

Commercial Carpet Maintenance Manual



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Maintaining your carpet is also good
for the **environment**



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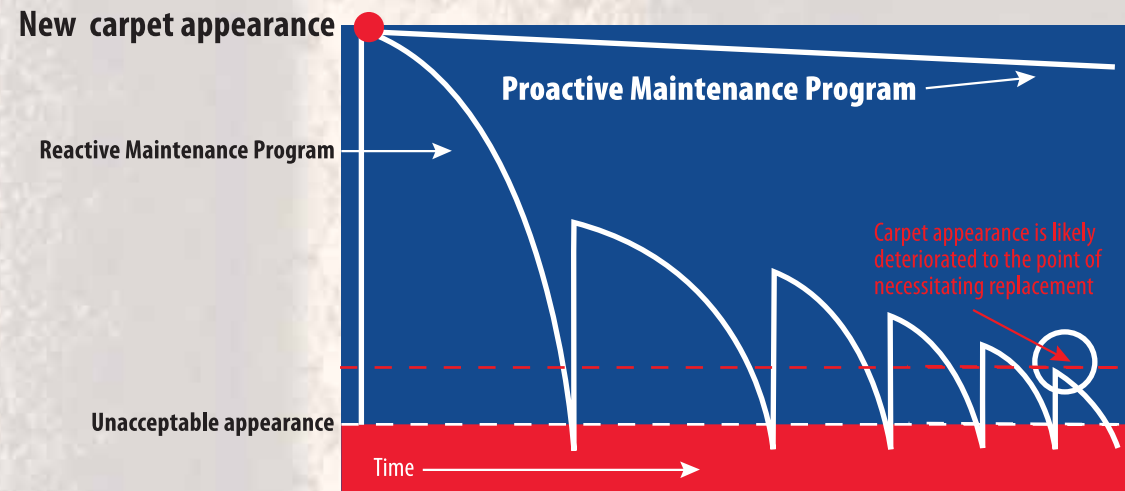
I. Importance of proper maintenance

a) **Protect your investment**

Commercial carpet represents a sizable investment. In order to maximise the original appearance of your carpet over its expected useful lifecycle, it is crucial to include an appropriate maintenance program.

Unfortunately, many carpets are only cleaned when they have become noticeably soiled. Soil and dirt accumulate and abrade the fibres, in some cases leaving permanent damage. Even with the best deep cleaning methods, the carpet is never able to match its original appearance as the chart below illustrates. A proper routine maintenance program will help maintain the original appearance longer.

b) **Appearance retention chart**



II. Evaluating your maintenance requirements

a) **Determine traffic conditions**

The first step in determining a proper maintenance schedule is understanding where the carpet is installed and what kind of foot traffic* it will be exposed to. Using a copy of your building's floor plan, categorize and label traffic areas as light, moderate, heavy, extra heavy. Use the chart to determine the cleaning frequency per type of traffic.

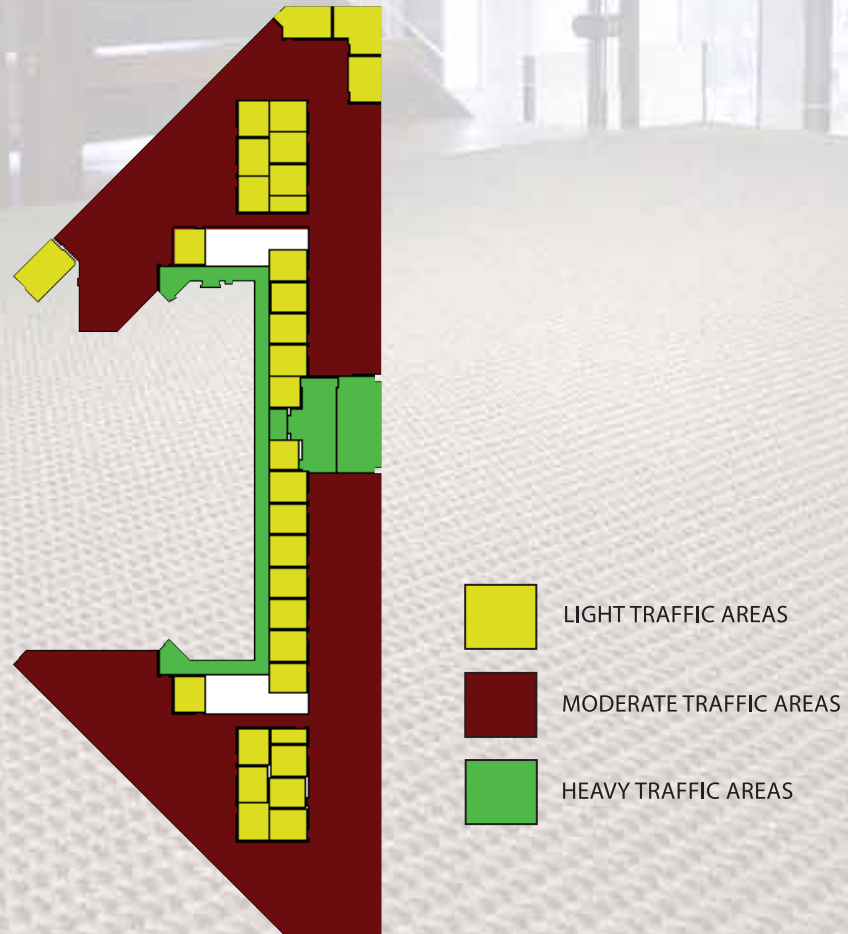
b) **Foot traffic vs cleaning frequency grid**

