



## **CARPET MAINTENANCE GENERAL INFORMATION (FOR IN-HOUSE MAINTENANCE)**

### **INTRODUCTION:**

Purpose of this specification is to provide an alternate maintenance recommendation to end users/customers in countries or territories where we do not have a MilliCare Franchisee or MilliCare products available. You should follow this specification if you do not have MilliCare franchise in your market.

Carpet is a long-term investment and requires a maintenance program to protect and prolong its appearance. Programmed maintenance is also the key to extending the life expectancy of carpet. Every building must have clean, healthy carpet every day of the year. This can be accomplished by the selection of the maintenance system that best meets the facility's needs. The next step is to program the system to provide great looking carpet every day and at the same time protect the carpet investment by extending the beauty and life of the carpet surfaces.

The best place to start with carpet maintenance to reduce time and costs is to keep as much soil as possible out of the building. Placement of walk-off mats outside at heavily used entrances will collect soil from the shoes before it's tracked inside. These mats are especially helpful during rainy weather. It's a good idea to have outside matting, foyer matting, and inside matting. The mats should be of a construction that will effectively clean and hold soil from shoe soles before it is tracked into the interior carpet surfaces.

Consideration should also be given to the carpeting of elevators, even if the entrance lobby is not carpeted. It is certainly wiser to have soil wiped off in the elevator rather than having it tracked over the carpet elsewhere.

Watch for areas inside the building that could become trouble spots. Areas in front of vending and soft drink machines should be checked for spills more frequently. Areas in front of doors leading from concrete surfaces should be vacuumed more frequently to remove concrete dust that will be tracked in. Care should be taken when mopping or refinishing hard surface floors that butt up to carpet in order not to contaminate the carpet edge. Walk-off mats should be considered for use in these potential trouble spots.

The MilliCare Program and Procedures have been proven effective, but certain markets do not have the providers or products available. The following are recommendations when Millicare is not available or in-house cleaning is desired. Each property needs to evaluate their own needs and make adjustments to the recommended frequencies to insure the proper maintenance of their carpets.

## **DAILY ACTIVITIES**

### Vacuuming:

Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems. The janitorial or housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

The amount of vacuuming performed should be in direct proportion to the amount and location of traffic. Areas near entryways, lobbies, elevators, and ground floors are considered heavy soiling areas and require more frequent vacuuming. By spending more time on heavily trafficked areas with a vacuum program, less soil is tracked farther into the building. Vacuum heavily trafficked areas with regularity, even if soil is not visible.

The upright vacuum machine with brush action is effective for soil removal. The action of the brush agitates the pile surface of the carpet and brushes soil from the fibers. The vacuum motor and suction then remove the soil from the carpet.

Vacuum bags should be emptied frequently and never allowed to become more than one quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Top fill vacuums are more efficient than other types.

Typical vacuuming frequencies are as follows:

- High Traffic:
  - o Every full workday. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.
- Medium Traffic:
  - o Every other workday. All secondary corridors, conference rooms, private offices.
- Low Traffic:
  - o Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

Daily vacuuming of high traffic areas should be performed with a two-motor top fill upright with nylon bristle brushes. The following vacuums are suggested.

1. Windsor Versamatic (see attached example)
2. Advance Carpet Twin
3. Kirby G-4 Upright
4. Hoover Conquest

## **PILE BRUSHING**

Pile brushing is a recommended supplement to routine vacuuming in high traffic areas, under chairs and in pivot point areas. The pile brush lifts the carpet fibers to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas. For best results, pile Brushing should be performed with a Certified Pile Brush, manufactured by Nilodor, Inc.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

## **SPOT CLEANING**

Spots and stains are one of the biggest detractors to high appearance levels. To maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Safety Data Sheets (S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibers, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide an even, overall appearance to the carpet. Place emphasis on removing the spot during the process. Keep the carpet as dry as possible. If loosened too quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibers deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots that only a professional cleaner should attempt, either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rust, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

### **PRETEST EVERY CLEANING AGENT**

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any color change before proceeding. If there is a color change, do not continue. Pretest additional products until a safe spotting agent is found or call a professional cleaning technician.
2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.
3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry-cleaning compound.

### **WET SPOTTING**

1. The general rule is that unless you know the origin of the stain and have determined that a wet spotter is required, you should always start with a nonflammable dry-cleaning solvent (available through a janitorial supply company.) Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any dry-cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.
2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colors, a slight “white halo” may remain. Immediately vacuum with wet/dry vacuum. Blot with a stack of white paper towels until the moisture is absorbed.

### **GUM REMOVAL:**

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive “fuzzing”.



## **PERIODIC MAINTENANCE**

We recommend CFR PRO 400 Cleaning Recycling System. Pro Station 400 is especially designed for superior carpet restoration as well as general maintenance. The system also tackles upholstery, modular office panels, and fabric-covered walls. The Pro Station 400 is one of the highest performance system available for the residential, commercial and industrial contractor. It is recommended that plain, hot, tap water be used in the unit. CFR's patented High Energy Application and Recovery System is based on 3 unique principles:

- High Energy Micro-Application atomizes high velocity solution to power-wash each individual fiber.
- Instantaneous Solution Recovery integrates solution application and retrieval into a single uninterrupted process. Since the solution is never "turned over" to gravity, it's almost impossible to over wet fabrics.
- Continuous Flow Recycling virtually eliminates dumping and refilling in the middle of a job, because the patented CFR filtration system cleans the recovered solution and recycles it up to 7 times without loss of cleaning effectiveness.

## **WET EXTRACTION**

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment.
4. Extract the area with warm water only (not exceeding 135 degrees F). Continue extraction until clear water is being recovered from the carpet. Caution: do not over wet the carpet.
5. Allow time for the area to completely dry. Use air blowers if needed.
6. Additional pile lifting may be necessary in areas that still show signs of crushing.

### **Note:**

This complete cleaning process may need to be accomplished on multiple or consecutive days due to the time required for the carpet to completely dry. The maximum dry time is typically 2 – 4 hours. Otherwise the carpet is being over wetted or poorly extracted.