

Carpet Maintenance



There is a big difference between Cleaning carpet, and Maintaining carpet.

Cleaning is the removal of apparent soil and takes place “as needed”.

Maintenance, on the other hand, is a planned on going process of soil removal designed to retain carpet appearance at a good level every day.

The key to Carpet performance is Appearance Retention.

Introduction

Purpose of this specification is to provide maintenance recommendation to end users/customers who have purchased Milliken carpet and are concerned about its Appearance Retention. You should follow this specification if you want to have a successful maintenance program in place.

Carpet is a long-term investment and requires a maintenance program to protect and prolong its appearance. Programmed maintenance is also the key to extending the life expectancy of carpet. Every building must have clean, healthy carpet every day of the year. This can be accomplished by the selection of the maintenance system that best meets the facility's needs. The next step is to program the system so as to provide great looking carpet every day and at the same time protect the carpet investment by extending the beauty and life of the carpet surfaces.

Soiling is a cumulative process which, if allowed to go too far, can not be easily reversed.

Five Steps to Carpet Maintenance

Soil Prevention

Effective dirt containment by placing proper **Entry Way System** at strategic Exterior & Interior locations

Routine Vacuuming

Daily removal of Dry Soil and Dirt by using a CRI approved “Seal of Approval/Green Label (SOA/GL)” vacuum.

Routine Spot & Spill Removal

Daily removal of Spots and stains using effective equipment & chemicals

Interim Maintenance

Frequent Pile Lifting machines for all traffic areas

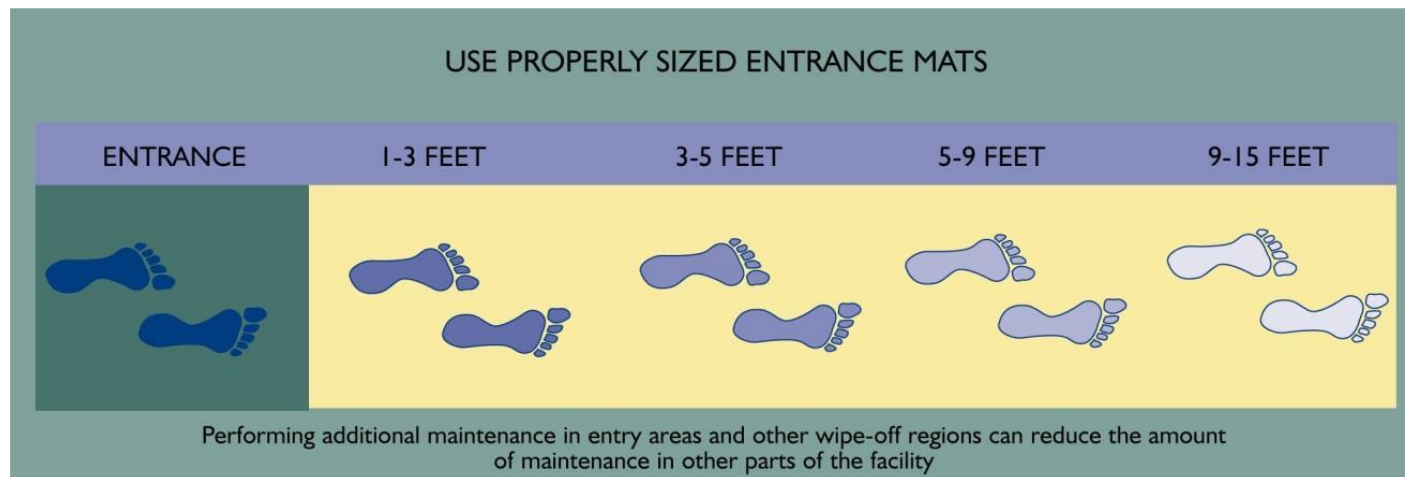
Regular Deep Cleaning

Scheduled Deep Cleaning to remove residues and trapped soils.

