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PLANNED MAINTENANCE MAKES SENSE

Well maintained carpet costs less

The total investment in floor covering in a commercial building is not only the initial cost of materials and the installation.

LIFE CYCLE COST includes also the number of years the carpet lasts, lost revenues during refurbishment, and maintenance and costs of removal and disposal.

Typically product and installation cost may represent no more than 50% of the LIFE CYCLE COST.

A programme of Pro-active Regular Scheduled Maintenance will allow the carpet to retain most of its original appearance over the planned life period.

Reactive, restorative maintenance, carried out only when the carpet appearance is totally unacceptable, will result in a shortening of the expected carpet life and significantly increase the LIFE CYCLE COST

PLANNED MAINTENANCE MAKES SENSE

Carpet costs less to maintain than other forms of floor covering

In the commercial environment cleaning is the highest labour-intensive operating cost in the maintenance of floor coverings.

Studies in the USA and Europe have shown that the unit labour cost of cleaning is higher for smooth non-textile hard floorings than for carpet.

Additionally the inherent non-slip and cushioning characteristics of carpet help to lower insurance costs, and the natural insulating properties in reducing the cost of heating.

Care of the Working Environment makes Business Sense.

The increasing emphasis and attention paid to the Indoor Working Environment also favours well maintained carpet floor coverings.

Retained good appearance, combined with the natural acoustical properties for sound deadening, together with the reduction of airborne dust particles, give an ambience that reflects favourably on everyone with a vested interest in the success of the workplace.

STAINS AND SOIL - THE ENEMY WITHIN

Stains and Soil destroy even the best constructed carpet

Unlike hard floors, carpet tends to catch and hold soil and spillages where they occur.

Hard surfaces tend to allow soil and spills to spread further and faster.

Unless it is regularly removed, soil will discolour and eventually destroy any carpet. Soil, typically found in carpet is filled with silica, high concentrations of human and cellulosic fibres, and most vitally - concentrations of fats, grease, gums and resins. It is these that act as 'binders', attracting and holding all other dirt and soil.

Hidden Soil is the 'Killer'.

Stains and Soil 'walked-in' below the carpet surface, may be invisible to the eye. Unless removed, the 'binders' will continue to attract more soil, and the combination of the silica particles and abrasion of foot and wheeled traffic will flatten and scar the carpet fibres and tufts.

A well planned maintenance programme will remove the soil long before it can build up to levels that can seriously damage carpet.

STAINS & SOIL -THE ENEMY WITHIN

Knowing How, When and Where Soil enters the Workplace.

80-85% of the soil in a building is tracked in on shoe soles.

Carpet catches soil in key traffic areas - called 'Track-off and 'Funnel' areas.

Track-off areas are where people walk onto carpet from hard surfaces. Oily soil from car parks, and dry soil from pavements, is tracked in at entrance lobbies and then may be 'transported' deeper inside the building. Wax and dust from internal hard, non-carpeted areas are tracked-off into corridors and lift lobbies.

Funnel areas are where foot traffic is narrowed through concentrated areas. Examples are found at doorways, lifts and vending machines.

Spillages are found wherever there are people. Whether it is coffee, copy toner, potting soil or make-up, sooner or later it could end up on the carpet.

Airborne soil gets into a building as inevitably as air itself. Industrial fumes, car exhausts, tobacco smoke or pollens - all may find their way indoors.

SOIL PREVENTION & MANAGEMENT

Preventative Maintenance- MINIMISING THE INGRESS OF SOIL

Much can be done to keep soil out of a building. Keeping soil out is a much less expensive and easier solution than removing it after it has been ground into the carpet pile.

OUTSIDE MAINTENANCE

Minimise the immediate sources of soil around the building perimeter. The cleaner the parking areas and garages, and the adjacent paved approaches, the less soil is tracked inside.

SOIL BARRIERS

Correctly specified walk-off mats, barrier grates and removable protection mats in the reception lobbies and lift areas will help collect the bulk of soil before it is tracked into the building.

The depth of walk-off mats should allow at least 3 steps across before contact with the carpet. Barrier mats should also be located at all severe internal track-off areas such as entrances from underground car parks, factory to office areas, kitchens to restaurant or canteen areas. Wet surfaces transfer more soil than dry. It is essential that all these 'Barriers' should be vacuumed at least once daily with the correct equipment.

