

## Carpet Maintenance Guidelines

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## Carpet Maintenance Guidelines

### Why is Maintenance Important?

By implementing a routine carpet maintenance program, you preserve and maintain your floorcovering and extend the life of your carpet investment. Poor maintenance can cut-short carpet life and adversely affect its long term performance. Failing to adhere to these guidelines in a regular routine that includes preventative maintenance as well as restorative cleaning can cause irreparable damage to your carpet investment and void applicable warranties. Routine care makes restorative cleaning unnecessary. When a routine carpet maintenance program has not been followed and the carpet's appearance has degenerated, restorative cleaning is necessary. However, restorative cleaning may not achieve the desired original beauty and appearance of the floorcovering. Routine care means a longer lasting product.

### Preventative Maintenance

Maintaining your carpet's appearance means more than choosing the right cleaning method. Initially, choosing the right products contributes greatly to the overall performance of your floorcovering.

### Barrier Mats

Barrier mats are an integral part of any maintenance system. Capturing inbound soil at threshold points (i.e., elevator lobbies, entrances/exits, and vending areas) and eliminating it with an aggressive vacuuming program, prevents the spread of soil to other areas within the facility. Six-foot to ten-foot barrier mats should be placed at the point of entry, based on traffic flow and other factors.

### Vacuum Cleaning

A good vacuuming program is essential to the success of your carpet maintenance efforts. Effective daily vacuuming reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile. Proper equipment and technique are critical to the success of a vacuuming program.

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. Upright vacuum sweepers are advised; canister and back pack type machines are generally not recommended. Vacuums with top loading soil bags are highly recommended. The frequency of vacuuming is determined by visual inspection, but should be done daily.

Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming. Vacuuming these areas more than once a day will help prevent soil from being tracked into other areas. For thorough cleaning, be sure your movements are slow and methodical when vacuuming.

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### Pile Lifting

Pile lifting is an effective method for lifting crushed pile and loosening dry soil. Heavily trafficked cut-pile products should be pile lifted weekly. Looped products require less intensity and can be pile lifted less frequently. Pile lifting should always be used to precondition carpets for general cleaning. For best results, apply the pile-lifter machine against the lay of the pile.

### Spot Cleaning

Daily removal of spots and spills helps maintain the carpet's appearance between scheduled cleanings. Immediate action against spots and spills also reduces the probability of a permanent stain. It is important to use solutions that are appropriate for the specific type of spot or spill – water based, oil based, or specifically for gum. Use spotting solutions sparingly and be sure to flush out a spot with water after it has been chemically washed.

NOTE: The emergency kit is an excellent resource for spot removal of all kinds.

### Treating Water-Based Spots

For liquid spills, blot up as much of the liquid as possible using a clean white cloth. If the spill is semisolid or has hardened, scrape it with a spoon or spatula and then blot the spot with a damp sponge. Always work from the edge of the spot towards the center. Never rub across a wet spill in a manner that causes the stain or contamination to be spread from the original area.

After blotting water-based spots, promptly remove the remaining residue with a small amount of Liquid Grab. Sprinkle the compound over the spot and use a hand brush to gently agitate the compound. Allow the area to dry (about 15-30 minutes) and then brush the compound again. If the compound seems to stick to the carpet, gently brush the area again, and then vacuum. Repeat the application if necessary. Do not brush aggressively on the spot.

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### Treating Oil-Based Spots

For the removal of oily stains such as paint, grease, tar, asphalt, etc., Floor Care Penetrating Spotter is recommended. Always check for color fastness by applying the solution to an inconspicuous area of the carpet. Spray the solvent onto a white cloth and press it onto the carpet. Check the cloth for any evidence of dye transfer to the cloth. If color transfer is evident, do not use the solution. If color fastness is not a problem, apply Floor Care Penetrating Spotter sparingly to a clean white cloth and press the cloth onto the spot. Again, do not rub across the stain, but wipe gently from the outer edge toward the center of the spot. Repeat the procedure until the spot has been removed. Protect the freshly cleaned area until the carpet is completely dry. Follow with an application of Liquid Grab.