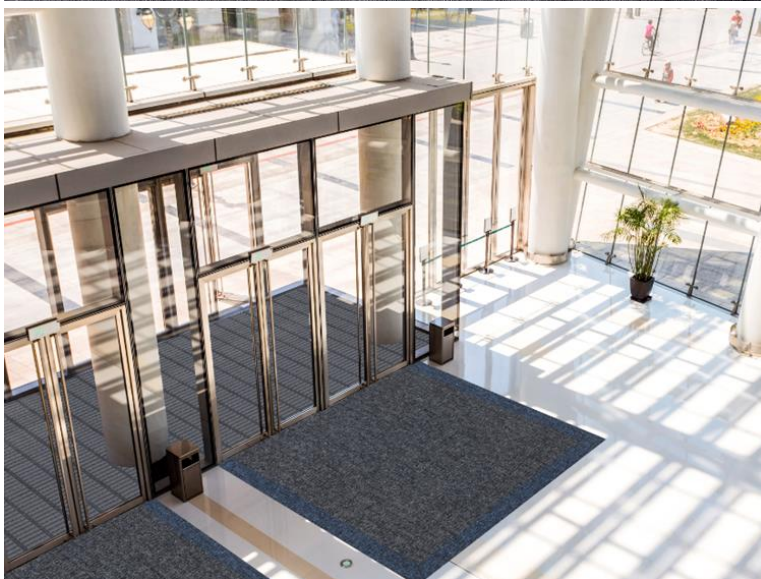
Soil Prevention

The best place to start with carpet maintenance to reduce time and costs is to **keep as much soil as possible out of the building**. Placement of walk-off mats outside at heavily used entrances will collect soil from the shoes before it's tracked inside. These mats are especially helpful during rainy weather. It's a good idea to have outside matting, foyer matting, and inside matting. The mats should be of a construction that will effectively clean and hold soil from shoe soles before it is tracked into the interior carpet surfaces.

Consideration should also be given to the carpeting of elevators, even if the entrance lobby is not carpeted. It is certainly wiser to have soil wiped off in the elevator rather than having it tracked over the carpet elsewhere.



Entry Way System



Vacuuming

Proper vacuuming is one of the most important parts of a total preventive maintenance program. **Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface.** The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems.

Typical vacuuming frequencies are as follows:

