

CARPET CARE MANUAL



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OBJECTIVE

This guide will explain you how Standard carpets product will perform against the heavy traffic and soiling.

It will also help you understand the right methods of carpet care and maintenance to enhance the longevity of the carpets.



DIFFERENCE BETWEEN CARPET CLEANING & CARPET MAINTENANCE

You may be wondering what is the difference between carpet cleaning and maintenance? Isn't both being same? It's a good question- and a common misconception.

The answer is they are not the same. Here's how they differ to each other:

Cleaning is the removal of visible soil.

Maintenance is a well-planned, ongoing process of soil and stain removal to help a carpet retain its original appearance and performance attributes over time.



CARPET MAINTENANCE- A PRIORITY

Why we should make carpet maintenance a priority? It's really difficult to justify the time and resources investment in a carpet maintenance program.

Here are three main reasons to make a proper carpet maintenance program:

I.Value for Investment by extending the life of Carpet:

Commercial carpet installation is a significant investment, both monetary terms and overall facility image and by having the effective maintenance guide we can extend the life of monetary investment. The incentive for an effective cleaning and maintenance program is magnified. A consistent maintenance program can extend the life of carpet for several years depending on the facility and traffic patterns.

II.Clean and Dry Air

Carpet is the largest air filter in a building. It traps and holds contaminants, like mold spores, preventing them from circulating and causing indoor air quality issues. But like an air filter, your carpet can become overloaded and stop working effectively. At that point, more contaminants will fill the air. By regularly maintaining your carpets, you remove those contaminants from the building. Cleaner carpet leads to improved air quality, which results in better employee morale and performance.



CARPET MAINTENANCE- A PRIORITY CONTINUED...

III. Appearance Maintenance

No one likes to be in a space that seems dirty or unsanitary. Something as simple as the appearance of carpeting can influence people's opinion of not just the building but the business (or businesses) occupying it. For property and facility managers, the appearance of the carpet can be a reflection of how well you are doing your job. Obviously, you want it to reflect positively rather than negatively.

In general, appearance of the carpets depends upon several factors- color, pattern, density and fiber. Standard Carpets products appearance will get affected by below factors:

- a)** Flattening or matting of the carpet fibers.
- b)** Soiling or change in color on the carpets.

To maintain the appearance of the Standard Carpets products you need to have a viable carpet maintenance program. Below points to keep note of:

- I.** Specifications: Right specification can tell the intended use of the carpet at its location.
- II.** Color Selection: Proper color selection to meet traffic conditions, intensity of sunlight etc.
- III.** Installation: Installation of carpet as per Standard Carpets guidelines.
- IV.** Maintenance: Proper schedule of maintenance plan based on the needs of the locations.

Understanding this concept can help the decision makers finding the suitable carpet which can provide the longevity of the carpet and save on future capital and replacement costs.



ELEMENTS OF AN EFFECTIVE CARPET MAINTENANCE PROGRAM

While investing in standard carpets products, it's important to know that there is a requirement of proper planning and implementation of maintenance program to ensure the maximum life of the products. The need to implement a maintenance program from the beginning is very important. Instead of waiting until the carpet is overly soiled and starts affecting the appearance retention. It is advisable to follow this guide to do the proper maintenance of the heavy traffic areas or any other area which decreases the life of the Standard Carpets carpet.

Standard Carpets maintenance program has a comprehensive carpet care program which consist five elements:

1) Soil Containment- Moist soil is transferred to the carpets from foot traffic. The use of an effective dirt barrier matting will reduce the rate of soiling. All the external entrances, goods lifts, loading and off-loading stations and adjoining hard areas should have the dirt barrier matting installed for first 10 steps. It is very important that the dirt barrier matting is maintained and serviced on daily basis, once the dirt barrier is full of soil, it ceases to be effective.

2) Vacuuming- There should be a proper scheduled plan for Vacuuming depends upon the area.

ELEMENTS OF AN EFFECTIVE CARPET MAINTENANCE PROGRAM CONTINUED...

3) Spot & Soil Removal System- Its suggestable to use professional spot removing techniques and carry a spot cleaning kit. There are some conditions where appearance changes must be expected e.g. areas where the oily material loading-unloading tracked into the building, carpet and other flooring may become yellowed over time.