**NOTE:** Keeping a small extractor machine handy helps to flush out spills. This is **HIGHLY** recommended! Your carpet will thank you with years of fresh looking service.

### Dry Extraction

The low moisture dry extraction method is a safe, easy, and effective method for handling maintenance on a regular basis. The procedure does not leave the carpet wet and allows for immediate access and traffic.

Follow this process for dry extraction: Thoroughly vacuum and pile lift the carpet. Spread Liquid Grab on the carpet and brush the carpet according to the manufacturer's instructions. Allow 30 minutes for drying before vacuuming particulate and soil from the carpet.

### Crystallizing Application

The crystallizing method of maintenance is a low moisture procedure similar in some respects to the dry extraction method. Benefits include immediate access to the area without the necessity of extended drying time.

Preparation should always include vacuuming and pile lifting. Floor Care Cleaner 4210 can be applied using an electric sprayer or a simple pump-up garden type sprayer. The carpet pile is then agitated to gently brush the solution into the fiber while dislodging and dispersing accumulated soil. Allow time for the solution to dry and to form the encapsulating crystalline formations around the fiber, effectively trapping soils and contaminants. Drying time will vary accordingly to several factors including humidity, air flow and air temperature but can normally be expected to be between 30 and 45 minutes. Proceed with vacuuming and finish with pile lifting.

### Hot Water Extraction

The hot water extraction method is generally most desirable for situations where there is time to allow complete drying. This method is also recommended by fiber manufacturers. No additional chemicals are required and Bentley Prince Street strongly recommends hot water only be used.

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**Wool:** Extreme care should be taken when using wet cleaning methods, such as hot water extraction. Avoid over wetting wool carpets to prevent the possibility of shrinkage. Low moisture and dry extraction methods are preferred on all wool or wool blend carpets.

**Flat Weaves:** Extreme care should be taken on all Bentley Prince Street flat woven carpet products, whether nylon or wool, to avoid over wetting or causing snags in the face cloth. When using wet cleaning methods, such as hot water extraction. Avoid over wetting to prevent the possibility of shrinkage. Low moisture and dry extraction methods are preferred on all flat woven styles, including those styles woven from either wool or nylon fiber.

**Avoid Bonnet:** Bonnet cleaning, as defined here, is performed with a rotary buffing machine and synthetic pads. This system is designed specifically for hard surface flooring and not for textile floor covering. Bonnet cleaning as described here is strictly prohibited as a means of maintaining Bentley Prince Street carpets. Bentley Prince Street carpet and can void warranty coverage. Bentley Prince Street will not be responsible for fiber damage or performance issues resulting from bonnet cleaning as described here.

### Restoration Technique

The cleaning method recommended herein is a *modified* Bonnet system adopted specifically for situations that require restoration of the carpet because of heavy or unusual soiling. The hot water extraction method is generally most desirable for these situations. However, this modified bonnet cleaning method may sometimes be needed as a supplement to allow earlier introduction of traffic. The methodology specified here is also effective in some cases that require restorative cleaning. Care should be used in deploying this method especially on carpets made using cut piles, as improper treatment can damage yarn and fiber.

As with other maintenance methods, always prepare the carpet by vacuuming and pile lifting. Apply Floor Care Pre-Spray using an electric or pump-up type sprayer. Before drying begins, agitate the area utilizing a low speed (175 rpm maximum) rotary floor machine to which has been attached a relatively soft and flexible vegetable or union fiber brush. Be extremely careful to cover the area thoroughly so that the carpet pile has the opportunity to be agitated in several directions, which will loosen attached soil and other contaminants. Before the agitated area begins to dry, cover the area a second time using a 100% cotton bonnet, lightly moistened with clean water. As the area is covered, soil and contaminants will accumulate in the bonnet, requiring that the bonnet be rinsed in clean water before proceeding. After the area has dried completely, the carpet should be pile lifted.