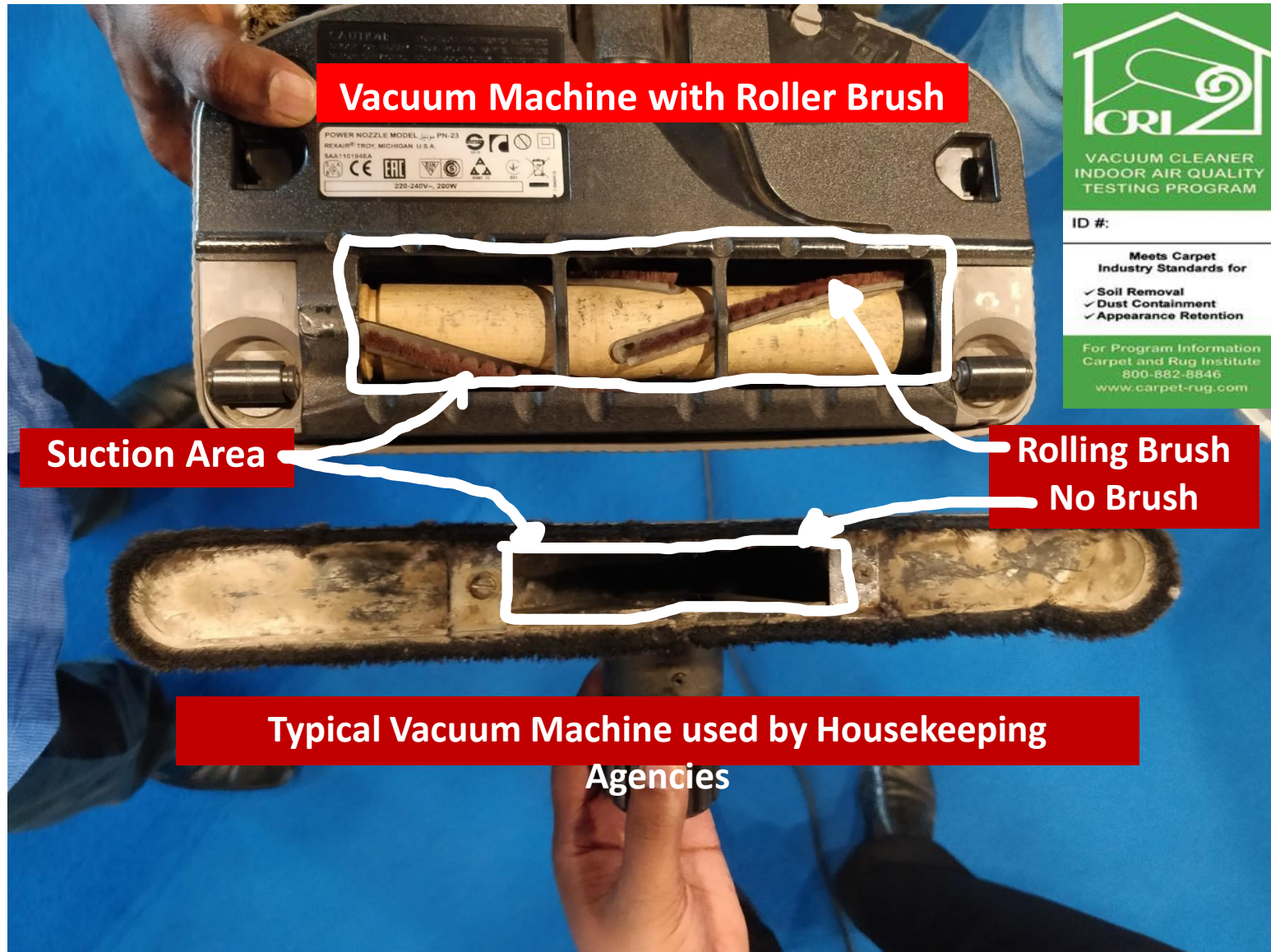
HIGH TRAFFIC: Every full workday. All entrances, exits, lobbies, food service areas, main Corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

MEDIUM TRAFFIC: Every other workday. All secondary corridors, conference rooms, private Offices.

LOW TRAFFIC: Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

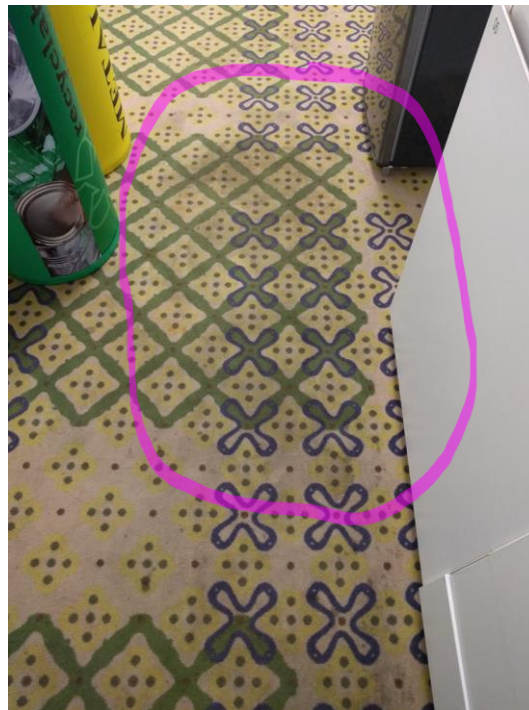
MUST use vacuums that have Carpet and Rug Institute of America (CRI) label of approval.

CRI Approved Vacuum



Routine Spot & Spill Removal

Spots and stains are one of the biggest detractors to high appearance levels. Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibres, the harder and more difficult the spots or stains are to remove. In order to maintain a consistent appearance level between periodic maintenance, **it's critical that spots and stains be removed daily.** In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff.