RESTRICTED AREAS

Restricted areas for eating, drinking or smoking should help to confine the resultant soil and stains to specific locations. Air conditioning maintenance should include regular replacement and cleaning of filters to remove as many airborne particles as possible.

SOIL PREVENTION & MANAGEMENT

Vacuuming - The Most Essential Cleaning Procedure

Vacuuming is the single most important part of any Carpet Maintenance Programme.

Proper routine vacuuming is of great importance to the life of the carpet.

A regular vacuuming schedule should be established before a carpet installation is ready for traffic.

Carpet areas should be categorised by low, medium and high traffic exposure and if traffic patterns change, the vacuuming schedule should be adjusted accordingly .

Laboratory tests indicate that dual-motor vacuums with brush and beater action and a separate suction motor with collection bag, are the most effective in removing soil. The action of the beater-brush disturbs and agitates the pile surface loosening the soil particles from the fibres. The strong suction of the vacuum motor then removes the particles. Thorough vacuuming involves three to five passes over an area.

Pile raising is useful to pre-condition the carpet before cleaning and to remove deeply embedded soil from high traffic areas.

<i>Daily</i>	<i>High Traffic Areas</i>	<i>Track-off Areas Funnel Areas Main Corridors Reception & Lobbies Restaurants & Cafeterias</i>
<i>Twice Weekly</i>	<i>Medium Traffic Areas</i>	<i>Cellular Offices Workstations</i>
<i>Once/ Twice Weekly</i>	<i>Light Traffic Areas</i>	<i>Conference Rooms Showrooms</i>

SOIL PREVENTION & MANAGEMENT

Spots and Stains Removal Programme

Wherever there are people there will be spillages. Although spillages are inevitable, permanent stains do not have to be. Spots and Stains have three basic causes:

1. Spillages of liquids, most common of which are hot and cold drink, correcting fluids, paints and polishes.
2. Spots transferred from the exterior usually on shoe soles.
3. Chewing gum and resins.

Avoidance or minimisation of the risk of spillages is preferable to constant mopping-up.

Actions to reduce spots and stains are:

- Install absorbent mats at vending machines. These should be frequently changed and cleaned.
- Control distances drinks may be carried by siting rest lounges adjacent to vending machines and kitchenettes.
- Plan the disposal of cups and liquid containers.

Most stains can be removed by immediate or at least, same-day treatment.

It is good practice to have a STAIN REMOVAL PROGRAMME for the entire workplace.

- Identification of spots and stains for early removal.
- Provide a Basic Spot Removal Kit, with instructions for every level of the building or facility for use by employees or the designated janitor.
- Provide a Spot Removal Procedure Chart for ready reference.

SOIL PREVENTION & MANAGEMENT

Spots and Stains Removal Programme

WHEN YOU DO NOT KNOW WHAT CAUSED THE STAIN.

1. Remove excess materials.
2. Pretest any spot removal agent in an inconspicuous area to make sure it will not damage the colour or the fibre.
3. Apply a small amount of the dry cleaning fluid to the towel and blot gently working from the edges of the spot or stain to the middle.
4. When the dry cleaning fluid no longer removes any of the stain, apply a small amount of a detergent solution. Use a clean cloth and blot gently from the edge to the centre of the stain. At intervals, blot up all excess liquid.
5. After the carpet is dry, reapply the solutions for stubborn stains or if the stain reappears.

WHEN YOU KNOW WHAT CAUSED THE STAIN.

1. Identify the general category using the Chart on Page 12. Apply the cleaning agents in the order listed. If the first agent does not remove all of the stain, proceed to the next. Always rinse treated area with clean water before applying the next agent.
2. Scrape up all solid material, using the spatula.
3. Blot up all liquid using the white tissue.
4. Patience is a key factor in spot removal. Be careful not to use too much of a cleaning agent - it may result in overwetting the carpet. Saturate a small area of the cleaning material and press firmly into the spot.
5. Always work from the edge to the centre of the stain. Use blotting action - do not rub as this may damage the carpet pile texture.
6. After the spot has been removed, always rinse the treated area with water in order to remove all of the agent. Put several thicknesses of paper towels over the wet area and place a light weight, such as a book, over the area and allow to dry.

