

## MODULAR & BROADLOOM HIGH PERFORMANCE CARPETS

A proper maintenance program is critical to preserve the appearance and extend the performance of your carpet. Nood has developed a carefully planned systematic cleaning program which, if followed closely, will maintain the carpet at its maximum appearance level throughout the life of the carpet. Our systematic cleaning program utilizes a combination of walk-off areas, vacuuming, spot cleaning, dry compound extraction, and hot water extraction. The cleaning frequencies are scheduled on a daily, weekly, monthly, or longer cycle basis, and are determined by specific traffic routes in each facility. Carpet color, correct construction, anticipated spills, amount of foot traffic per day, and proximity to other environmental soil sources, are all factors to be considered when developing your maintenance program. Each cleaning regimen should be tailored to your individual needs.

### Develop A Plan

A maintenance plan should be developed prior to and implemented immediately after carpet installation. Forecasting and mapping probable traffic patterns is necessary to establish a comprehensive and workable program. To begin your system, first secure a floor plan of your building. Floor plans are the single most important maintenance planning tool used by a facility manager and are essential for a number of reasons.

#### FLOOR PLANS CAN BE USED TO:

- Lower maintenance costs by streamlining the maintenance plan.
- Identify the location of soil, especially unusually heavy soil at exterior entrances or high traffic areas.
- Anticipate the cost of labor and equipment.
- More effectively communicate maintenance needs with staff members.

Next, breakdown your floors plan into three key areas:

- Light traffic (less than 500 walk-ons per day) .
- Moderate traffic (500-1,000 walk-ons per day) .
- Heavy traffic (over 1,000 walk-ons per day)

Color code the different traffic areas for easy reference.

A typical system would include:

- Amount of Traffic estimated Walk-ons
- Vacuum Frequency/ Clean Frequency:
  - **Moderate** Less than 500 1-2 Times Per Week Twice Yearly.
  - **Heavy** 500-1,000 every 2-3 days quarterly.
  - **Extra Heavy** Over 1,000 daily Monthly

Areas of heavy soiling would include; entry areas, areas adjoining hard surfaces, doorways, elevators, stairways, areas in front of vending machines, areas in front of copiers, aisles between desks, corridors, areas near drinking fountains, areas near pencil sharpeners, cafeteria lines, entrances, and break areas. Exact frequencies should be tailored to usage patterns of specific areas of an installation. Discuss this with your maintenance staffs explaining the frequency of cleaning you expect in each area.

### Implementing The Plan

A systematic cleaning program means scheduled maintenance, preventative, priority cleaning for heavy traffic areas, intermediate cleaning for moderate traffic areas, and periodic cleaning for low traffic areas.

### PREVENTATIVE

Once the maintenance plan has been determined, preventative maintenance measures can be taken to reduce progressive buildup or the destructive effect of soil.

### WALK OFF MATS

Walk-off mats should be placed at all entry ways and major transition areas, both inside and outside of doorways, to trap and reduce soil and moisture tracking. Removing soil from shoes at entrances will reduce the spread of soil to other areas within the interiors and can reduce the overall maintenance costs. Nood recommends walk-off mats extending ten to twelve feet depending on the amount of traffic flow. These mats must be kept clean to prevent the mat itself from becoming a source of soil.

### VACUUMING

More than 80% of dry soil can be removed from carpeted surfaces on a daily basis through vacuuming; therefore a proper vacuuming program is essential in maintaining commercial carpet and will reduce cleaning frequency required. Vacuuming not only removes soil, which can permanently damage the carpet, it tends to lift crushed pile and restore the appearance. The type of vacuum used is important. A heavy duty commercial grade vacuum with cylinder brush and bar is highly recommended and should be set so that brushes are in contact with pile surface. This type vacuum should have a firm brush and good suction. At least five passes are needed for adequate pickup. Make sure that the vacuum bag is emptied regularly to maintain suction. Check brushes and belts periodically and replace when worn. Canister type machines, with wand and power driven brush, are generally not recommended. Although canister type machines are suitable for very low traffic areas, trash pickup, and hard to reach areas, they are ineffective for pile agitation.