Amount of Traffic	Traffic	Vacuum Frequencies	Interim Cleaning Frequencies	Deep Cleaning Frequencies
Light	Less than 100/day	2-3 Times per Week	Two to Four Times a Year	None (Only When required)
Moderate	Up to 500	Daily	Quarterly	None (Only When required)
Heavy	1000 -10 000/day	Daily	Every Other Month	Once Yearly (When required)
Extra heavy	Over 10 000/day	Daily	Weekly to Monthly	Twice Yearly to Quarterly (When required)

These categories are encountered in airports and casinos, or in situations where the traffic might be considered moderate to heavy but environmental factors such as dirt and salt from winter boots require a more rigorous maintenance routine

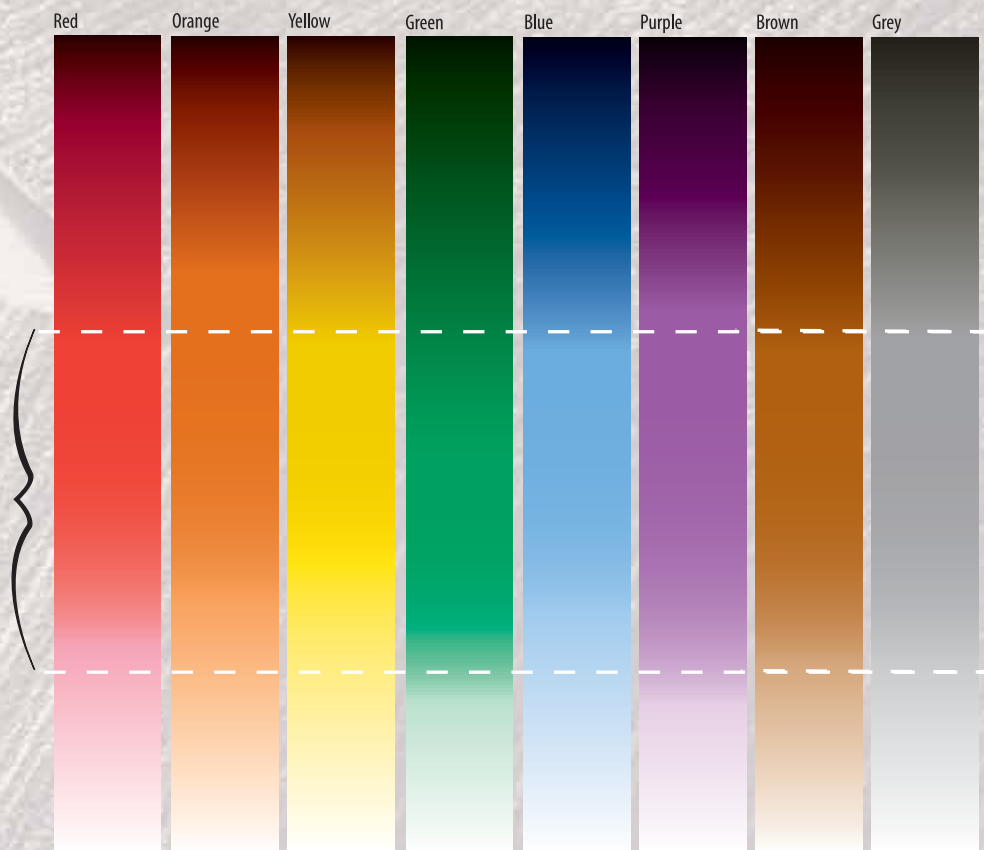
* One foot traffic unit is described as a pedestrian walking across a measured section of carpet one time.