NOTE: ALWAYS APPLY CLEANING AGENT TO THE TOWEL NOT THE CARPET

SOIL PREVENTION & MANAGEMENT

BASIC SPOT REMOVAL KIT

- White terry towelling, white tissue or kitchen roll
- dry cleaning fluid - volatile type
- paint remover - non-oily
- amyl acetate or nail polish remover
- alcohol - denatured or isopropyl
- detergent solution:
- 3% ammonia solution
- 5% acetic acid (or white vinegar)
- digestor or enzyme detergent (made fresh each time)
- 1 % hydrogen peroxide (made fresh each time)
- rust remover
- chemical freezing compound
- dry absorbent cleaning compound
- wet-dry spotter
- a spatula
- small scrubbing brush for agitation
- never scrub pile
- protective gloves

SOLUTIONS

Detergent solution: - mix one teaspoonful of a mild non-bleaching detergent in a cup of lukewarm water. Make plenty of suds and use mostly suds to remove the spot.

Vinegar solution: mix 1 /3 cup of white vinegar with 2/3 water.

Ammonia solution: - mix one tablespoon of clear household ammonia (3% solution) with 1/2 cup of water.

Solvent: - use only small amounts of proprietary branded dry cleaning solvent.

SOIL PREVENTION & MANAGEMENT

Spots and Stains Removal Programme

FREQUENTLY ENCOUNTERED SPILLS OR STAINS

Asphalt	B	Fruit Drink	A	Lipstick	B	Pyridium	A
Barium Sulphate	A	Fruit Juice	A	Liquor	B	Rubber Cement	B
Beer	A	Furniture Dye	B	Mascara	B	Salad dressing	B
Berry Stain	A	Furniture Polish	B	Mayonnaise	B	Shoe polish	B
Betadine	B	Gentian Polish	B	Medicines	A	Soft drinks	A
Bleach	A	Gentian Violet	B	Merthiolate	B	Soup	B
Blood	A	Glue	B	Methylene Blue	B	Soy sauce	B
Butter	B	Grape Juice	A	Milk	A	Steak Sauce	C
Carbon Black	B	Gravy	A	Motor Oil	B	Tomato Juice	A
Chalk	A	Grease	B	Mouthwash	A	Toothpaste	A
Chocolate	B	Ice Cream	A	Mustard	C	Urine	C
Clay (red)	A	Ink (washable)	A	Nail Polish	B	Vomit	C
Coffee	C	Ink (India)	B	Oil	B	Water Colors	C
Copy Machine Toner	A	Ink (Permanent)	B	Ointment	B	Wax (candle)	B
Cough Syrup	A	Insecticides	B	Orange Drink	A	Whiskey	A
Cranberry Juice	A	Iodine	B	Paint (Oil base)	B	Wine	A
Crayon	B	Iron Rust	A	Paint (water base)	A		
Faeces	A	IV Solution	A	Petroleum jelly	B		
Felt Tip Marker	B	Ketchup	A	Plant food	A		

SOIL PREVENTION & MANAGEMENT

Spots and Stains Removal Programme

DRY STAINS

Gently remove as much as possible of the substance using a small, soft hand brush or spatula to break up any crusted material. Vacuum thoroughly to remove loosened particles.

WET STAINS

Blot with absorbent white cloth or paper towel, or use spatula to remove excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum is most effective for removing spilled liquids.

ACTION A

Step 1

Apply carpet detergent sparingly agitating the stain area gently. Blot to remove substance and rinse thoroughly with clear water to remove detergent residue. Blot dry. Note: On acid toilet bowl cleaners or other highly alkaline substances, do not proceed past Step 1.

Follow the cleaning with a thorough, clear water rinse. Blot dry

Step 2.

Follow the detergent/rinse procedure with the recommended ammonia solution. Blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry.

Step 3.

Apply the white vinegar solution to entire area that has been cleaned. Blot to remove solution. Rinse thoroughly with clear water. Blot dry.

ACTION B

Step 1

Apply only enough dry cleaning fluid or alcohol to dampen the stain. Blot dry. Repeat as long as the stain continues to transfer.

Step 2

If stain is still visible, apply carpet detergent sparingly, agitating the stained area gently. Blot to remove substance and rinse thoroughly with clear water to remove detergent residue. Blot dry.

