

## Cleaning & Care

Proper, consistent carpet maintenance is critical to extend the life of your carpet and to sustain an optimum performance and appearance level and a healthy indoor environment.

## Maintenance Guide

Plan a maintenance program before installation so such factors as budget, personnel and areas of special consideration can be taken into account. Maintenance personnel are advised to:

1. Obtain detailed floor plan of facility.
2. Identify areas of heavy soiling:
  - **TRACK-OFF REGIONS:** Areas where carpet collects tracked-in soil from the outdoors or from hand-surfaced floors. Track off regions average 90 square feet (6X15) at building entrances, 10 square feet (2x5) at internal doorways, and 40 square feet (5x8) in corridors six feet wide.
  - **CONGESTED CHANNELS:** A concentrated channel of foot traffic, such as a doorway, stairwell or drinking fountain area. A congested channel averages three feet around a doorway to 10 feet around elevators.
  - **TRAFFIC LANES:** Areas with the largest amount of foot traffic. A complete and effective program should include three maintenance categories: preventative, daily, and periodic.

### 1. Preventative Maintenance

- **Entry Mats:** Placed in entryways and elevators, they will collect dirt before it reaches the carpeted area. Assure that the mats cover the distance of several footsteps.
- **Colour Selection:** Select colour appropriate to traffic areas and local soil conditions. Medium colours, tweeds and patterned carpets hide soil, while lighter colours mask fading.

### 2. Daily Maintenance

**VACUUMING:** Vacuuming is the most important and most cost-effective element of an effective maintenance program. Vacuuming can remove more than 80 percent of dry soil on a daily basis. Vacuuming should be scheduled according to the amount of potential soil buildup of a particular area.

The general recommendations for vacuuming frequency are as follows:

- *Heavy traffic areas: Daily*
- *Medium traffics areas: Twice weekly*
- *Light traffic areas: One or Twice weekly*

**VACUUMING EQUIPMENT:** Two types of vacuum cleaning equipment are available for daily maintenance of commercial installations. They are:

- A) Heavy-duty, wide track machine for wide, open areas. Should have powerful suction and an enclosed, high-efficiency particulate filtration bag and be equipped with adjustable cylindrical brushes to whip embedded soil to the surface.
- B) An industrial version of the domestic upright for tighter areas. Should have the same features and should have hose and wand attachments for hard-to-reach areas. A backpack vacuum with a high airflow and high efficiency filtration provides increased productivity.
- C) Periodic pile brushing with a pile filter vacuum pre-conditions carpet and removes dry, and deeply embedded soul from high traffic areas. This can be especially helpful prior to carpet cleaning.

**FILTER:** Use a vacuum cleaner with a good and efficient HEPA-microfilter system in order to be able to remove fine dust and maintain a good indoor climate. The HEPA filter system which has been developed in cooperation with the Asthma and Allergy Association extracts 99,997% of pollen, dust, and animal scales and other particles.

## 3. Cleaning

Periodically scheduled extraction cleaning will remove accumulated soil not removed by regular vacuuming and spot removal. Creative Matters recommends the Chem-Dry Method.

The Chem-Dry Method is used as cleaning at intervals by brushing a hot (60-75 degree) PH neutral heavy carbon dioxide aqueous solution which is subsequently absorbed and dried with a cotton disc.

**ADVANTAGES:**

- *Extremely efficient cleaning*
- *Small quantities of water*
- *No soaking of the backing*
- *No use of chemicals*
- *The first is mopped from the carpet pile*
- *Short drying time (typically 1-2 hours)*
- *Minor risk of mistreatment*
- *Method and agent with a minimum load on the indoor climate*
- *The carpets keep clean longer as there are no remaining concentrations of dirt attracting soap or chemicals*

**DRY CLEANING:** Alternative systems such as absorbent Compound may be used where specified and if no time can be allowed for the carpet to dry before it needs to be walked on again.

## 4. After Cleaning

Check the carpet for possible remaining stains which were not removed during the cleaning process and treat them accordingly.

Do not walk on the carpet again before it is completely dry. The carpet also has to be quite dry before furniture is put back in place as chair legs and similar may rub off on the wet carpet.

## 5. Spot Cleaning

Damage from spills can be minimized by immediate action. As soon as a spill occurs, blot with a clean, white, absorbent towel and repeat until the spill is fully absorbed.

Creative Matters recommends using a professional spot removal kit (ex. Chem-Dry spot remover). Be sure to follow instructions and take proper precautions when using other cleaning agents.

Lightweight portable extractions are available for more efficient removal of spills. These portable extractors assist in thoroughly removing spills, rinsing cleaning solutions, and extracting wet spills. It is important to adhere to manufacturer's spot removal instructions to prevent voiding existing warranties. Failure to follow these instructions could result in damaged carpet fibers.

### **CAUTION!**

First time a cleaning agent or stain remover has to be used on a carpet it must be examined to establish whether the agent is harmful to the carpet. Damages may occur as a consequence of colour bleed, discolouration, bleaching or dissolution. It is recommended to test cleaning agent and the stain remover in an inconspicuous area (in a corner, under a radiator or the like). The test is to be made according to the prescribed dosages and action time.