

**CARPET  
AFTERCARE  
MANUAL**

# Aftercare Instructions for CARPET

## TYPES OF CARPET

1. CARPET & CARPET TILES (MODULAR)
2. RUG

# 1. CARING FOR YOUR CARPET / CARPET TILES (MODULAR)

Nothing beats being able to feel the soft and luxurious touch of carpet under your feet after a busy day at work. With so many colours, materials and designs of carpets available in the market, it can be difficult to conclude which type is easier to clean and maintain. Naturally, you will want your carpet to remain attractive and clean after installing it. However, if you know the Do's and Don'ts of proper carpet maintenance, you can add considerably to a carpet's life.

No matter what kind of carpet you have or will be purchasing, protect your investment with these few easy tips.

## The Five Keys To Effective Maintenance

### 1.1 Preventive Measure

Dirt is everywhere and they tend to build up when you don't pay attention to them. As long as you are in a building or a house, you will face a big challenge in removing them. However, keeping it out of buildings is easier and less expensive than removing it.

#### 1.1.1 Keep The Dirt Out

One of the best ways to protect any flooring finishes in your facility is to incorporate an appropriate entry system. Dirt predominantly enters buildings through its main entrances and side doors. As such, there are specially engineered walk-off tiles or entrance mats which can remove and capture soil and moisture before people can make it into the main areas of the building to cause accelerated, premature wear. The use of walk-off tiles or entrance mats can significantly reduce your maintenance costs in many ways. They not only trap soil but also make it easier to keep soil out, which is less expensive than removing it.

#### 1.1.2 Chair Mats

Use of chair mats prevents casters from grinding soil into the carpet and breaking down the carpet's fibers. We recommend the use of protective chair mats for optimal carpet appearance retention.

## 1.2 Vacuuming

Regular vacuuming is the most important part of any maintenance program. A cost effective and effective maintenance program can protect your carpet investment as well as bring about cleanliness in your environment.

### 1.2.1 The Most Important Task

Vacuuming is the single most effective way to remove soil. How often you vacuum is influenced by the soil type and traffic patterns. Soiling at entry areas and ground floors will see high levels of dirt and sand, while executive offices generally are not as heavily travelled and will require less frequent vacuuming. Please refer to the frequency chart on the next page for effective vacuuming schedules.

#### Method

- A slow pass against the carpet pile is more effective than several quick strokes. Vacuum with slow, deliberate passes, forward and backward.
- Heavy traffic areas will require multiple passes (forward and backward) to sufficiently extract embedded soil.
- A vacuum brush will open up the tufts. Agitation will loosen the soil.
- Slow movement allows time for air to circulate through the face yarn and extract soil.

#### Cleaning Frequencies

Area Type	Traffic Condition	Vacuuming Frequency
Entry	Heavy	Daily
Ground Floor Halls	Heavy	Daily
Above Ground Halls	Medium	3 times per week
Administrative Offices	Medium	3 times per week
Classrooms	Medium	3 times per week
General Office Areas	Medium	3 times per week
Hospital/School Corridors	Medium	3 times per week
Conference Rooms	Medium	3 times per week
Nursing Stations	Medium	3 times per week
Patient Rooms*	Medium	3 times per week
Executive Offices	Light	Weekly
Boardrooms	Light	Weekly

\*Occupancy and biological spills also determine frequency.

# Heavy Commercial Traffic

The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

# Medium Commercial Traffic

Medium Commercial areas are those that must withstand high foot traffic such as school corridors and classrooms, administrative and general office areas.

# Light Commercial Traffic

Light traffic areas include executive offices, conference rooms, boardrooms and cubicles. Traffic is minimal, thus reducing the soil in this area.

### Interim Cleaning Frequency

- 1 time per week
- 2 times per month
- 1 time per month

### Deep Cleaning Frequency

- 9 times per year
- 6 times per year
- 3 times per year



## 1.3 Spot Removal

Spots are inevitable, but they don't have to be permanent. Remove a spill immediately and there is less chance for it to become a stain.

### 1.3.1 Take Immediate Action

Spills should be extracted or blotted up with a white absorbent towel or paper towel and rinsed with water immediately. Spotters should then be applied and rinsed thoroughly with clear water. Always work from the edge towards the center of the spill. Never rub as it may spread the stain or distort the fibers.

### 1.3.2 The Mechanics Of Spot Removal

The spot removal instructions shown below will work on a majority of spots and stains you may encounter.

## 1.4 Interim Cleaning

### 1.4.1 Mark It On Your Calendar

The absence of a good carpet maintenance program can lead to premature wear and high, expensive costs. Therefore, a well-planned maintenance program is necessary. A maintenance program includes regular interim and deep cleaning methods. Do note that the spin bonnet method can damage the fibers in your carpet and cause all warranties to be void.

### 1.4.2 Effective Interim Cleaning Includes

- Pile lifting & vacuuming
- Wet or dry spot cleaning
- Low moisture cleaning or hot water extraction in high traffic areas

#### Method

For interim cleaning, there are many low-moisture cleaning methods available in the marketplace. We suggest that you analyze several methods for its effectiveness and cost, to determine which best suits your facility.