c) **Sample floor plan showing typical light, moderate and heavy traffic areas**



d) **Colour selection**

The colour of your carpet also plays a key role in your maintenance schedule. While light colours show soil more readily, dark colours show light-coloured soil and lint. Medium-value colours most effectively reduce the visible effects of soiling.



Optimum colour selection for commercial carpets is in the medium value range

III. Preventative maintenance

a) **Walk-off mats**

The first step toward a clean carpet is preventing dirt from getting to the carpet.

Since 80% of all carpet soil is brought from outside on the bottom of shoes, Beaulieu Canada strongly recommends walk-off mats at all entryways and transition areas where soiling is likely. Mats trap or localize dirt, and the larger the mat, the more dirt trapped. Daily vacuuming and frequent cleaning of mats will optimize mat efficiency and provide front line protection to keep carpets cleaner longer. This recommendation is in addition to existing permanent entry-way systems (such as grills or grates) to capture dirt, particles, etc. brought into the building.





b) **Vacuuming**

Vacuuming removes 90% of dry soil that accelerates wear and causes fibre abrasion. Vacuuming is a powerful method for preserving carpet life and appearance.

The first step in vacuuming is selecting the equipment best suited to your requirements and preferences.

Two-motor vacuum

In a two-motor vacuum, there are separate motors for vacuuming and beater brush drive. Each motor is sized and configured to optimize the specific function. Operation is generally quieter and dirt pick-up more effective than single-motor vacuums. We recommend a two-motor vacuum for all traffic levels.

It is also important to keep the vacuum in good condition for optimal soil removal. Check the brushes periodically for wear and empty the vacuum bag frequently as it loses efficiency when more than half full.

*Recommended vacuum:
Windsor Industries Versamatic
Plus or comparable model*



IV. Interim maintenance

Interim maintenance is a key part of a good maintenance program that most often gets overlooked or is not properly performed. Interim cleaning is designed to eliminate the “stick effect” resulting from the deposit of normal oils and soil that hold foreign matter in the carpet while simultaneously performing low moisture pile lifting. Low moisture pile lifting actually retards the tendency for contaminants to become airborne due to the action of the pile lifter.

This procedure enhances the ability of the vacuum cleaner to remove loosened foreign matter from the carpet. Interim cleaning will make your daily and scheduled maintenance that much easier, while giving your carpet the fresh, clean appearance-enhancing effect you are looking for.

a) **Low moisture pile lifting**

The interim cleaning process approved by Beaulieu Canada is “low moisture pile-lifting with chemical cleaning”.

The approved chemical for this system is sprayed onto the carpet, applying about one diluted gallon per 1000 square feet. Agitation of the floor covering is accomplished using a machine that powers dual cylindrical brushes that will lift the carpet fibres as the brushes turn. The solution is allowed to dry (usually about 30-90 minutes) and the crystalline residue removed with the recommended type of vacuum. Productivity rates vary from 3,000 to 6,500 square feet per hour, depending on machine size and spraying method.



b) **Chemical cleaning**

The Crystal Dry chemical action breaks down the sticky and oily residue that attracts soil on contact. The GLS machine works the Crystal Dry deep into the pile and loosens foreign solid material, lifting the carpet pile at the same time. As the Crystal Dry chemical dries, it encapsulates the soil in crystals that are then dry extracted by vacuum.



Crystal Dry chemical

SPRAYING



SCRUBBING



VACUUMING



*Recommended
Equipment &
Chemicals: R.E.
Whittaker Co.
(GLS & Crystal Dry)*

V. Restorative maintenance

a) **Hot water extraction**

Beaulieu Canada and other major fibre producers recommend hot water extraction for the periodic deep cleaning maintenance process. Water extraction cleans to the base of the carpet fibre when performed properly, removing dirt, debris and residue left by other cleaning methods. If the carpet is left un-cleaned, fungus, mold and bacteria could form, causing unpleasant odours.

