

CLEANING & MAINTENANCE GUIDE

FCFC  carpet

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FCFC carpets are quality engineered to provide a long useful life and enhance the indoor environment. Carpet offers many advantages over other flooring systems, such as reduced fatigue, sound absorption, and lower life cycle costs. Regular maintenance will enhance the cleanliness and appearance of your carpet as well as aid in providing a healthy environment for your occupants.

From the start, the carpet maintenance program should be considered part of the carpet buying decision. If proper maintenance is neglected, the carpet's appearance will suffer, shortening the carpet's useful life and raising long term costs.

A comprehensive carpet care program consists of four elements:

- * Reduction of soil entering the building
- * Removal of dry soil
- * Removal of spots and spills
- * Cleaning by high performance hot water extraction

The Importance of Planning

A successful maintenance program starts with the selection of carpet that meets specific performance requirements. Attributes include construction, backing, yarn, dye type, and color. Color and pattern are major factors in the perception of a successful maintenance program. The visual degree of soiling is measured as color contrast.

The best soil hiding colors are usually medium to dark shades.

These are best specified for known areas having severe traffic and soil.

The Five Elements for Maintenance Planning and Scheduling

A comprehensive carpet care program should consist of these five elements :

1. **Soil Containment** - Isolation of soil entering the building using mats at entrances.
2. **Vacuuming** - Scheduled frequency for removal of dry soil.
3. **Spot and Spill Removal Systems** - Scheduled frequency spot removal techniques.
4. **Interim Cleaning** - Scheduled frequency appearance cleaning for all traffic areas.
5. **Restorative Cleaning** - Scheduled frequency deep cleaning to remove residues and trapped soils.

Carpet maintenance must be established as a scheduled program not as a random series of reactions to soiling conditions and infrequent cleanings. A thoughtfully designed and implemented maintenance program performed by properly equipped and trained personnel is essential for optimal long term performance. You must tailor the design of the program to the amount of traffic and type of soiling, which may vary by area.

Due to the higher traffic levels, entrance lobbies, elevators and hallways will need more care than office areas. Food areas and entrances will require more effort due to the more difficult soiling conditions. Consult the chart below for suggested maintenance by traffic levels.

Traffic Level	Vacuum	Pile Lift	Spot Clean	Hot Water Extraction
Light	2 - 3 times a week	—	As needed	Annually
Medium	Daily	Quarterly	As needed	Twice a year
Heavy	1+ times a day	Monthly	As needed	Quarterly
Severe	1+ times a day	Minimum Monthly	As needed	Minimum Monthly/Weekly

- * Light traffic = private offices / cubicles
- * Medium traffic = shared offices / interior hallways / conference rooms
- * Heavy traffic = entrances / elevators / main hallways / break rooms / work copy rooms / mail rooms
- * Severe traffic = airports / entries to hospitals / malls / theaters

One of the most critical aspects of maintenance is the use of walk - off mats at building entrances. The easiest way to maintain your carpets appearance is to prevent dirt and stains from reaching the carpet. This may seem impossible but walk-off mats greatly reduce the amount of soil carried into a building by foot traffic. The choice of mats is important, most less expensive mats do a poor job of trapping soil and have a short life span.

There are two kinds of walk-off mats : those designed to remove and trap soil and those intended to absorb water during wet weather. When both types of mats are used in combination, they should always be placed so that incoming traffic passes over the mat first to provide effective soil reduction. Good soil removal mats have a coarse texture, and are able to capture and hold soil from shoes in their pile. The water absorbent mat is used inside to prevent moisture from being tracked and getting into the carpet. Wet carpet act as show cleaners and absorb soil quickly.

For mats to continue to trap soil, they must be cleaned on a regular basis, more frequently than carpets. If accumulated soil is not removed, the mat will become overloaded and will not prevent soil from entering the building and then this can become a source of soil itself.