Spot Removal



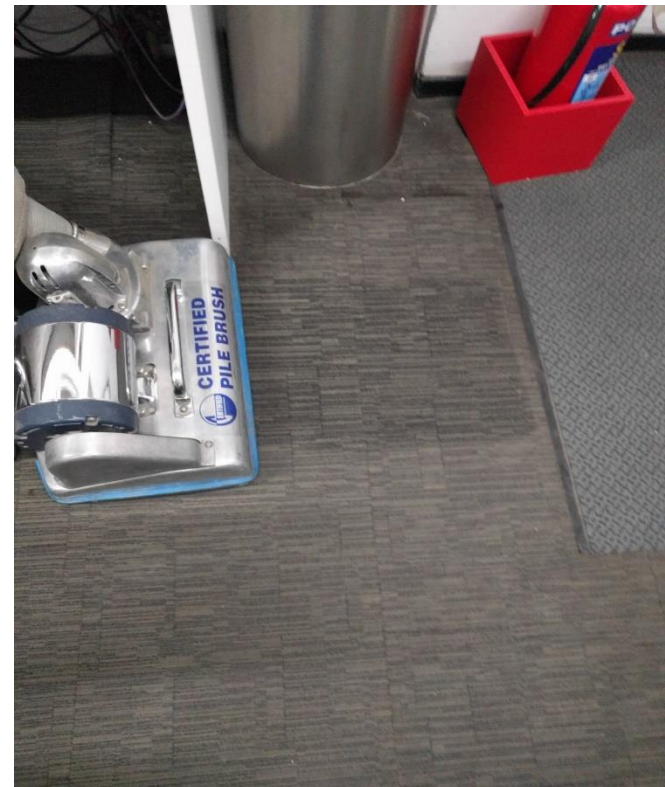
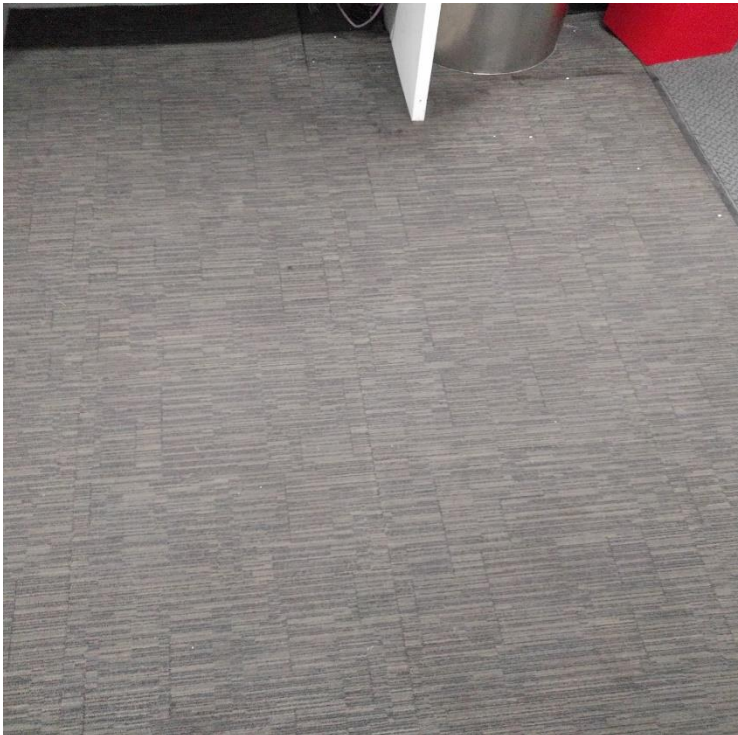
Before



After

Interim Maintenance

Is cleaning for appearance retention which can postpone or limit the need for Deep Cleaning. It utilises systems with a goal of maintaining a carpets uniform performance. **Pile lifting is an extremely important part of interim carpet maintenance.** In medium and heavy traffic areas piles of the carpet get flattened trapping dirt inside and slowly changing appearance of the carpet. Pile lifting with correct equipment is a critical part as it allowed the dirt to be released and removed as soon as possible.