### Spot Removal

The single most difficult problem in carpet maintenance is that of spots; usually the result of spills. Immediate removal of spots and spills will help retain the appearance of your carpet and will reduce the probability of a permanent stain. By blotting up liquids, or scraping off solids, the subsequent removal will be greatly simplified. Foods, beverages, and other sticky spills, if left unattended, will retain soil and can be tracked elsewhere. Do not depend on periodic shampooing to remove stains. Under no circumstances should carpet remain wet or should any spill remain for more than 24 hours. Spot removal kits are retailed widely and can be quite effective if used properly. However, because Nood has no control over the quality of these products, nor do we know when the chemical makeup has changed, we can only make suggestions as to their use. The thing to



remember when using spot removal kits is “more is not better.” Too much cleaner will be hard to remove and can contribute to re-soiling. Some spot cleaners can actually change or remove the color from carpet. Before using any spot remover test the product on an inconspicuous area, watching for color or texture disturbance. If no change is detected then follow the package directions for spot removal. If a change occurs, do not use the product!

Large stains can often be effectively dissolved with water or a detergent solution and can be quickly removed with a wet vacuum; minimizing the chance of spreading. Repeated applications are often necessary to remove heavily concentrated spills. If detergent solution is used, thoroughly rinse area as soap residue will actually attract soil. After drying, the stain will continue reappearing as it wicks up from the base of the pile. Simply repeat the procedures until the stain has been completely removed. Be patient. Over-wetting the carpet can cause the stain to spread. Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage fibers or dyes.

Act Quickly! Most carpets have been treated with soil resistance treatment and most spills can be removed if treated quickly.

## Removal Procedures

Respond quickly! The best method for preventing spots from setting is by removing them as soon as possible. The longer the delay, the higher the probability of a spill becoming a permanent stain.

## BLOT LIQUIDS

Liquid spills should be removed with an absorbent cloth or cellulose sponge. Always blot liquids from the outside to the center to prevent spot from spreading. Avoid rubbing which can spread the stain and cause pile distortion. Place the cloth on the spill and put a book, or other heavy object, on the cloth. Periodically remove the cloth, flush with water, and reapply a clean cloth. Repeat this procedure making certain that the substance continues being transferred to the cloth. Continue until stain is removed.

For semi-solids, gently scrape up excess contaminants with a rounded spoon. Break up solids and vacuum until completely removed.

All dry spills should be vacuum cleaned to lift and remove as much of the substance as possible. Pouring liquid onto a dry spill may create additional problems.

## DRIED STAINS

Mix 1 teaspoon of mild liquid dishwashing detergent to one cup of lukewarm water and apply to the spot.

Using a soft bristle brush to help break up stain, work from the outside of the spot toward the center. Flush with water and then extract the water and detergent with a white cloth or wet/dry vacuum. Repeat the process until spot is satisfactorily removed.

## IDENTIFY STAIN ORIGIN

Try to determine the composition of the stain and follow instructions as in the chart provided. Proper identification is imperative to successful stain removal. If stain cannot be identified, treat it as an

“undetermined stain”. Most undetermined stains can be removed by using one of two solutions: a mixture of 1 teaspoon of mild liquid dishwashing detergent with one cup of warm water, or dry cleaning solvent fluid. Try detergent solution first. If spot is reduced, repeat this procedure. If not, dampen a cloth with dry cleaning fluid and with a blotting motion apply to stain. If stain is reduced repeat procedure then follow with detergent and water. Care must be taken not to over wet with dry cleaning fluid as it could cause delaminating of the backings. Note: Nood recommends using clear or white liquid dishwashing detergent.

## KOOL-AID OR HAWAIIAN PUNCH

Because the dyes used in these beverages have characteristics similar to those used to dye nylon, an old stain is very difficult to remove.

The following are recommended procedures for removal of fresh stains:

Apply detergent solution to the spot and blot, not rub, with a white towel. Continue with this solution until the color no longer transfers to the towel. Next apply the vinegar solution and continue as in step one until no more color transfers to the towel. Next, rinse the area with warm water. If spot re-appears after drying, repeat the above steps. If spot still persists, call a professional cleaner.