4) Interim Maintenance System Cleaning Systems- By having the proper schedule based on the traffic areas, cleaning frequency should be scheduled.

5) Periodic Restorative Cleaning- Scheduled frequent deep cleaning to remove residues and trapped soils.



MAINTENANCE PROGRAM DEVELOPMENT

Of all the surfaces in a facility, there is perhaps none more difficult to keep clean and maintain, while ensuring a good visual appearance, than carpet.

Carpet is an effective surface for a facility because it provides many benefits, such as reduced noise pollution, improved indoor air quality, and reduced slip-and-fall accidents, as well as reducing the injuries that accompany those accidents.

Developing an effective maintenance plan for your carpet is critical to its appearance and the lifecycle costs it will offer you. Many facilities have an ineffective plan for their carpet maintenance, which is centered on the notion of “cleaning the carpet when it looks soiled.” This is not an effective plan because carpet fibers are actually shaped and designed to hide soil.

Developing a proper maintenance guide is really important for better carpet performance. Failing to do so will adversely affect the Standard Carpets, carpet.



MAINTENANCE PROGRAM DEVELOPMENT CONTINUED...

The processes that must be part of a comprehensive program are:

- **Daily maintenance:** removing soils that enter your facility so that the damage they cause is reduced.
- **Interim maintenance:** maintaining the appearance of your carpet through the use of low-moisture and low-chemical use methods that promote faster dry times and return carpet back to use quickly.
- **Restorative maintenance:** deep cleaning the carpet to remove deeply embedded soils and create a healthier environment. It's important that on Half yearly or annual basis your whole installation is cleaned utilizing a Hot water Injection and Extraction Method.



SOIL CONTAINMENT

Create a Protective Barrier to Keep Dirt Off Your Carpets

Identifying the type of stain or spill is important as this will help you deal with it in the correct manner as opposed to making it worse.

Moist soil is transferred to the carpets from foot traffic. The use of an effective dirt barrier matting will reduce the rate of soiling. Some preventive measures consist of using outside mats capable of removing dirt off shoes and have the capability to hold the material. Inside mats should remove smaller particles of dirt as well as oil and other liquid that can be tracked in from outside.

Remember: Keeping parking lots, sidewalks and entrances clean will cut down on the tracking in of debris. It's much easier to keep dirt out than remove it-and far less expensive.

USE PROPERLY SIZED ENTRANCE MATS



Performing additional maintenance in entry areas and other wipe-off regions can reduce the amount of maintenance in other parts of the facility

Protective mats should be used around food stations, water coolers, elevators and stair thresholds to prevent moisture and dirt from becoming ground into carpet.

While preventive mats require an investment, it pales in comparison to the price of restoring or replacing carpets.

SOIL CONTAINMENT CONTINUED...

How to Use Mats to Protect Your Carpets

Walk-Off Mats

- A walk-off area, normally doorways and or vestibules, must be at least 12-15 feet long to effectively scrape and/or dry the soles of shoes.
- Mat placement needs to be outside, in the vestibule, and inside the building for best results.
- Mat selection should consist of scraper mats located outside, scraper/drying mats in the vestibule, and drying mats inside.
- Using Walk off Mats in all restaurants/cafeterias, just inside the kitchen area, prevents staff tracking kitchen borne grease onto the dining area carpet.



VACUUMING

Increase Your Vacuum Effectiveness for a Higher Level of Clean

Vacuuming is the most effective method of removing soil from carpet—and the most economical. While vacuuming your carpets sounds easy enough, there's actually a little more to it if you want to do it right.

How you vacuum (method), how much you vacuum (frequency), and even the vacuum you choose (equipment) can make a big impact on the upkeep of your carpet. It's possible you may be vacuuming your carpets without doing an effective job of removing dirt from them.

