

**CLEANING
&
MAINTENANCE
GUIDELINES**

CONTENTS

1.	<i>Introduction</i>	<i>Page 3</i>
2.	<i>Barrier matting</i>	<i>Page 3</i>
3.	<i>Frequency of cleaning</i>	<i>Page 4</i>
4.	<i>Daily maintenance - Vacuum cleaning</i>	<i>Page 4</i>
5.	<i>Daily inspection of spillages</i>	<i>Page 5</i>
	<i>- Cigarette burns & chewing gum</i>	<i>Page 5</i>
6.	<i>Composition Types of Carpet</i>	<i>Page 5</i>
7.	<i>Interim maintenance</i>	<i>Page 6</i>
	<i>- Absorbent powder</i>	<i>Page 6</i>
	<i>- Dry foam shampoo</i>	<i>Page 7</i>
8.	<i>Intensive cleaning methods</i>	<i>Page 7</i>
	<i>- Hot water extraction cleaning</i>	<i>Page 7</i>
9.	<i>Choice of cleaning machines</i>	<i>Page 7</i>
	<i>- Vacuum cleaners</i>	<i>Page 7</i>
	<i>- Hot water extraction machines</i>	<i>Page 8</i>
10.	<i>Choice of chemicals</i>	<i>Page 8</i>
11.	<i>Soil & stain retardant chemicals</i>	<i>Page 8</i>
12.	<i>Other considerations</i>	<i>Page 8</i>
13.	<i>Spillages spots & stains</i>	<i>Page 9</i>
14.	<i>Removal of coffee & tea stains</i>	<i>Page 10</i>
15.	<i>Removal of coke and high sugar type stains</i>	<i>Page 11</i>

1. *Introduction*

The purpose of this manual is to assist the Cleaning & Maintenance Contractors and daily cleaners to understand the cleaning and maintenance requirements of carpet installed for “**A Typical Contract Installation**”.

We would expect that the cleaning and maintenance would be carried out by experienced, trained personnel, who would be able to anticipate the frequency of cleaning and decide on which actual machines would be appropriate.

2. *Barrier Matting*

Over 80% of the soil reaching the carpet comes in on the soles of shoes and this soil can be prevented from reaching the carpet by the use of barrier matting placed in track-off and funnel areas.

Typical track-off areas are those where people walk on to the carpet from a hard surface or barrier mat, e.g. in doorways, although correct maintenance of these should keep soiling from this source to a minimum.

Funnel areas are where heavy foot traffic is directed through fairly restricted zones. Areas near doorways, entrances and bar areas have a similar effect on the carpet and require special attention.

In addition, to prevent excess moisture coming into contact with the installation during very heavy weather conditions, we would suggest the use of absorbent matting at street access points.

Barrier matter should itself be cleaned thoroughly and at very regular intervals in order that it does not become a pool of soil which can then be walked on to the carpet.

Kitchen and restaurant areas are a high soiling source and the use of barrier matting is particularly important in these areas. It is advisable to provide a minimum of at least two mats for each location so that once can be washed while the other is in use.

Hard floors should be kept clean from spillages to minimise tracked-in grease.

In addition to dirt and grease, tracked-off kitchen floors, smoke and cooking fumes will contribute heavily to overall soiling and the maintenance programme should take routine account of this.

3. *Frequency of Cleaning*

The level of soiling will differ in various parts of the installation, and it is expected that certain areas are more likely to have spillage and stain problems than others. It is logical, therefore, to match the cleaning programme and the frequency of cleaning to the rate of soiling. It will not be necessary to treat all areas in the same way.

Clearly, from the outset, the cleaning contractors and daily maintenance personnel should identify the various intensities of use and potential soiling areas so that the cleaning requirements can be tailored accordingly.

Overall soiling not only causes discoloration but, carpets which do not receive regular and thorough overall cleaning and re-conditioning will, however frequently vacuumed, tend to permanently crush and mat down. Any grease and pollutants which settle on the carpet will cause rapid soiling and eventually cause the pile yarns to stick to one another and flatten in use, making them appear worn.

