



Maintenance Recommendations

These recommendations are based on our practical experience and the experience of our customers worldwide. They represent our best advice and comply with the latest cleaning technology as far as we are aware at the time of publication, but no responsibility is accepted for its completeness, accuracy or applicability.

CHOOSING YOUR CARPET

In order to make the right choice of carpet, it is important first to consider the factors that directly affect its use. The amount and type of wear, (i.e. foot traffic, chair castors, wheelchairs, service trolleys etc) and the level of soiling expected in the area to be carpeted (i.e. ground floor main entrance vs. inside rooms or upstairs corridors etc) should help determine the choice of carpet structure, the pile fibre, the wear rating and the colour.

GENERAL CLEANING TECHNICAL FEATURES

Dirt trap zones

Appropriate dust control zones in the entrances and corridors of the building play an important role in preventing the accumulation of soiling.

These zones should consist of suitable soil removal barrier immediately outside external doors and moisture absorbent entrance matting adjacent to all entrances, elevators or escalators. To be fully effective the dust control matting should extend to either side of the entrance so they cannot easily be walked past and with an optimum length into the building of 5m. Research should remove up to 90% of soiling and moisture.

Entrance matting will require regular cleaning or replacement to remain effective.

First cleaning

Twist pile carpets and Loop pile carpets should be cleaned regularly as soon as they are installed preferably using an upright vacuum cleaner with brushes and beater bar. Velvet pile carpets should not be vacuum cleaned for the first 2 or 3 weeks if possible and then cleaned regularly with a suction head vacuum cleaner.

Maintenance cleaning

Routine maintenance is required to remove general dirt and soil particles from the pile fibre where they cause damage and discolouration to the fibres. Regular maintenance comprises vacuum cleaning of all regularly trafficked areas and spot removal on a daily basis, including entrance mats. Areas of minimal usage can be at a lower frequency but even they need vacuum cleaning at least twice a week.

1. Stain removal

Spills should be given attention as soon as possible, the older the stain the more difficult it will be to remove.

Contact your suppliers or a professional cleaning company for advice on dealing with difficult stains

2. Advice for spot treatment

- 1 Remove excess solids, liquid and semi-solid substances with a spoon or spatula.
- 2 Blot off liquid with a clean white cotton cloth or paper towel.
- 3 Remove the stain with a cloth or sponge and cold water, always working toward the centre of the stain. Repeat the process if necessary.
- 4 Do not rub the surface of the carpet or over soak, always dab, do not rub!
- 5 Rinse with clear water. Absorb remaining moisture with a cloth or paper towel.
6. Finally cover treated area with a few layers of paper towel, when dry, lightly brush then vacuum.

3. Basic cleaning

Periodically carpets will require more intensive cleaning than regular maintenance provides. The amount of traffic and the associated soiling the carpet receives will determine how intensive this periodic cleaning will need to be.

It is strongly recommended that the carpet be pre-tested before starting any periodic cleaning to ensure neither the chemicals (shampoos or spot removal products) nor the actual cleaning technique will cause damage to the structure or colour of the carpet.

Carried out at regular intervals and using the appropriate equipment and chemicals '*Dry extraction*' *powder cleaning*, the '*crystallization/encapsulation*' method, or '*bonnet*' cleaning' can be used to clean the surface of the carpeting. These procedures do not necessarily remove all of the deep-seated soil in the pile, but that may not be an issue. The advantages they have in common are quick drying and limited 'downtime' for the cleaned areas. Effective vacuuming after the carpet has dried is essential for the best results.

Wet cleaning methods are based on either shampooing, using a high-foam carpet shampoo, or spray extraction cleaning using a low-foam detergent. Before this type of cleaning, the carpet pile is usually treated with a pile lifter, a twin-motor vacuum cleaner with a large cylindrical brush and powerful suction action. This opens up the pile and removes embedded grit normally left behind by vacuuming.

Shampooing involves the use of a rotary or cylindrical brush machine which brushes a shampoo solution ("wet" shampoo) or a foam shampoo ("dry" shampoo) into the carpet pile. After this is completed, the dirt-laden shampoo is either sucked out of the pile by means of a wet pick-up machine, rinsed out using a spray extraction machine (charged with water only), or left to dry and the dried shampoo and loosened dirt particles removed by vacuuming.

Spray extraction cleaning injects a detergent solution into the carpet pile, immediately followed by an integral wet pick-up system. The amount of solution sprayed into or onto the carpet pile varies greatly between machine models and makes. This affects both the efficiency of the "flushing" out of the dirt and the chance of inadvertently over-wetting the carpet. Cleaning efficiency can be improved by pre-spraying the carpet with the low foam shampoo 10 minutes prior to spray extraction (with water only), and by the use of rotating or oscillating brushes in the floor "wand" of the machine.

With all wet cleaning techniques it is important to avoid over-wetting the carpet as this will greatly lengthen the drying time and may cause problems with shrinkage and discolouration of the pile. Harsh brushing or rubbing of the pile should also be kept to a minimum.

Dry powder cleaning is an alternative to professional cleaning. It is a dry process that is easy to perform: proprietary powder is sprinkled on or applied with a special brush device, the powder consists of tiny sponges of detergent impregnated polyurethane or biodegradable cellulose. The powder is hygroscopic and slightly moistened. The soil is absorbed by the powder and then both are extracted by the action of the vacuum cleaner. Warning -This process will always leave some residual cleaner in the carpet pile.

Cleaning instructions for raised floor constructions

A double floor structure comprises an area of interconnected individual tiles which can be removed separately.

This presents joints and edges with substantially greater possibilities for cleaning water access than conventional flooring laid with broadloom. If water is used for cleaning, it may only be used for short periods in small quantities and must then be removed immediately. If wet cleaning is used the area around climate control systems and ventilation plates must be avoided.

Care should also be taken that none of the cleaning methods used will adversely affect the adhesive connection or the backing layer of the tiles.

Special notes

Office chairs must be equipped with type H castors to EN 12529, i.e. with hard castors within the prescribed dimensions for use on textile floor coverings.

Chair mats are also essential for use under castor chairs.

Under floor heating systems should be set at low temperature during cleaning of needle-punch carpeting to avoid the possibility of uneven drying which may cause variations in the surface.