Make Sure You're on the Right Frequency

The frequency that you vacuum specific areas can have a significant effect on the long-term condition of the carpet. See the chart below for recommended vacuuming frequency guidelines:

Area	Traffic Condition	Frequency
Entry	Heavy	Daily
Ground Floor Halls	Heavy	Daily
Above Ground Halls	Medium	Daily
Administrative Offices	Medium	3-4 times per week
Classrooms	Medium	Daily
General Office Areas	Medium	Daily
School Corridors	Medium	Daily
Boardrooms	Light	Weekly
Conference Rooms	Light	Weekly
Executive Offices	Light	Weekly

VACUUMING CONTINUED...

Have a Method to Your Maintenance

Vacuum method should be slow passes instead of several quick passes. Quick passes don't do much to remove the soil ingrained in your carpet. Heavily soiled areas will require multiple passes both east/west and north/south.

Choose the Best Vacuum for Your Space

When buying or specifying vacuuming equipment for your facility, you should put yourself in the shoes of the person operating the vacuum. A common mistake is buying a vacuum cleaner that is not appropriate for the space being vacuumed.

FOR EXAMPLE:

If you are using a vacuum cleaner that only covers 12 inches in one pass (upright or backpack), how effective is it to clean a large area?

It is not effective at all. If you are vacuuming properly, it will take a long period of time to effectively clean the area.

In most cases, human nature leads to speeding up and/or vacuuming partial areas of the space. Large area vacuum cleaners should be purchased for large, open areas like corridors, aisles, and large rooms.

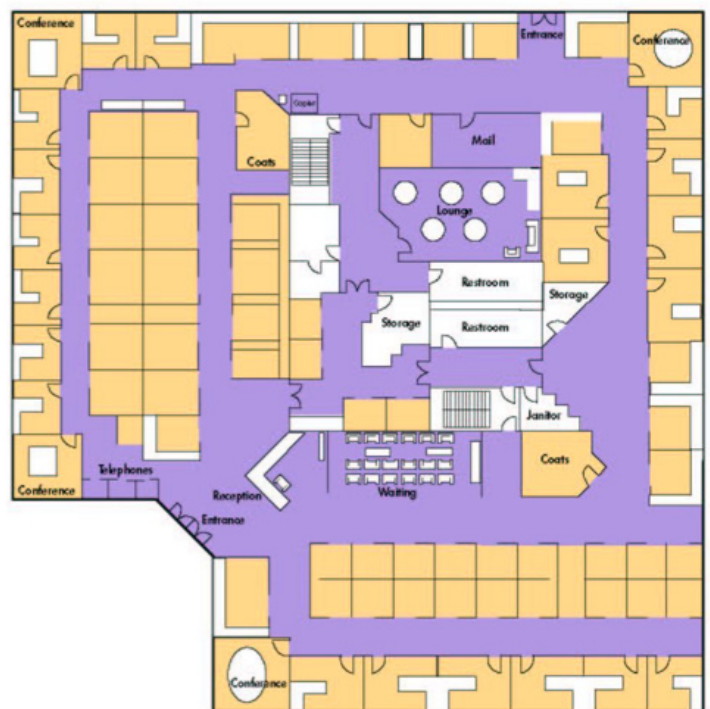
Figure 3

VACUUMING Recommended flooring maintenance

Traffic Level	Vacuum
Light/Medium	As needed, but at least every 2-3 days
Heavy	Daily

Light/Medium Traffic - Private offices, cubicles, shared offices and conference rooms

Heavy Traffic - Entrances, elevators, main hallways, break rooms, work/copy rooms, mail rooms and interior hallways



VACUUMING

CONTINUED...

Recommended Vacuums

Small Areas

- Upright Two Motor Vacuum with Rotary Brush and Beater Bar HEPA Filter
- Backpack Vacuum w/ High Performance Power Head

Large Areas

- Ride on or Wide-Area Vacuum
- Periodically check brushes for wear
- Dispose of vacuum cleaner bags when half full.
- An 80% efficiency loss occurs after half full.



SPOT & SOIL REMOVAL SYSTEM

You need to have a set program in place to ensure spots are removed on a scheduled basis. Spot removal is key to keeping the day-to-day appearance of the carpet. Spot cleaning can be provided by occupants of the space, your in-house staff, or an expert team of carpet-cleaning professionals.