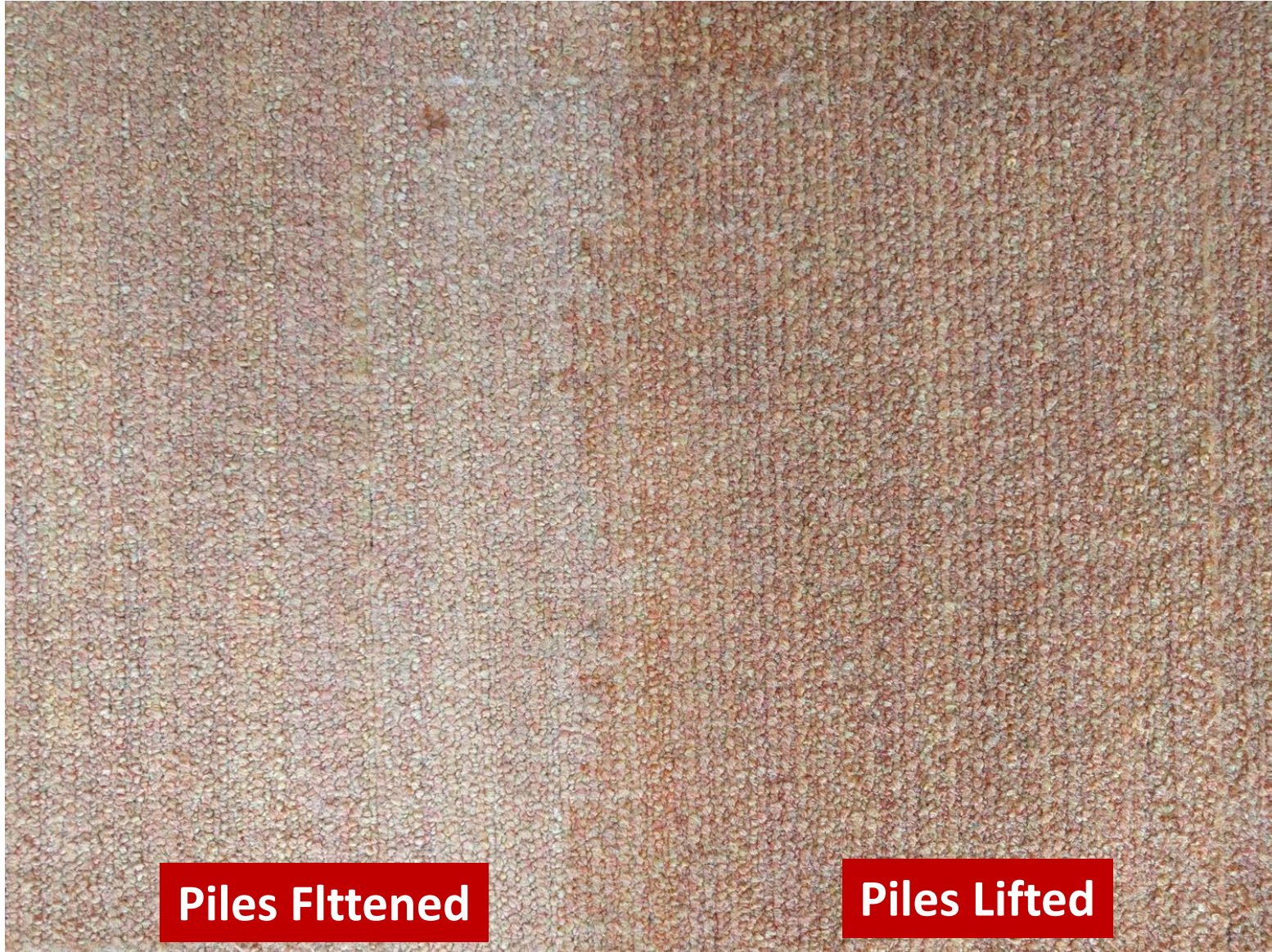
Interim Maintenance - Pile Lifting



Piles Flattened

Piles Lifted

Interim Maintenance - Pile Lifting - 2



Deep Cleaning

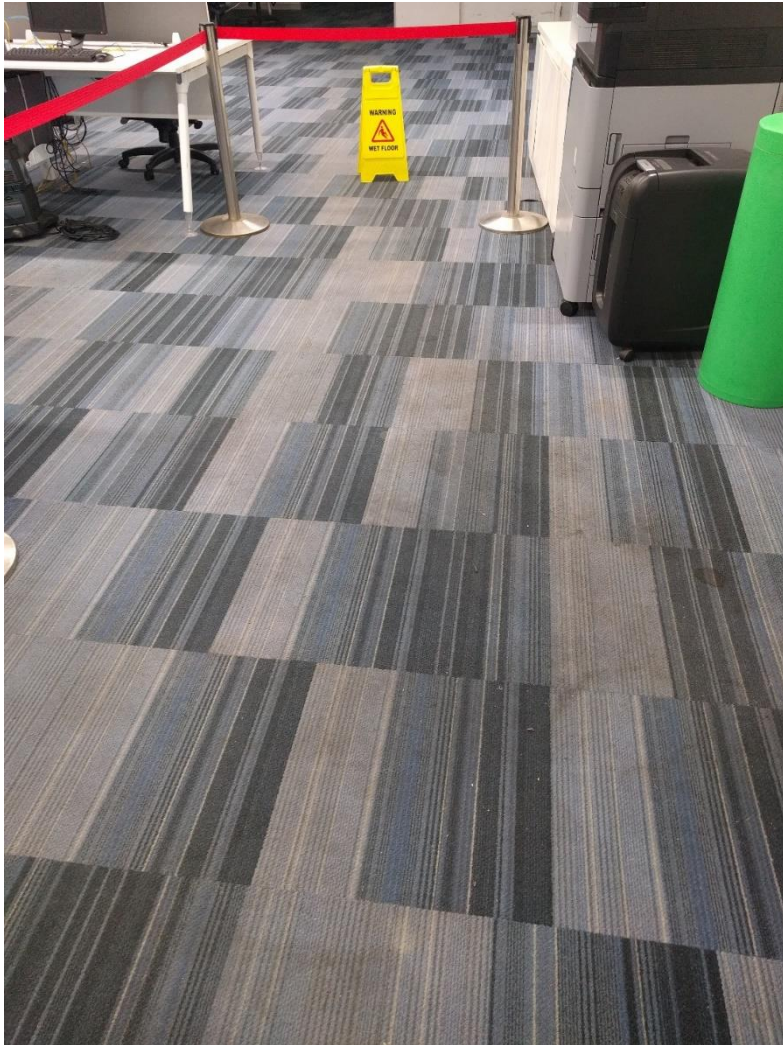
Regular cleaning of the carpet is required to remove ground in soil and soil that is bonded to the fibre. Milliken recommends hiring a MilliCare Textile and Carpet Care® specialist for this purpose. Where customers choose not to use MilliCare or a MilliCare specialist is not available in the area CRI recommended deep cleaning is an acceptable alternative using the following procedures.

Deep Cleaning is required to return carpet to a relatively clean condition and uses systems that extract accumulated soils and cleaning residues at a higher intensity to maximise removal of embedded soils. Frequency of deep cleaning depend on effectiveness of maintenance, location of carpet, traffic intensity, or use and manufacturer's requirements.