■ Carpet Care and Cleaning Instructions

Vacuuming

The most important and cost effective element of an efficient maintenance program is vacuuming. Recording to past studies, that shown 85% of the soil tracked into a building is dry and the other 15% is oily. Vacuums are designed to remove dry soil. The more traffic that your carpet receives allows soil particles to work their way down into the carpet pile, where they are more difficult to remove. Frequent vacuuming, removes these soil particles from the surface before this happens. Heavily trafficked areas, such as entrances and major corridors, must be vacuumed at least once a day. Areas with less traffic must be vacuumed every other day depending on surrounding conditions.

Vacuuming Equipment Recommendations

The following two types of vacuum cleaning equipment are available for daily maintenance of commercial installations.

- * **Heavy-duty** : Wide track machine for wide, open areas. This vacuum should have powerful suction and an enclosed, high efficiency particulate filtration bag and equipped with adjustable cylindrical brushes to whip embedded soil to the surface.
- * **An industrial version of a domestic upright for tighter areas.** This vacuum should have the same features as a home version, including attachments for hard to reach areas.

Periodic pile brushing with a pile lifter vacuum pre-conditions carpet and removes dry, deeply embedded soil from high volume traffic areas. This can be especially helpful prior to carpet cleaning.

Carpet and Rug Institute (CRI) has certified a wide variety of vacuums which will allow the consumer to choose the one that best meets their daily demands, for further information about CRI certifications please visit www.carpet-rug.org.

For vinyl-back carpet tile and carpets that are glued directly to floor without cushioning, a vacuum with a rotation cylindrical brush, rather than a beater bar, should be used to agitate the pile and loosen the soil. Beater bars can damage the pile of direct glued carpet, if the machine height adjustment is set too low as well as damage the vacuum itself. Vacuums with either a beater bar or rotating brush can be used for carpet installed over pad, or with attached cushion backings. These vacuums are also recommended for double stick installations, where the carpet is glued to the pad. A good vacuum is vital to prolonging the life of your facilities' carpet. A cheap vacuum can appear to remove the surface dirt but may not remove the hidden particles embedded in the carpet pile.

■ *Spot and Spill Removal*

All maintenance procedures mentioned thus far have been planned; spot and stain removal is the reaction to an unplanned incident. Therefore, it is desirable to have the needed materials handy by planning ahead of time. The professional cleaning companies have spot removal kits in convenient carrying cases that contain all the necessary materials. The following steps will aid you in properly dealing with spills and help keep your carpet clean for years to come :

Act Quickly ! Today carpet manufacturers offer a stain resist treatment, at an additional cost, this is money wisely spent. Once carpet has been treated many spills can be removed if immediate action is taken. The longer the delay, the higher the probability that the stain will become permanent. Remember , staining is influenced by many factors, and no carpet is completely stain proof.

- * **Blot liquids** with a dry , white, absorbent cloth or white, non-print, paper towel
- * **Do not scrub the area !** Scrubbing can cause pile distortion in the area affected. Continue to use a dry cloth or paper towel until the area is completely dry. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.
- * **Pretest any spot removal agent** in a small inconspicuous area to make certain the solution will not damage the fiber or dye. After applying spot removal to the testing area, hold down a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change or damage to the carpet. If a change occurs, another cleaning solution should be selected.
- * **Apply a small amount** of the selected cleaning solution to a white cloth and allow it to sit for about 10 minutes, work in gently.
- * **Work from the edges** of the spill to the center to prevent the spill from spreading. Do not scrub ! Blot, absorbing the spill as much as possible, and repeat if necessary.

Be patient, complete removal of the spill may require repeating the same steps several times. After the spill has been completely removed rinse the affected area thoroughly with cold water and blot with a clean dry cloth until all of the solution has been removed. A wet/dry vacuum or portable extraction machine can be used to remove excess water or large liquid spills.