You also need a plan for removing spots as they happen. When it comes to spot removal, speed is definitely a factor. The quicker you get to a spot, the better. Act quickly to remove new spots using the method below.

How to Properly Remove a Spot

Follow these steps to quickly remove a fresh spot from your carpet:

- Identify the spill.
- Blot or scrape up the substance (DO NOT SCRUB).
- Rinse with a small amount of water thoroughly. Apply a cleaning solution based on the type of stain. If the type of stain is not known, use a ph neutral, all-purpose spotting solution.
- Agitate gently using a nylon brush. Work from the outer edges and work inward to prevent the stain from spreading.
- Use a clean towel to blot or extract the stain.
- Final rinse with small amount of water.
- Blot or extract the stain one last time.

There are some common spills at home or at office such as, Water based spillages, oil-based spillages and Gums.

These include alcoholic and non-alcoholic drinks, food dyes, gravy, excrement, coffee, tea milk, cream, ink or wet or dry paint.

These are the most common and are easily identifiable spills



SPOT & SOIL REMOVAL SYSTEM CONTINUED...

Water Based spillages

If the spill is liquid, just blot the spot with the clean paper towels or clean cloth from the outside towards the center. If the spill is semi liquid, scrape with a spatula or spoon and then blot with a damp cloth or sponge. It's very important to never scrub the carpet, or you risk ruining the carpet fibers or letting the spill soak through to the carpet pad. You will simply be pushing it deeper in to the carpet making it harder to remove. If by any mean spills are difficult to clean or remove than take advantage of Standard Carpets modular tiles and replace the tile from your attic stock.

After following the above procedure, promptly remove the remaining residue with a small amount of clean water, repeat the process until you are not taking up any more spill or stain. In case stains doesn't go away with clean water then use a small amount of Dry-Cleaning Solvent and a hand brush. Sprinkle the Solvent over the spot and use a hand brush to gently message the Solvent into the stain. Leave the area to dry for 15-30min and then brush the solvent again. Solvent might get stick on the carpet, brush again and then Vacuum. Repeat the application if it's necessary. Make sure not to rub the brush aggressively on the spot as it can damage the carpet.

Note:

- I.** While changing the tiles, please expect to see the color difference from old to new until the carpet is walked in.
- II.** Test a small inconspicuous area for possible discoloration prior to use and substances.



SPOT & SOIL REMOVAL SYSTEM CONTINUED...

Oil based spillages

To remove the oily stains such as paint, grease, tar, asphalt etc. solvent based spotter is recommended. Prior caution should be taken while using any type of penetrating spotter.

I. Scoop up the excess paint, grease, tar etc. on the carpet by using a spoon or spatula and carefully extracting it. For the small amounts of oil spill that you cannot remove using this way, get a clean sponge or a white cloth and then blot the oil spill until you are able to remove as much of it from the carpet.

II. Next thing check the colorfastness, test on the inconspicuous area by applying the solution on to a white cloth and gently pressing onto the carpet, check the cloth if there is any evidence of dye transfer to the cloth. If it does not harm your carpet then you are good to go if yes do not continue.

III. If after doing this the oil-based spill still remains, get some dry-cleaning solvent and apply it on an absorbent pad and then apply it onto the stain. Make sure you try it out again before using it as you don't want to damage your carpet accidentally. Put a heavy stuff on top of the absorbent pad and then let it set for about thirty minutes. If after doing that some of the stain still remains, apply some more solvent onto the pad and then blot the area until you are able to remove it.

IV. Rinse the carpet with water to help eliminate any residue that you could leave behind. Dry it using a clean rag or towel and then you're done.



SPOT & SOIL REMOVAL SYSTEM CONTINUED...

Gums

Give this do-it-yourself method a shot the next time you're wondering how to get gum out of carpet:

- 1.** Place a few handfuls of ice in a zip lock bag.
- 2.** Put the bag of ice directly onto the gum stain. This will harden the gum so it's easier to remove gum from carpet.
- 3.** Use a scraping tool to fully scrape the gum from the carpet.
- 4.** Sponge the gum stain directly with cleaning fluid.
- 5.** Cover the gum stain with a clean white towel or cloth to soak up any remaining liquid and continue patting dry.
- 6.** You can apply solvent based spotter too directly on the chewing gum, leave for some time to allow the solvent spotter to soften the chewing gum and follow rest of the steps as above.