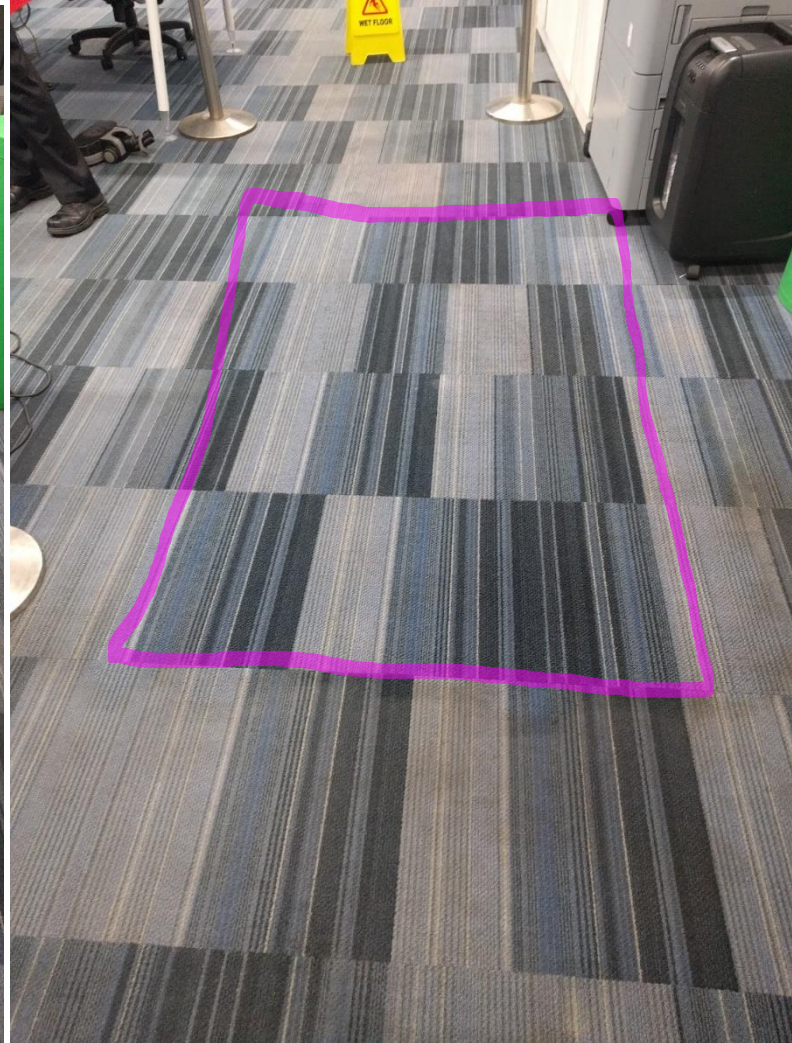
Deep cleaning should be implemented before the soil in carpet is easily visible. In order to preserve carpet aesthetics and life cycle, as well as any applicable warranties, follow CRI's cleaning recommendations or guidelines.