■ *Methods of Cleaning*

Even with the most thorough vacuuming, regular carpet cleaning is necessary to remove the remaining soil left behind in the carpet pile which has not been removed by vacuuming. Cleaning not only improves your carpets appearance but will also aid in extending the life of the carpet. The more traveled areas will need more attention than other areas. If the carpet is cleaned before it becomes excessively soiled that will be more successful. Carpets that are exceptionally soiled may require an extensive cleaning program to help restore the look of the carpet.

Hot Water Extraction is the method that most manufacturers recommend.

Research indicates that Hot Water Extraction provides the best capability for cleaning by infusing hot water into the carpet pile to help loosen the soil. This process consists of spraying a solution of water and cleaning agent into the pile and using a powerful vacuum to recover the used solution and soil into the holding tank. It is important to use non-sticky detergents; sticky residues can lead to rapid re-soiling. Take caution not to over wet the carpet. Over wetting can cause the latex to break down and lead to a delaminating problem. Use fans to help speed the drying time and avoid walking on the carpet before it is completely dry.

The use of bonnet/spin cleaners is not recommended and its use will void all manufacturing warranties.

Foam cleaning, which includes wet and dry foam, can be effective by removing dirt from heavily soiled carpet. These methods, can however leave chemicals in the carpet, if used always follow with Hot Water Extraction to remove any residues left from the foam.

The installation of your facilities carpet will play an important role in the long term appearance of your carpet. The professional installer should always clean and re-seal the sub-floor before any new carpet is installed. Any dirt that is below the padding can work its way up into the carpet, if moisture from cleaning, humidity or stains is introduced to the carpets surface.

■ *Types of spots & how to remove*

“A” SPOTS - WATER BASED SPOTS SUCH AS CATSUP, 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 discolored area. Blot or extract to remove substance. Rinse thoroughly with clear water to remove residue. Blot or extract to remove remaining excess moisture.
- Step 2. Repeat if necessary.

“B” SPOTS - PETROLEUM BASED SPOTS SUCH AS GREASE, OIL, SHOE POLISH ETC.

- Step 1. Blot or extract to remove substance. Try implementing cleaning procedure for “A” spots using a mild carpet spotter.
- Step 2. Blot or extract to remove substance. Apply only enough cleaning fluid to dampen the discolored area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Repeat as long as the spot continues to transfer from the carpet to the towel. Rinse thoroughly with clear water. Blot or extract to remove remaining excess moisture.

“C” SPOTS - COFFEE AND TEA BASED SPOTS.

- Step 1. Blot or extract to remove substance. Rinse thoroughly with clear water. Apply coffee stain remover according to manufacturer’s recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove remaining excess moisture.

“D” SPOTS - BIOLOGICAL SPOTS SUCH AS BLOOD, URINE, VOMIT, ETC.

- Step 1. If solids are present, first remove these with a Bone Spatula.
- Step 2. 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. Rinse thoroughly with clear water to remove residue.
Blot or extract to remove remaining excess moisture.

MOST COMMON SPOT AND TYPES

Asphalt	B	Copier toner	VACUUM
Ball point pen	A	Cosmetics	B
Beer	A	Glue, Latex	B
Bleach	A	Grass	A
Blood	D	Grease	B
Brass stain	A	Ink, copying	B
Betadine	B	Ink, permanent	B
Butter	B	Iodine	B
Calcium chloride	A	Mildew	A
Candle	B	Oil	B
Candy	A	Paint, Latex	A
Carbolic Acid	A	Paint, Oil	B
Carbon, Black	B	Peanut butter	A
Catsup	A	Perfume	A
Cement, Building	A	Salad dressing	B
Cement, Contact	B	Shoe polish	B
Chewing gum	A	Soy Sauce	B
Children's drink mix	A	Tea	C
Chocolate	A	Tomato juice	A
Cigarette burn	A	Tomato paste	A
Clay	A	Urine	D
Coke	A	Vomit	D
Coffee	C	Wine	A



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