INTERIM CLEANING

Employ a Regular Cleaning Process to Extend Carpet Life

One of the best ways to maintain your carpet and extend its life by years is through a preventive cleaning program. With the right preventative cleaning program in place, you should never need restorative cleaning.

Why does that matter?

If restorative cleaning is needed, it typically means permanent damage to the carpet has occurred. Restorative cleaning costs more, uses more water that can lead to temporary indoor air quality issues, and takes considerably more time to clean and dry. A preventative cleaning program will save you time, money and keep your carpets cleaner, longer.

An Effective Preventive Cleaning Process

A proper preventative maintenance program will include these steps:

- Remove soil and stains from the carpet.
- Deodorize and neutralize bacterial contaminants.
- Use Fiber Shield™ Anti-soil and Anti-stain Protection
- Advanced Carpet Protector based on manufacturer's suggested frequencies.
- Pile lift carpet fiber to restore matted carpet and loosen embedded dirt.
- Move and replace furniture as needed.



INTERIM CLEANING CONTINUED...

Suggested Preventive Cleaning Schedule

Your preventative maintenance program should include a carpet cleaning schedule based on the traffic patterns and use of various areas in your business. More trafficked areas of your office will require more frequent cleaning, while less trafficked areas may only require cleaning once or twice a year.

Every building is different. That's why you need a custom cleaning schedule to fit your unique needs. However, here is a suggested cleaning schedule to give you an idea of what your building might need:

Area	Traffic Condition	Frequency
Entry	Heavy	12 - 24 Times /year
Ground Floor Halls	Heavy	12 Times /year
Ground Floor Halls	Medium	4 Times/year
Above Ground Halls	Medium	4 Times/year
Administrative Offices	Medium	2 Times/year
Classrooms	Medium	4 Times/year
General Office Areas	Medium	2 Times /year
Boardrooms	Light	2 Times/year
Conference Rooms	Light	2 Times/year
Executive Offices	Light	2 Times/year

INTERIM CLEANING CONTINUED...

Chemical Requirements

The best preventative cleaning programs use a low-moisture system with chemicals that don't leave any residue behind. A low moisture system, will prevent microbial growth and reappearing stains that can occur with extraction cleaning. Here are the chemical requirements you should look for:

- Must have pH between 7.0 – 8.0 in diluted form No volatile organic compounds (VOCs)
- Does not leave a sticky or oily residue when dried (must dry in undiluted form, with no tackiness to the touch)
- Contains no optical brighteners Must be safe and non-toxic
- Meets or exceeds green cleaning standards CRI Approved Chemicals
- CRI Approved Service Provider (Outsourced Cleaning)

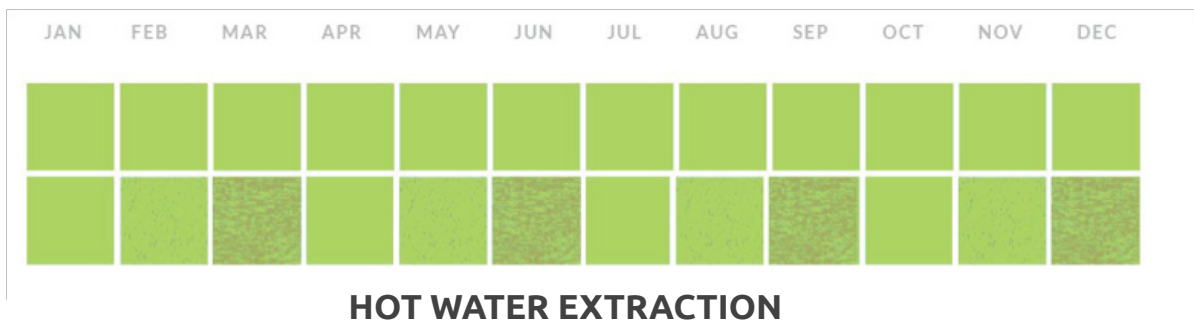
Following these chemical requirements will give you the best possible preventative cleaning program for your carpet.