4. *Daily Maintenance - Vacuum Cleaning*

The removal of loose particles of soil and grit form an essential part of the cleaning and maintenance programme. We recommend using a vacuum cleaner with an adjustable beater bar with soft brushes for loop pile and delicate carpets which will help the pile to recover from compression due to heavy use. If a vacuum cleaner with a beater bar is used, it is important to adjust the beater bar or brushes of the vacuum properly. Setting them too low can cause damage to the carpet fibres. Ideally, the brushes should barely touch the face of the carpet. Avoid using vacuums that automatically adjust, as they may set the brushes too low.

All types of flooring get dirty, including carpet, but the choice of suitable colour or pattern can help to prevent obvious soiling. However, whatever the colour or design and whether or not the carpet looks dirty, soil will rest on the surface of the carpet and, unless removed, will sink deeper into the pile causing wear and discoloration. We therefore stress the importance of thorough vacuuming again and again in order to help maintain the overall appearance of the carpet.

Regular vacuum cleaning should begin as soon as the carpet is installed; any loose short fibres contained within the pile will be removed by the vacuuming process in the early stages of the carpet's life. We recommend that heavy furniture has coasters placed under the legs to prevent undue indentations occurring. When moving such furniture it is important to lift the items rather than pulling/pushing; this will not only prevent snagging but also stop the carpet being pulled off the gripper and thus creating ripples.

It is obviously important to ensure that all machines are correctly adjusted and maintained. A regular check should be made on the condition of the machines,

particularly with regard to the brushes, belts, hoses, etc. Soil bags should not be allowed to exceed the half full mark and warning lights, where fitted, should not be ignored. See also choice of machines.

Proper vacuuming requires 3 to 5 passes at slow speed over the same area in different directions to ensure that the carpet fibres are covered from different angles, allowing for more effective removal of dirt and particles.

5. *Daily Inspection of Spillages*

From our experience, most common spillages can be removed effectively if dealt with immediately or, in any case, before the spillage dries. Emergency treatment facilities should be readily available, particularly for large spillages.

We would recommend that an emergency cleaning kit containing chemicals to deal with greasy stains from food and other spillages is kept close at hand for use immediately a spillage is observed. In this way, stains are much less likely to occur. Please read Choice of Chemical section.

If available, use a vacuum cleaner specifically designed to deal with wet spillages. Large occasional spillages of beer and other drinks in particular can leave a sticky residue and this should be flushed out using a hot water extraction machine containing clean water.

Cigarette burns & Chewing gum

Cigarette burns and chewing gum are also a form of spillage. Cigarette burns can cause damage particularly to the pile of nylon and synthetic carpets whilst wool carpets are not normally as badly damaged by cigarette burns. For this reason we would always stress the need for ashtrays to reduce the potential damage. Chewing gum should be removed using a proprietary chewing gum remover.

6 *Composition of Carpet*

Viscose carpets

Viscose is a natural fibre made from Cellulose and is more delicate than Wool. Water changes the texture of Viscose. Do not add water and do not rub or brush the pile. For stains consult a professional cleaning company immediately. Viscose carpets should only be used in dry areas. The fibre is naturally absorbent and should not be placed in areas that are damp or where spills are likely to occur (e.g. kitchens, bathrooms, basement or porches).

Tencel® has the same silk like lustre as Viscose and is harder wearing and easier to clean. Water spills should not affect the carpet's texture and should a slight yellow ring be left, it should disappear with time and use. Tencel® can be cleaned by a professional with care.

100% BAMBOO CARPETS

The information given above with regard to the care and maintenance of Viscose carpets applies equally to 100% Bamboo carpets. Do not add water and do not rub or brush the pile. For stains consult a professional cleaning company immediately. Bamboo carpets should only be used in dry areas. The fibre is naturally absorbent and should not be placed in areas that are damp or where spills are likely to occur (e.g. kitchens, bathrooms, basement or porches).

7. Interim Maintenance

There are two methods of interim cleaning which are most suited to quality carpet installations, namely:-

Absorbent powder

This method could be used by daily maintenance staff in office areas and although we would not recommend it as a sole cleaning method, it could be used about once every six weeks or as required. The compound is sprinkled evenly over the carpet and brushed in using a special machine. It is most important that the compound is thoroughly vacuumed up afterwards in order that build-up does not occur. We would not, however, recommend the use of absorbent powder in areas where any moisture is likely to be present, e.g., bar areas.