## Description of Procedures

**VOLATILE DRY SOLVENT** (dry cleaning fluid) Exercise caution when using a volatile dry solvent. Nood recommends a nonflammable spot removal solution. Do not pour solvent directly onto the carpet, or allow solvent to reach the backing, as volatile dry solvents may destroy the latex that holds the carpet components together.

## NONVOLATILE DRY SOLVENTS

Many nonvolatile dry solvents contain amyl acetate or ethyl acetate which can leave residues that may cause rapid soiling. These ingredients are also used in many paint, oil, and grease removers. When using a solvent that contains amyl acetate or ethyl acetate always rinse the area thoroughly with a dry cleaning solvent. Many nail polish removers contain a nonvolatile dry solvent and can be an effective cleaning solution. They also contain alcohol which assists in rinsing residues.

## DETERGENT SOLUTION

Use a gentle detergent such as dawn, Joy, etc. Nood recommends one teaspoon detergent to one cup of water. Never use a stronger concentration as residues may cause rapid soiling. Never use a laundry detergent of any type. Laundry detergents may contain optical brighteners (fluorescent dyes) that dye the fiber. Do not use automatic dishwashing detergents as many contain bleaching agents that destroy dyes and some fibers. Use lukewarm tap water to thoroughly rinse the solutions from the fibers.

## VINEGAR SOLUTION

White vinegar is a 5% acetic acid solution and is used to lower the alkalinity caused by detergent solutions or alkaline spills. Mix one cup of white vinegar to two cups of water.

## AMMONIA SOLUTION

Mix two tablespoons of household ammonia per one cup of water.

## Cleaning

Regardless of the quality of daily maintenance, periodic cleaning is essential to limit the buildup of soil that cannot be removed through vacuuming. Soiling is only visible on the top 1/3 of the carpet tufts; do not wait until the carpet is visibly dirty before cleaning. Because dirt is very abrasive, waiting until the last minute to clean will shorten the life of your carpet. Regularly scheduled soil extraction, along with spot cleaning, will extend the life cycle of your carpet.

There are many different types of carpet cleaning systems on the market. The most effective for deep cleaning is the hot water extraction method, also known as steam cleaning. With this method, hot water\* or hot water containing a detergent solution is forced into the pile by high pressure. The water, along with the soil, is then immediately extracted. These hot water extraction systems may be in the form of a portable unit or truck mount unit and should be operated by a knowledgeable carpet cleaning professional. While these units remove most of the water, the carpet will be damp after cleaning.

VERY IMPORTANT: adequate time is needed for drying. During this time, the carpet should not be walked on as the moisture will remove any soil from soles of shoes.

\*The maximum water temperature should not exceed 150° Fahrenheit.

## OTHER CLEANING METHODS

Semi-dry cleaning methods such as the Whittaker GLS machine with the Crystal Dry Chemistry can be a very effective interim cleaning method between hot water extractions. Drying times of less than two hours are possible due to the low application rates (1 gal./1000 sq. ft.) of the chemistry. The Crystal Dry is brushed through the pile with a twin cylinder brush machine. The combined effects of the chemistry and brushing action loosens the soil and lifts the face pile. Once dry, the soil is more easily removed from the lifted pile during the next routine vacuuming. The Whittaker GLS/Crystal Dry System also makes an excellent spot cleaning tool. Because of the minimal amount of moisture in this method, the carpet is usable within a few hours after cleaning. The dry foam method utilizes a special machine to generate detergent foam which is brushed into the pile by rotating cylindrical brushes. The agitation loosens the soil which is removed by wet vacuum pickup. The disadvantage to dry foam cleaning is that the detergent is difficult to remove, which contributes to re-soiling. some dry foam machines have their own extraction capabilities while others require an additional wet vacuuming step to remove suspended soil and cleaning agents.