RESTORATIVE CLEANING

Bring Your Damaged Carpet Back to Life

Restorative cleaning is typically a last resort before replacing your carpet. It's not something you necessarily want to do unless your carpet is damaged. But it's something you should have a plan for just in case the need arises.



What Is Restorative Cleaning?

Restorative cleaning is used on areas that will not get clean with any of the methods previously discussed. The carpet is visually dirty and, in some cases, has worn to some degree.

Restorative cleaning is typically required in areas where the carpet was not properly maintained, the cleaning frequencies were too low or severe soiling has occurred—such as oils from kitchens or manufacturing, or seasonal wear.

While restorative cleaning can give your carpet a temporary boost, it will not have a positive long-term impact. Preventive cleaning is always the better choice, maintaining the appearance of your carpet over a period of time.

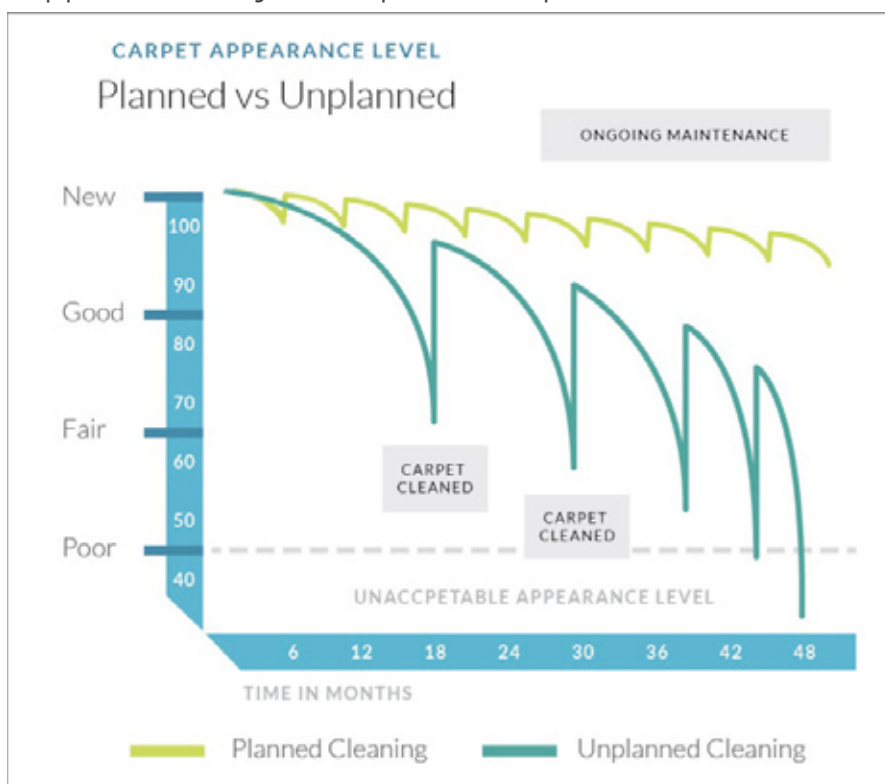
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MAINTENANCE METHOD

Effective Maintenance Method

Vacuum Cleaning:

An effective vacuum cleaning program is essential to the success of any maintenance plan. Vacuuming removes abrasive dirt particles, preventing them from abrading fibers and causing permanent damage.

- We recommend an upright dual motor vacuum cleaner. These machines, with independent motors for suction and brushing, are the most effective. The rotary brush action knocks the dirt loose so that the vacuum can lift it out of the carpet. The brushes should be set so that they are in contact with the pile surface. An additional benefit of this brush action is to groom the carpet pile, thus helping to reduce pile flattening.
- It is preferable not to use single motor suction-only machines, such as a tub vac, as these will only remove surface debris, and not embedded dirt, which can contribute to pile flattening. Tub vacuums are ineffective with modular carpet constructions due to the dense pile and impervious backing, which prevent air flow through the product.
- Vacuum bags should be emptied regularly and all housekeeping personnel should be made aware of this.