Dry foam shampoo

We do not favour the use of rotary (bonnet buffing or skimming) machines for general interim maintenance as these tend to flatten the pile and can also lead to pile distortion. We have, however, ourselves used an upright type of machine called "Advance" which has a cylindrical rotating brush that, in addition to deep cleaning, also lifts the pile and helps retain its appearance. This method could be used according to soiling conditions as often as once a month in the main area of flooring and in the entrance. A very low residue shampoo must be used with this machine in order to avoid build-up of chemical which could lead to increased soiling.

8. More Intensive Cleaning Methods

Interim cleaning methods are generally quite acceptable for a period of time but, eventually, the build-up of residue, either powder or shampoo, needs to be removed effectively and Hot Water Extraction machines with an integral brushing action perform this job very successfully. These machines should be capable of recovering a high percentage of water and should be used by a trained operative. The frequency of cleaning required will, as previously stated, vary according to conditions of use, but once every six months is generally accepted

as average. There are a number of different machines of this type available. (See list at the end of this booklet).

After cleaning, the carpet should not be walked on until completely dry so it may be that cleaning by this method is only used during periods when the building is used to a lesser degree. We would, however, expect well maintained machinery used by competent staff to leave the carpet in a dry condition after about four hours and this should not result in any over-wetting of the carpet which ***MUST BE AVOIDED***.

9. *Choice of Cleaning Machines*

Vacuum Cleaners

It is recommended that the machines used are of commercial grade and, for the main cleaning operation, should be of the type that incorporates a suction and brushing action. An upright model of contract quality and preferable with twin drive motors which can optimise the effectiveness of both the vacuum and brushing action would be most suitable. The brushing action helps to lift and restore the surface appearance of the carpet.

For cut pile carpets we recommend a vacuum cleaner with a beater bar which will help in lifting and restoring the pile.

For loop pile carpets it is recommended that a vacuum cleaner without a beater bar is used as this may cause the pile to fuzz or pill.

Hot Water Extraction machines

We recommend the use of hot water extraction machines, such as the Admiral and Passport machines available from Windsor Industries, or a similar type available from Prochem. These have excellent water removal capabilities so that the drying time can be reduced to a minimum of four to five hours when used by experienced personnel. A wand adapter is also available for use on stairs but in our experience these do not remove the water as efficiently as a machine with an integral brush.

10. *Choice of Chemicals*

Generally, cleaning solutions which have a pH of between 5.5 and 7.5 should be used. However, occasionally, for stain removal, a higher pH product may be necessary. (pH max 8.5). Care should be taken to ensure that a test is carried out on any cleaning chemical to be used as certain colours and intensity of colours may require a pH level closer to neutral than other colours. A small inconspicuous area should be checked for colour fastness first. The area should

be rinsed immediately afterwards using a hot water extraction machine and a neutralising pH chemical.

11. *Soil & Stain Retardant Finishes*

We do not generally feel that these finishes are necessary for our carpets. However, information on specific products is available from our Customer Services Department.

12. *Other Considerations*

Any other problems that arise which are outside the scope of this manual or the normal cleaning contractor's experience should be referred back to Riviera Home UK Limited.

13. *Spillages, Spots and Stains*

Removal of spillages, spots and stains should always be undertaken before any interim or intensive cleaning is carried out.

Spillages

REMEMBER: The earlier a spillage is tackled, the easier it will be to remove.

ACT IMMEDIATELY but **DO NOT RUB** the carpet as this may untwist the pile and change its texture.

1. Remove any solid matter.
2. If the spillage is wet, first mop up the moisture with white paper roll or clean white rags. Blot/dab up as much moisture as possible. At this stage, it is usually possible to limit most spillages by using warm water and a small amount of carpet shampoo (diluted according to manufacturer's instructions). ***Follow the blot and wipe method.***

AVOID OVER-WETTING THE CARPET

Blot and Wipe Method

At each stage, blot up as much moisture as possible before going on to the next procedure.

1. Apply a small amount of weak shampoo solution to the carpet using a damp towel.
2. Work from the edge of the spillage to the centre to avoid spreading the spillage.
3. Blot with clean white rags or white paper roll.