An effective low-moisture cleaning method involves the application of a low-moisture cleaning substance that dissolves and absorbs both water and oil-based soils, holding them until they are removed by vacuuming. The cleaning agent contacts all surfaces of the soiled carpet fibers, breaking down the bond that causes the soil to stick to the carpet fibers.

- Thoroughly pre-vacuum all areas, paying particular attention to the heavily soiled areas.
- Apply cleaner only to soiled areas.
- Brush the cleaner gently through the carpet to remove stains and soil.
- Vacuum up the loose soil and the cleaning agent.

## Low-Moisture Method

The Low-Moisture Method utilizes a cleaning solution that encapsulates soil and grime for easy removal from the carpet fiber. It can be used to keep traffic lanes clean between water extraction cleaning and where constant traffic doesn't allow ample drying time from a wet system. Closely follow the manufacturer's user instructions for low-moisture extraction system. As with other systems, low-moisture extractions which are improperly carried out can lead to poorly maintained and damaged carpet.

## 1.5 Restorative Deep Cleaning

### 1.5.1 Deep Cleaning

Deep Cleaning is the restoration of the carpet's appearance by extracting soil and substances that can damage your carpet. Hot water extraction is recommended as the most effective method to give restorative deep cleaning results.

## Method

Hot water extraction is the industry's most frequently used method of deep cleaning. A hot water and light cleaning solution, in the manufacturer's recommended mix, is sprayed into the carpet. This solution mixes with the soil as powerful extraction removes the solution and loosens soil in the process

## NOTES

Caution must be used with this method to avoid over-wetting situations.

- Test the cleaning chemical to be sure it dries without stickiness or residue. Otherwise, it can cause rapid re-soiling. Simply put some detergent in a saucer and allow it to dry. Do not use it if it feels sticky.
- Use only detergents that have a pH factor below 10 and which contain low levels of volatile organic compounds (VOCs).
- With proper hot water extraction equipment, carpet should be dry within 4-6 hours.
- Extractors incorporating a brush between the water jet and vacuum are recommended.
- If a pre-spray is needed to address spots prior to deep cleaning, use only products that are specifically formulated to remove detergent residue and mineral deposits.

## NOTES

During extraction, it is essential to extract as much moisture as possible with dry passes. Enhance the drying time by using air movers and allowing at least three to four hours of drying time after the last extraction before you allow traffic back onto the carpet.

## ADDITIONAL MAINTENANCE FACTORS

### Care Of Wool Carpet

- The most important element of maintaining your wool carpet investment includes the steps of thorough vacuuming, interim low-moisture cleaning in high traffic areas and deep cleaning with warm (not hot) water.
- Vacuuming of wool cut pile carpets is most effective with the use of a rotary beater bar or brush. For loop pile constructions, a suction only vacuum should be used to prevent fuzzing.



- There are many kinds of dry and wet cleaning agents available in the market that are suitable for use on wool carpets. We suggest that you consult your local cleaning professional first when selecting an approved cleaning agent for wool carpets. Your last step in deep cleaning must include a rinse with clear water.
- Do not apply stain repellent treatments that contain silicone because they will significantly accelerate soiling.
- Care must be taken to not over-wet wool carpets.
- Immediate attention to spills will prevent the development of a stain. Remove the soiled spill and use a white absorbent cloth or towel to absorb all of the spilled substance. Apply spot cleaning agent sparingly as defined in the spot removal section of this maintenance guide. Work from the edge towards the center of the spill. Never rub it as it may spread the stain.
- Test all spot and cleaning agents in an inconspicuous area to make sure it doesn't remove the carpet color.

### CAUTION:

Use of a spin bonnet is not recommended as it can damage the fibers in your carpet. Use will void any warranties.

## TYPE OF STAINS

### Category "A" Stains

Ball Point Pen, Beer, Bleach, Brass Stain, Calcium Chloride (De-Icer), Candy, Carboic Acid (Disinfectant), Ketchup, Cement (Building), Chewing Gum, Children's Drink Mix, Chocolate, Cigarette Burn, Clay, Coke, Grass, Mildew, Paint (Latex), Peanut Butter, Perfume, Tomato Juice, Tomato Paste, Wine.

### Category "B" Stains

Asphalt\*, Betadine\*, Butter, Candle, Carbon (Black), Cement (Contact), Cosmetics, Glue (Latex), Grease\*, Ink (Copying), Ink (Permanent), Iodine\*, Oil\*, Paint (Oil), Salad Dressing, Shoe Polish, Soy Sauce.

## Category “C” Stains

Coffee\*, Tea\*.

## Category “D” Stains

Blood, Urine, Vomit.

## Other Stains

Copier Toner.

\*These difficult stains must be treated immediately to ensure removal of the stain.

# HOW TO REMOVE DIFFERENT TYPES OF STAINS

## Category “A” Stains

Water-based stains such as ketchup, fruit juice, etc.