**NOTE:** Cotton pad should be checked for soiling and rinsed frequently.

### Recommended Products

Some commercial carpet cleaning solutions are very harsh and can damage yarn and/or fiber. It is important to select solutions that meet the basic standards outlined here and to evaluate each product before using it.

Bentley Prince Street carpet may be maintained using a number of widely recognized and readily available carpet cleaning agents. Avoid products with pH levels over 8.5 and products that contain toxic, odorous, or flammable solvents. Products designed for use in hot water extraction equipment should not

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contain oil based defoamers, and *cleaning solutions should never include optical brighteners*. Oil based defoamers have the potential to leave oily residues causing rapid re-soiling, and optical brighteners can adversely affect the coloration of carpet

Cleaning solutions should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount in a clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterized as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky, or in waxy flakes, the cleaning solution is not acceptable and would likely contribute to rapid re-soiling. Spotting solutions should be used as needed and should be flushed out with clean water after the spot has been treated.

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### Floor Care Products to Use

Floor Care products by Bentley Prince Street include a full line of floor care solutions designed specifically for Bentley Prince Street products. From coffee spills to the toughest stain, we have a floor care solution designed to meet your needs.

### Carpet Spotter

This is a general purpose spotter for use in areas with light to medium spots and soil.

### Penetrating Spotter

An effective carpet spotter should contain a combination of ingredients that is tough on oil-based or non-water-based stains and residues yet remain gentle to fabric surfaces. Ideally, the chemical pH should be between 7 and 8.5.

Bentley Prince Street's Emergency Kit contains essential first aid treatment for addressing carpet spills when they occur. Bentley Prince Street Emergency Kits include the following: Liquid Grab, Cleaner 4200, Carpet Spotter, furniture skates, one brush, and one white cotton towel.

Cleaning solution specifications for products not manufactured by Bentley Prince Street:

- Maximum pH 8.5 in dilution preferred
- Fluid must dry to non-sticky powder, flake, or crystal
- No optical brighteners
- Solvents: 10% or less by volume

Poor or improper maintenance usually begins with inadequate or ineffective vacuuming. Dry, loose soil needs to be addressed by slow, thorough vacuuming with an upright, beater-bar type vacuum. Spots should be addressed when they occur or on a daily basis. Otherwise, poor maintenance or maintenance without a plan is basically the same as NO carpet maintenance.



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## Carpet Maintenance Guidelines

### Maintenance Equipment

Using the right equipment is as important as using the right cleaning solutions and the best techniques. These guidelines provide the technical specifications you need for key pieces of carpet maintenance equipment.

### Vacuum

#### Twin-motor uprights

- Power – 8 amp
- Filtration – Down to .3 microns or lower
- Vacuum – 60 " water or better @ 90+ cfm
- Brush
- Toothed belt drive preferred
- Brush speed 2,500 - 3,500 rpm
- Brush diameter 2½" x 3½"
- Brush height adjustment essential; self adjusting design preferred
- Working Width – 16" - 22"
- Dust Bag Capacity – 300 - 400 cubic inches

#### Important to note

- Top-loading dust bags are ideal
- Back-pack or battery operated models are not recommended
- A 65 decibel rating or lower is recommended for patient areas in health care facilities

#### Recommended vacuum models

- Castex/Tennant Viper – 14", Tennant Commercial
- Castex/Tennant UV-2200HD – 22", Tennant Commercial
- Windsor Versamatic Plus, Windsor Industries, Inc.
- Mongoose 214, U.S. Products
- Sanitare Commercial Models 886, 887, or 888

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### Pile Lifter

- Drive Motor – ½ horse power
- Vacuum Motor – 1½ - 1¾ horse power
- Brush Length – 15 " self leveling
- Brush Width – Approximately 4", spiral vegetable fill or nylon
- Weight – 60 - 80 pounds

### Recommended Models

- CRB 15, MasterBlend
- Certified Model "S", Nilodor, Inc.
- Chem-Quip PLV 5500, Fabri-Zone Canada Ltd.

### More Information

If you have questions or would like further help with a specific project, please call Bentley Prince Street at 800.423.4709.