure you've rinsed the

towel through in the Fab clean solution. Fold your towel to fit into hand. Simply towel wipe the sprayed cleaning solution gently. Once you've cleaned the first section (the chair or settee arm and side) move on. Spray your next section for instance (the back of your chair or settee). Fold your towel to a clean part showing, then towel wipe the solution again.

On the front of your chair or settee arms, these areas are delicate sometimes. After spraying delicate areas don't rub or wipe too hard. Blot and dab soils out of delicate areas rather than rub and wipe.

Seat cushions; just clean one side, the side that's showing. Don't exhaust yourself with too much early on. Spray your cushions with solution, then towel wipe to remove surface soil. Clean where you rest your back and head, the same way. Spray your cleaning solution, and gently towel-wipe it off to clean.

Fold and turn your towel to a clean part occasionally. Rinse out your towel in the Fab clean solution now and again. Be sure your towel is damp while wiping, blotting and dabbing.

### **Setting**

Spray and towel wipe until you complete the maintenance clean. Rinse your towel through in the Fab clean solution. Set the suite for drying. Each time you finish cleaning a chair or a settee, set the fabric. Rinse your towel before you set the fabric. Or use a separate clean damp towel for setting.

You'll find maintenance cleaning quick and easy. Long term maintenance cleaning does pay dividends. Suite will always look clean. Remember we clean soils out before they penetrate the fabric. Maintenance cleaning will have hardly any effect if the suite is showing soils. Clean regularly and often and keep the clean, fresh look of any suite maintained.

**Remember to ventilate the area where  
you've been cleaning.**



Open one or two windows to allow ventilation into your room. The suite should be dry and ready to use in under 3-4 hours. The back of the suite, it isn't always necessary to clean.

The back never gets used; it's unlikely to be soiled. You can however wipe the backs of the chairs and settee with your towel. Set the backs of the suite while you're wiping them over.

**Maintain suites every 2-3 months. Once every two years extraction clean then continue with maintenance cleaning.**

Cleaning a suite enhances colour and improves the feel of fabric texture. A suites condition will remain good if you clean as suggested.

There's no reason to have stains showing on any suite. Simply clean stains off as they appear. The basic way to remove stains is spray and brush agitate the stain. Follow through with extraction rinse.

Or you can spray and blot the stain with a towel to remove it. The tools, equipment and solutions that are best to use are available. Do be sure though that the suite colours are stable. It's always best to rinse out any areas where you've removed stains. You can simply towel wipe the area after you've rinsed the towel through in a rinse solution.

**Now you know how to clean a suite  
you are in control.**

**After one or two cleans, you'll feel confident  
cleaning any suite yourself.**

In years to come other similar suites will look old, soiled and worn. Your cleaned suite will look bright, new and clean. The cost to you is a small fraction of the cost of a new suite.

I know that you can easily get superb cleaning results every time yourself.

The idea is to maintain the clean you have done. That means that all your efforts in extraction cleaning pay dividends.

Simply, from now on, after you've extraction cleaned; you maintain a suite thereafter. You don't need machinery apart from your vacuum cleaner to maintain a suite. Maintenance cleaning is quick and easy.

If you maintain a suite you'll enjoy a bright, clean, fresh looking suite. Suite maintenance cleaning can be done in about one hour. But the idea is to clean before soil starts to appear. Once every 8 - 12 week's is usually sufficient to keep a suite clean ongoing.

I wish you all the very best,

Shane Daley  
Haulway Carpet Cleaning