MAINTENANCE METHOD

CONTINUED...

Interim & Restorative Maintenance Method

We recommended the following cleaning procedures for Standard Carpets products and should be followed by the experts.

1. Low Absorbent Compound cleaning system: Used in interim & restorative cleaning, this minimum moisture system uses absorbent/adsorbent compounds (cellulosic or polymer based) that are disbursed and agitated into carpets. Cleaning product and soil is extracted by vacuuming or pile lifting machines.

2. Shampoo Cleaning: Used in interim and restorative cleaning systems. Today method typically is not used alone. After vacuuming, this cleaning system uses detergent that is agitated with a mechanical brush, after which both the shampoo and suspended soil should be extracted by either a wet vacuum or dry vacuuming process. Top fed orbital brushes can over wet carpet. Water extraction is sometimes necessary to rinse detergent out. Post vacuuming may also be needed if using encapsulating technology.

3. Hot Water Extraction: This method is used in restorative cleaning. After vacuuming, a cleaning product is applied to the carpet and agitated into carpet fibers with a mechanical or hand-held brush. The cleaning product and suspended soil are extracted by rinsing with hot water from a portable or truck-mounted extraction unit, which may contain rinsing agents or emulsifiers.

MAINTENANCE METHOD CONTINUED...

4. Encapsulation- Used in interim cleaning. After vacuuming, this low moisture, low residue cleaning system sprays down an encapsulating detergent solution followed typically by a counter rotational brush. The solution crystallizes around soil so that it can be easily vacuumed out. These machines lift the pile which helps to free soil from entangled fibers. Vacuuming is recommended after carpet is dry.

5. Bonnet Cleaning: Not recommended for Standard Carpets Carpet, and may void all warranties.

6. Chemicals: It is essential to realize that carpets are chemically sensitive fabrics which could be damaged by non-recommended chemicals. Use only approved chemicals for pre-spray or spotting on an “as required” basis. Access to a Spot Cleaning Kit is recommended for day to day spot cleaning. For spotting and pre-spray, the pH should be between 4.5 and 8.5.

Anti-static treatments, optical brighteners, carpet protection chemical and overly aggressive solvent based cleaners are not recommended for Standard Carpets products.



KEY POINTS TO REMEMBER

To Have the effective maintenance program walk off systems are one of the major requirements at entryways, exits and any area next to the hard surfaces. Walk offs should be vacuumed daily or as needed.

Vacuuming

- 1** – Light-to-medium traffic areas: Vacuum as needed, but at least every 2-3 days
- 2** – Heavy-traffic areas: Vacuum daily – entrances, corridors/all areas, break areas, elevators, and work/copy rooms.
- 3** – When selecting a vacuum cleaner, choose an approved Vacuum and follow the manufacturer's recommendations for use. Look for the Seal of Approval/Green Label Vacuum Cleaner label on vacuum cleaner packaging and merchandising.

Spot Removal

- 1** – Check for spots daily and treat immediately
- 2** – Most carpet today has a soil-resistant treatment, making spots easier to remove.
- 3** – Act Quickly! The longer the delay, higher the probability for a permanent stain.
- 4** – Blot liquids with a dry, white, absorbent cloth or plain white paper towels (without any print design). Do not scrub the area. Continue to blot until the area is essentially dry.
- 5** – Gently scrape up semi-solids (modeling clay, finger paint, etc) with rounded spoon and vacuum. Do not add moisture.



KEY POINTS TO REMEMBER

CONTINUED...

Useful Carpet Maintenance Tips

- 1** – When using stain removal cleaners, follow the manufacturer's recommendations for use, including proper ventilation.
- 2** – Inspect daily, high-traffic areas and places where spotting is more frequent.
- 3** – Carpet must be vacuumed routinely and Deep cleaned at regular intervals. After Deep cleaning, be sure that the carpet is essentially dry before allowing foot traffic.
- 4** – Areas of heavier foot traffic should be vacuumed daily.

Thinking proactively about your carpet and having a plan in place to maintain it will pay off in the long run. It can literally mean the difference in years of extended carpet life and thousands of dollars in savings.





Standard
CARPETS