Call us for a Free Demo of carpet cleaning

Deep Cleaning

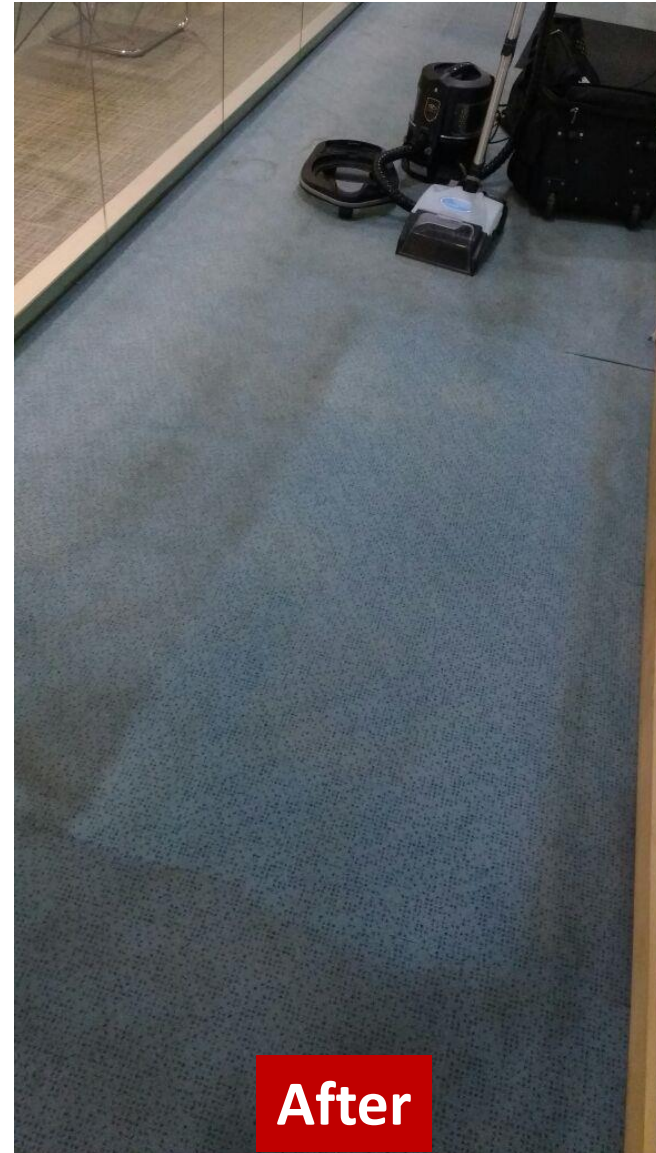
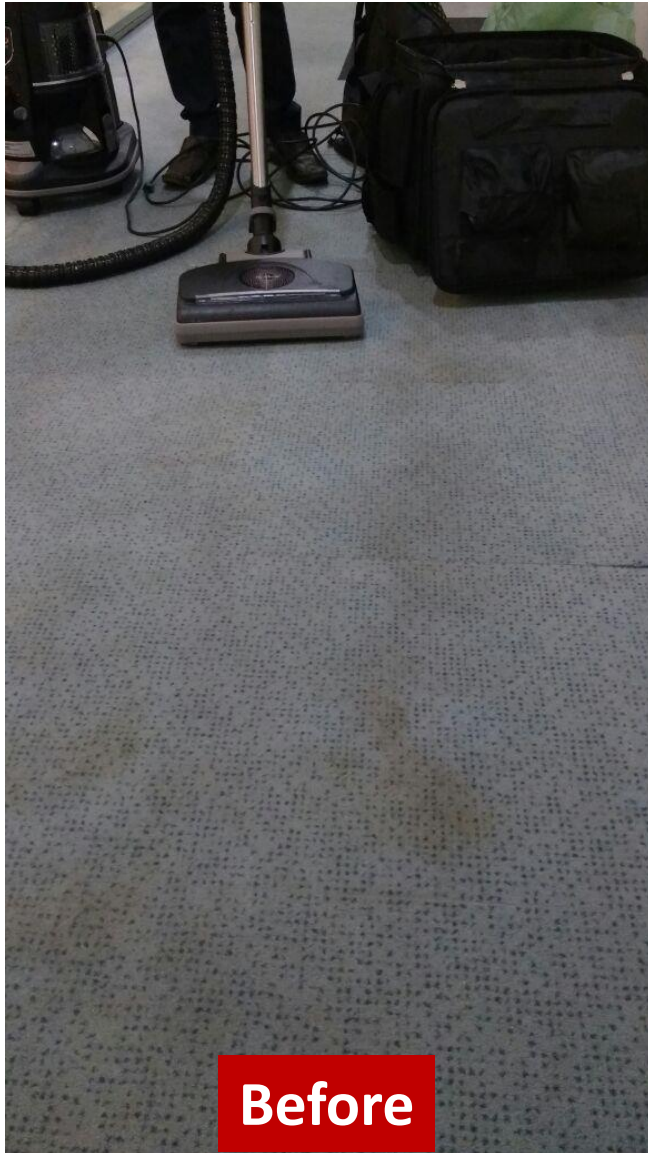


Before



After

Deep Cleaning - 2

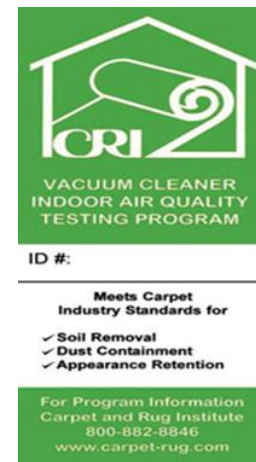


Carpet Maintenance in a nutshell

- Carpets don't wear out, but they ugly out
- Appearance Retention is the Key to carpet performance
- Entry Way System - Stop DIRT entering your facility
- Daily Vacuuming & Spot Cleaning is a MUST
- Regular Deep Cleaning, as required
- Correct Equipment, Chemicals, Manpower are Critical
- **Call us for a free demo of carpet cleaning**



Carpet Cleaning
we provide a complete
treatment to your pre-
cious carpets so that
their fabric is not affect-
ed at all.



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