Carpet Maintenance Checklist

1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
    - Soil Removal — used at exterior entrances to remove soil from shoes
    - Absorbent mats — used inside to prevent moisture trom getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- Commercial, dual—motor upright, top—loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's TotalCare products for most common spots and spills. (For ordering information call 1.800.257.7429 or contact your representative.) Additional cleaning agents are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum—based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
    - CTI Pro's Choice Red Relief (acid dye stains — colored soft drinks, medicines. etc.)
    - CTI Pro's Choice Stain Magic (organic dye stains — coffee, tea, mustard, etc.)

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5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation — process using CRI SOA cleaning agents and a dual—cylindrical counter—rotating brush machine for agitation.
  - Always pre—vacuum.
  - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors — use CRI approved cleaning agents, be sure to operate at lowest speed.
- **NOTE:** Bonnet cleaning is **NOT** recommended!

6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
  - Always pre—vacuum.
  - Apply an approved pre—spray cleaning agent in the CRI (SOA) Program.
  - Agitate with mechanical brush and allow 10 minutes dwell time.
  - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
  - Truck mount units maintain higher pressure and temperature
  - High Flow Extractors
  - Portable box and wand — minimum 200 psi and approximalely 1 gallon of water flow per minute.
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

7. RESOURCES

- Shaw's Technical Support web—based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPIvybF4GS2XOHTVtGL_soZZ_Ni0hyr9D
- For Technical assistance or maintenance related questions contact Shaw Contract at 1.800.257.7429.

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
Light • Private offices • Cubicles	2+ times per week	As needed	As needed	1 time per year

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Maintenance Guidelines

Moderate • Shared offices • Secondary hallways • Conference rooms • Classrooms	1 time per day	As needed	As needed	2 times per year
Heavy • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas	1+ times per day	As needed	Monthly	4 times per year
Extra Heavy • Common entrances in severe climates • Cafeterias/food service areas • Extra heavy traffic	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- **NOTE:** Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

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