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply a mild carpet spotter cleaning solution sparingly and gently agitate the stained area. Blot or extract to remove substance. Thereafter, rinse thoroughly with clear water to remove the residue. Blot or extract to remove excess moisture.

STEP 2: Repeat if necessary.

## Category “B” Stains

Petroleum-based stains such as grease, oil, shoe polish, etc.

STEP 1: Blot or extract to remove substance. Try implementing cleaning procedure for Category “A” stains using a mild carpet spotter.

STEP 2: Blot or extract to remove substance. Apply only enough cleaning fluid to dampen the stained area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Repeat as long as the stain continues to transfer from the carpet to the towel. Rinse thoroughly with clear water. Blot or extract to remove remaining excess moisture.

STEP 3: Apply a specific POG (Paint, Oil and Grease) Dry Solvent Cleaner sparingly to a clean white towel or paper towel and apply to the stained area. Gently agitate. Blot or extract to remove substance. Thereafter, rinse thoroughly with clear water. Blot or extract to remove excess moisture.

## Category "C" Stains

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply coffee stain remover according to manufacturer's recommendations. Thereafter, rinse thoroughly with clear water to remove the residue. Blot or extract to remove excess moisture.

## Category "D" Stains

Biological stains such as blood, urine, vomit, etc.

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply an alkaline disinfectant type cleaner (below 10 pH) according to manufacturer's recommendations. Thereafter, rinse thoroughly with clear water to remove the residue. Blot or extract to remove excess moisture.

## Other Stains

Vacuum only

## 2. CARING FOR YOUR CARPET RUGS

Rugs are beautiful additions to homes. But when they become dirty, they are often cleaned using the wrong methods or end up being thrown away. To protect your carpet rug, it is very important to do a periodic maintenance. In this way you'll be able to keep them in good shape. The life span of your carpet rug can be increased significantly by cleaning your carpet rug at regular intervals. Don't wait until your carpet rug is seriously soiled.

Whether you choose a carpet rug for its quality, durability or beauty, you can maintain its hard-wearing, long lasting good looks by remembering to:

- Vacuum regularly
- Remove spills immediately
- Adopt a "shoe-free" policy
- Pay special attention to high-traffic foot areas

Maximizing the life span of your carpet rug is as good as achieving the perfect return on investment.

Health is the largest reason why everyone should have their carpets cleaned as often as possible. Properly maintained carpet rugs not only prevent you from falling sick but also enhance the appearance and atmosphere of an interior, such as in a residential home or in a commercial environment. A well cared carpet rug can help you absorb dirt, dust particles from the air, smoke and noise as well as maintaining a hygienic interior.

The cleaner the carpet rug, the better the air. A simple maintenance program including regular, interim and periodic cleaning will keep your carpet rug looking as good as the day it was installed!

### 2.1 Preventative Measures You Can Adopt

- Place absorbent mats at entrances to your home. Change or wash these when they become dirty.
- Change the filters in your heating and air conditioning systems regularly. A clean filter can prevent filtration soiling on carpet rugs.

- Periodically clean traffic lanes and the front of frequently used chairs with an absorbent powder.
- Do not apply stain repellent treatments containing any silicone, because they tend to accelerate carpet soiling.

## 2.2 Invest In Regular Maintenance

- The simplest and most frequent maintenance involves vacuuming and spot removal, as well as preventative measures.

## 2.3 Vacuuming

- Regular and thorough vacuuming once a week (more often or ideally everyday in heavy traffic areas) is an economical and effective way to remove soil and dirt particles before they become embedded into a pile inside the carpet rug.
- For best results, empty your vacuum bag when they are half full.

## 2.4 Periodic Maintenance

- Thorough cleaning is required periodically to remove the deepest soil.
- There are many deep cleaning methods which you can use to ensure the beauty and life span of a carpet rug.
- When having your carpet rug professionally cleaned, always remember to use a reputable company and check for references.
- All good companies are confident in providing satisfactory services so they will be more than eager to offer you a Money Back Guarantee to prove that they know what they are doing.

## 2.5 Spot & Stain Removal

### With Spot And Stain Removal, Speed Is Of The Essence

- Blot up liquids with paper towels or an absorbent cloth. Scoop up solids with the end of a knife or spoon.
- Treat the spot with a spot removal agent which
  - is suitable for wool
  - is pH neutral
  - is explicitly recommended for cleaning carpets and rugs
  - leaves no sticky residue
- Always follow the manufacturer's directions when using commercial products.
- Use a light, colourfast cotton cloth for the treatment of spots.
- Always work from the outer edge towards the centre to prevent spreading. Use only small quantities of spot removal agent. It is a good idea to replace the cotton cloth as soon as it is soiled.
- Carefully rinse the area with clean water and a sponge after having cleaned it.
- Do not soak the carpet pile.
- Thereafter, blot the soiled area as dry as possible with a clean towel.
- If necessary, always brush cut pile carpets in the direction of the pile.
- Do not use household cleaners such as soft soap, neutral soap, ammonia solution, turpentine, benzene or spot removal agents which are only recommended for textiles.