

CARE & MAINTENANCE GUIDE



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Carpet can only perform if it is maintained properly. A regular care & maintenance program will ensure your carpet tiles maintain their original appearance and maximise the carpets potential life. A good maintenance program will pay special attention to soiling in heavy foot traffic areas.

Preventative Maintenance

By taking measures to prevent soiling, carpet maintenance can be reduced saving time and money. There are 5 basic steps to consider.

1. Carpet maintenance begins outside your building. To prevent dirt from tracking to the interior carpet, parking lots, paths, garages and other exterior areas of your building should be swept and kept free from dirt.
2. Soiling barriers such as walk-off mats or carpets at each entrance should be installed to collect abrasive dirt before it reaches the inside carpet. Elevators with removable carpets also aid in accumulating abrasive dirt which would otherwise be tracked onto the main carpeted areas. These barrier mats must be large enough so that at least two or three steps are taken across them before reaching the interior carpet.
3. Desk chairs with castor wheels can damage carpet. Using chair mats will protect the carpet and enable freer movement of chairs.
4. Designate specific eating and drinking areas to prevent unwanted spills and addition maintenance.
5. Regular air conditioning filter maintenance will decrease the amount of airborne dust and soil.

Routine Care and Maintenance

Prompt and regular maintenance is the most important component to preserving carpet appearance and longevity. The cycle of a cleaning program is governed by the volume of traffic the flooring is subject to. In most cases areas like entrances, hallways and stairs require more frequent cleaning so a detailed and documented program is highly recommended.

Regular vacuuming is the foundation of effective soil management as it is the primary means of controlling the amount of soil in a carpet. Eight passes of the vacuum should be used on all major traffic areas for as far as they extend. Only two passes are usually necessary on areas that do not receive heavy traffic.

A secondary function of a maintenance program is periodic hot water extraction cleaning, commonly know as steam cleaning. This should be carried out by a reputable professional cleaning company. Due to the nature of this process, stubborn soiling that is lodged in the base of the carpet pile should be removed. The purpose of this process is to extract the unwanted soiling that cannot be removed by general vacuuming.

| General Care and Maintenance Program | | | |
|--------------------------------------|----------------------|--------------------|----------------------|
| Traffic Flow | Estimated Daily Flow | Vacuuming | Hot Water Extraction |
| Light - Medium | < 500 | Twice Week | Once every 6 months |
| Heavy | 500 - 1000 | Daily | Once every 3 months |
| Extra Heavy | > 1000 | Once or more daily | Once Month |

Spot Cleaning & Stain Removal

Spot & stain removal is the most difficult step in carpet maintenance and is considered a science. As a general rule, immediate attention to a spot or stain should minimise the chance of permanent damage.

Dry Stains: Gently remove as much dry debris as possible using a soft hand brush and spatula. Vacuum thoroughly to remove the remaining loose particles. Do not use liquids.

Wet Stains: Use a spatula to remove the excess, blot using an absorbent cloth to soak up as much of the stain as

possible. Once the bulk of the spill is removed follow one of the procedures in the table below. When in doubt contact a professional carpet cleaning company.

| Spot & Stain Removal Guide | | | | | |
|----------------------------|--------|------------------|--------|---------------------|--------|
| Spot or Stain | Method | Spot or Stain | Method | Spot or Stain | Method |
| Adhesive | B | Crayon | B | Nail Polish | D |
| Alcohol | A | Faeces | A | Oil | B |
| Asphalt | B | Felt Tip Marker | B | Paint (water based) | A |
| Beer | A | Food (General) | A | Paint (oil based) | B |
| Berries | A | Food (Greasy) | B | Rust | E |
| Bleach | A | Fruit Juice | A | Shoe Polish | B |
| Blood | A | Furniture Polish | B | Soft Drink | A |
| Butter | B | Grape Juice | A | Soy Sauce | B |
| Carbon Black | B | Gravy | A | Tomato Sauce | A |
| Chalk | A | Grease | B | Tea | A |
| Chewing Gum | C | Ice Cream | A | Toothpaste | A |
| Chocolate | B | Ink (Permanent) | B | Urine | A |
| Clay (Red) | A | Lipstick | B | Vomit | A |
| Coffee | A | Mascara | B | Water Colours | A |
| Cough Syrup | A | Milk | A | Wax (Candle) | C |

A: Apply carpet spot cleaning detergent sparingly, gently agitating the effected area. If you don't have carpet cleaning detergent available use cold soapy water. Repeat the process for stubborn stains. Blot to remove the substance and rinse thoroughly with water to remove the detergent residue. Apply a solution of 2 teaspoons vinegar to 1 litre of water to the entire area. Blot and allow to dry naturally.

B: Apply only enough dry cleaning fluid to dampen the effected area. Blot dry. Repeat as long as the stain continues to transfer. Then apply carpet spot cleaning detergent sparingly, gently agitating the effected area. If you don't have carpet cleaning detergent available use cold soapy water. Blot to remove the substance and rinse thoroughly with water to remove the detergent residue. Apply a solution of 2 teaspoons vinegar to 1 litre of water to the entire area. Blot and allow to dry naturally.

C: Chill with a freezing agent or ice cubes in a plastic bag. Scrape away the chewing gum or wax. Vacuum the loose particles. Apply only enough dry cleaning fluid to dampen the effected area. Blot to remove substance and rinse thoroughly with water to remove the detergent residue. Apply a solution of 2 teaspoons vinegar to 1 litre of water to the entire area. Blot and allow to dry naturally.

D: Apply nail polish remover (non oily). Blot dry and repeat if necessary. Apply carpet spot cleaning detergent sparingly, gently agitating the effected area. If there is no carpet cleaning detergent available use a mix of cold soapy water. Blot to remove the substance and rinse thoroughly with water to remove detergent residue. Apply a solution of 2 teaspoons vinegar to 1 litre of water to the entire area. Blot and allow to dry naturally.

E: Apply rust remover. Allow to stand for 15 minutes. Blot to remove the substance and rinse thoroughly with water to remove residue. Apply a solution of 2 tea spoons vinegar to 1 litre of water to the entire area. Blot and allow to dry naturally.