Step 3

Apply the white vinegar solution to the entire area that has been cleaned. Blot to remove the cleaning solution. Rinse thoroughly with clear water. Blot dry.

ACTION C

Step 1

Apply carpet detergent sparingly; agitating the cleaned area gently. Blot to remove substance and rinse thoroughly with clear water to remove detergent residue. Blot dry.

Step 2

Apply the white vinegar solution to the entire cleaned area. Blot to remove the cleaning solution. Rinse thoroughly with clear water. Blot dry.

SOIL PREVENTION & MANAGEMENT

Periodic Planned Maintenance

All carpet, no matter how resistant to soil and stains, will eventually build up a layer of soil.

This is usually oily or sticky soil. If allowed to remain, it will cause matting and show as a dirty traffic lane.

Do not wait until the carpet is badly soiled before beginning Periodic Planned Maintenance.

Wet cleaning systems, of which Hot Water Extraction is the most commonly used, should be practised by accredited professional cleaning companies. There are hazards involved:

1. Over-wetting during the cleaning process or due to spillages, can cause shrinkage or staining.
2. Allow carpet to dry before allowing the return of general traffic. Avoid walking on wet carpet, and if it is necessary to replace furniture before the carpet is dry, use pieces of plastic under the furniture to prevent the transfer of rust or stains.
3. Test high alkaline detergents - they may cause dye bleed. Also avoid detergents that leave a waxy residue after drying; they will cause rapid resoiling. Detergents should dry to a crisp residue or powder.

HOT WATER EXTRACTION

Extraction machines clean carpets in two steps:

1. Hot water and special detergents are sprayed into the carpet pile under pressure.
2. Powerful suction removes water, detergent and loosened soil.
Some machines have a powered tool or brush to apply mechanical action to the pile.

Advantages:

- Minimizes detergent build up which contributes to resoiling.
- Minimizes pile distortion - specially effective for cut pile carpets.

Disadvantages:

- Due to large amounts of fluid involved, care must be taken not to overwet.
- The hot solution may set some stains. Therefore it is important that spots are removed before cleaning commences.

SOIL PREVENTION & MANAGEMENT

Periodic Planned Maintenance

ROTARY BRUSH SHAMPOO

A solution of detergent and water is fed through a brush into the carpet. A rotating brush agitates the solution into the pile, knocking the soil particles off the carpet fibres and opening up matted carpet pile.

- Advantages**
- Very effective in loosening soil in heavily soiled carpet. Especially effective for loop pile carpet.
- Disadvantages**
- The strong mechanical agitation can cause severe pile distortion, particularly in cut pile and cut/loop structures.

DRY EXTRACTION SYSTEMS

Dry absorbent compound or granules are sprinkled on the carpet and brushed into the pile by a cylindrical twin brush machine. The soil laden compound is allowed to remain in the carpet for about 30 minutes before extraction with a beater bar type vacuum.

- Advantages**
- Simple to use.
 - The absorbent compound dries fast and returns the carpet to service quickly.
 - Useful where water solutions may damage the carpet texture.
 - Useful where water solutions may damage exposed metal, such as modular panels.
- Disadvantages**
- The brushing action may damage tufts of cut pile and cut/loop carpets.
 - The compound does not remove deep ingrained soil. and so is most suitable as a light/moderately soiled installation cleaning method.

SCHEDULES FOR PLANNED MAINTENANCE

Pro-active Schedule Cleaning

DAILY SCHEDULES

- * Remove loose debris
- * Treat spills and spots
- * Methodical vacuum of identified traffic areas

WEEKLY SCHEDULES

- * Vacuum all carpeted areas
- * Check pile for depth of soil in traffic areas
 - * Check, clean or change barrier mats
- * Check condition of cleaning equipment - are vacuums emptied

MONTHLY SCHEDULES

- * Ensure Daily and Weekly Schedules are performed correctly
- * Assess if Maintenance needed and arrange
- * Check for damage
- * Top up Emergency Kit

QUARTERLY CHECKS

If the Schedules have been kept up, then the requirement for Deep Cleaning, using an external accredited cleaning company should be reduced to a frequency no greater than annually. Much depends on the site, and in particular the effectiveness of the Barriers and Maintenance at the points of ingress to the site.



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