Repeat Stages 1-3 As Necessary. **Be Patient** - Some Spillages (Especially Coffee And Fruit Juice) Can be very Difficult to Remove. Specific methods for the removal of coffee and coke type stains are included in sections 14 & 15 Avoid walking on the wet area until thoroughly dry or rapid re-soiling may occur.

Spot or Stain Removal

Some stains will not be removed by the use of shampoo only. Use the appropriate stain remover and follow the manufacturer's instructions. It is always advisable to test a small area of carpet for colour fastness to the stain remover before using on the main area of carpet.

When the treated area is completely dry, vacuum THOROUGHLY.

14. Removal of Coffee and Tea Stains

Unfortunately, tea and coffee, particularly from automatic dispensing machines are very difficult to remove from many types of carpet fibre including wool or wool/nylon. This is due to the high temperature at which the coffee hits the pile of the carpet, effectively dyeing the fibres. We have found the following method to be successful as long as the spillage is tackled as soon as possible after the spillage occurs.

ACT IMMEDIATELY but **DO NOT RUB** the carpet as this may untwist the pile and change its texture.

1. Remove any solid matter.
2. Mop up the moisture with white paper roll or clean white rags. Blot/dab up as much moisture as possible.
At this stage, it is usually possible to limit most spillages by using only warm water or a very weak solution of carpet shampoo.

Follow the blot and wipe method but:

AVOID OVER-WETTING THE CARPET

Blot and Wipe Method

At each stage, blot up as much moisture as possible before going on to the next procedure.

1. Apply a small amount of warm water to the carpet using a Damp towel.
2. Work from the edge to the centre to avoid spreading the spillage.
3. Blot with clean white rags or white paper roll.

REPEAT STAGES 1-3 AS NECESSARY. BE PATIENT - SOME SPILLAGES CAN BE VERY DIFFICULT TO REMOVE. Avoid walking on the wet area until thoroughly dry or rapid re-soiling may occur.

Follow the Manufacturer's instructions and test for Colour fastness on an inconspicuous area before use.

Remember the earlier a spillage is tackled the easier it will be to remove.

15. Removal of Coke And Other High Sugar Type Stains.

Unfortunately, "Coca Cola" and other high sugar type fruit drinks can be difficult to remove effectively from a carpet. The sticky residue can attract soil more easily than other unsoiled areas causing the carpet to become flat and matted.

It is important to remove the spillage as soon as possible. If possible, use a hot water extraction machine or wet suction vacuum cleaner to suck up as much of the spillage as possible before it is soaked up by the carpet pile.

Then, using a hot water extraction type machine with weak shampoo solution in the tank, clean the affected area. Remove as much of the cleaning solution as possible using the vacuum only facility on the cleaning machine and allow to dry thoroughly. If any stickiness remains after drying, it may be necessary to repeat the cleaning operation.

If the spillages are very large or old it may be necessary to use an enzyme type of cleaner; we are currently testing a pre-spray specifically designed for this purpose made by Prochem but the results are not yet available. This type of cleaner is used to pre-spray the carpet and must be hot water extracted with a pH neutralising solution such as "fibre and fabric rinse" also available from PROCHEM.

Follow the Manufacturer's instructions and test for Colour fastness on an inconspicuous area before use.

If a wet suction machine is not available, the spillage should be treated in the following way:

ACT IMMEDIATELY but **DO NOT RUB** the carpet as this may untwist the pile and change its texture.

1. Remove any solid matter.
2. Mop up the moisture with white paper roll or clean white rags. Blot/dab up as much moisture as possible.

At this stage, it is usually possible to limit most spillages by using only warm water or a very weak solution of shampoo.

Follow the blot and wipe method but:

AVOID OVER-WETTING THE CARPET.

Blot and Wipe Method

At each stage, blot up as much moisture as possible before going on to the next procedure.

1. Apply a small amount of warm water to the carpet using a Damp towel.
2. Work from the edge to the centre to avoid spreading the spillage.
3. Blot with clean white rags or white paper roll.

REPEAT STAGES 1-3 AS NECESSARY. BE PATIENT - SOME SPILLAGES CAN BE VERY DIFFICULT TO REMOVE.

Avoid walking on the wet area until thoroughly dry or rapid re-soiling may occur.

REMEMBER: The earlier a spillage is tackled the easier it will be to remove.

We strongly recommend that you set-up a maintenance programme for your carpet with a professional cleaning Company.