The bonnet\*\* method may cause pile distortion and is generally used for traffic lane cleaning. The carpet is sprayed with a detergent solution and the machine “buffs” the carpet face using a special pad or bonnet which is changed as they become soiled. Bonnet and rotary brush methods may actually damage carpet fiber and lead to accelerated soiling due to accumulated soap residue. For this reason, this method is not recommended. The rotary brush\*\* method is a unit with a brush that rotates much like that of a hard surface waxer. A detergent solution is applied to the carpet and agitated to loosen soil. The solution is then vacuumed. However, because the soil is only suspended for a few seconds, the effectiveness is minimal. The strong agitation can cause severe distortion, particularly on cut pile construction. For these reasons, this method is also not recommended.

\*\*Basically, the rotary brush and bonnet methods are modified hard surface cleaning methods.

## IMPORTANT NOTES

Many people are under the misconception that after carpet is cleaned for the first time, something is removed that will cause the carpet to quickly re-soil. What actually happens is that too much detergent is left in the carpet. If excessive amounts of detergent are used, the carpet will feel “sticky” to the touch after it has dried. This dried detergent will then capture dirt particles from anything it comes in contact with. When using any cleaning system it is essential to remove all of the detergent solution.

Another concern should be overly saturating the carpet with water. Leaving excess water in the carpet will “relocate” the dirt to the carpet back where it cannot be seen. Several days later the soil, which was not actually removed, will “wick” back up the tufts. This is what happens when a spot disappears after cleaning but reappears several days later.

Every carpet installation may require a different cleaning prescription. With proper installation and maintenance, your Nood carpeting should provide many years of beauty, comfort, and performance.

For further information on maintenance, consult The Carpet and Rug Institute Commercial Carpet Maintenance Manual.

Stain removal procedures

Acetone or ethyl alcohol	Absorb
Asphalt	Volatile solvent, detergent
Beer	Liquid detergent, white vinegar
Berry Stain	Liquid detergent, ammonia
Bleach	Liquid detergent, water
Blood (dried)	Warm detergent, ammonia (3-6%), water
Blood (wet)	Liquid detergent, water
Butter	Volatile solvent
Calcium Chloride (powder/liquid)	Vacuum or absorb, then liquid detergent
Carbon (black)	Vacuum, then liquid detergent
Catsup or mustard	Liquid detergent
Chewing gum	Volatile detergent
Chocolate	Liquid detergent, ammonia, water
Coffee	Detergent, white vinegar, volatile solvent
Cola	Liquid detergent
Crayon (red)	Paint, oil, or grease remover
Crème de Menthe	Liquid detergent
Egg (raw)	Liquid detergent
Ether	Liquid detergent
Food Dye	Liquid detergent, water
Furniture dye or polish	Paint, oil or grease remover/detergent
Gelatin	Detergent, ammonia warm water
Grape juice	Liquid detergent, water
Gravy	Liquid detergent
Grease (car)	Volatile solvent
Ink (permanent/India/ballpoint)	Paint remover, volatile solvent, detergent
Ink (washable)	Liquid detergent, water
Iodine	Alcohol, sodium thiosulfate and ammonia, detergent, water
Iron rust	Oxalic or citric acids, water
Linseed Oil	Volatile solvent
Lipstick	Paint, Oil, or grease remover
Mascara	Paint, remover, volatile solvent, detergent, water
Mildew	Detergent, ammonia, warm water
Milk	Liquid detergent
Nail Polish	Absorb, use amyl acetate, volatile solvent
Oil	Volatile solvent
Orange drink	Liquid detergent, water
Paint (latex, dried)	Paint, oil or grease remover
Paint (latex), wet	Liquid detergent, water
Paint (oil or lacquer)	Paint, oil or grease remover
Rubber cement	Volatile solvent, detergent, water
Shoe Polish (liquid)	Volatile solvent, detergent, water
Shoe polish (wax)	Heated iron onto towel, volatile solvent
Tea	Liquid detergent
Tomato juice	Liquid detergent
Urine	Liquid detergent, white vinegar
Vomit	Liquid detergent, ammonia, white vinegar, water
Water color	Liquid detergent, water, white vinegar
Wax (candle)	Heated iron onto towel, volatile solvent
Wine	Liquid detergent/ammonia (3-6%), water, white vinegar