In terms of productivity, hot water extraction simultaneously washes, rinses, and vacuums your carpet. A combination of hot water and agitation cleans and rinses the carpet, while a vacuum carries away the soiled water.

Selecting self-contained, truck-mounted, or portable equipment

The variety of equipment ranges from truck-mounted, high-powered machines to portable machines that use a hose and wand or self contained extractors. The self-contained extractor can use a hose and wand, but is usually operated using the self-contained spray jets, agitating brush, and vacuum shoe.

Self-contained machines use hot tap water. The temperature is cooler than for truck-mounts or portables, which also apply the water at higher pressure. Brush agitation in the self-contained unit makes up for the cooler water and lower pressure so that cleaning commercial carpet is very effective. The temperature of the water should not exceed 120° F at the sprayer head.

The average productivity level for each type of extraction method is as follows. Truck-mounts or portables can typically clean 1000-2000 square feet per hour. A mid-sized self-contained extractor can clean between 2000 and 4000 square feet per hour whereas a large walk-behind, wide-area extractor can clean up to 10,000 square feet per hour.

Nexterra tile must only be extracted using 100 psi. max and not to exceed 100° at wand. Exceeding these limits may disrupt adhesive bond on perimeter of tiles.



b) **Recommended hot water extraction methods**

A pre-spray and neutralizing rinse combination is the most effective method for older installations because it allows more time for the chemical action. It also allows the harsh alkalinity of the cleaning chemical to be neutralized in the rinse, leaving the carpet looking brighter and more lustrous. For new installations, we recommend following these procedures and extracting with clear, plain water only, using a pH adjusted rinse when necessary. Beaulieu Canada does not recommend the use of chemicals containing any type of optical brighteners or d-Limonene.

Scheduled deep cleaning method - hot water extraction

Step 1: Pump spray a diluted solution of pre-spray chemical onto the area of carpet to be cleaned about 10-15 minutes before extracting that area.

Step 2: In the solution tank of the extractor, dilute the hot water with a proper amount of neutralizing rinse. Extract the pre-sprayed carpet with this solution. With any extraction method, you can cut dry time in half by directing an air blower on the wet carpet. Do not over wet carpet. Over wetting the carpet causes slower drying and wick back, which will allow the spots to reappear. Carpet must also be 100% dry before foot traffic commences in order to prevent rapid re-soiling.

When to use defoamers

If foaming occurs, put a small amount of defoamer into the extractor recovery tank. Spraying defoamer onto the inner wall of the recovery tank can give faster contact with foam as it enters the tank.

Warning: Never put defoamer into the solution tank. This can clog the spray jets. Also, defoamer residue on the carpet will cause rapid resoiling.



To order these products please
call **1 800 422 7686**

VI. Spot removal

Beaulieu Canada incorporates special fluorochemicals into the fibres during the production process that repel soils and materials that cause stains. This protection can be very effective, but like all topical treatments its performance levels will decrease as a result of hot water extraction. For extra soil protection, you can have new soil protector reapplied on site by a company certified technician trained to properly apply an approved soil protector. An approved soil protector should only be re-applied after 6-8 hot water extractions. Carpet protectors should be worked into the carpet using a dual cylindrical brush scrubber (GLS) to maximize penetration and coverage.

a) **Spot Removal – 7 Rules for Best Results**

Spot removal can be one of the most confusing and frustrating aspects of carpet care. Improperly treated or ignored spots can destroy expensive carpet. The following seven rules can help simplify the challenge.

Seven rules of spot removal:

1. The faster you get to a spot the better for removal. At the minimum, spot removal must be a daily routine.
2. Know the fibre make-up of your carpet. The Institute of Inspection Cleaning and Restoration Certification (IICRC) registry provides a list of certified professional carpet cleaners who have simple tests and capabilities to determine fibre type for you. Nylon carpets will usually contain stain-blocking chemicals, which if properly maintained, can facilitate removal of serious stains.
3. Know and recognize the common materials that may spill in your facility. Keep a spotting kit on hand with both a general purpose cleaner and speciality products for spots specific to your area of responsibility. Offices, for example, often have coffee or copier toner spots. You can expect coffee, tea, and red food dye spills in retail or hospitality facilities. Nursing homes commonly have urine stains. Gum stains are common in public facilities.
4. Many spots are concentrated areas of general soil tracked into an area. A general purpose water based spotter will remove these.
5. Greasy spots and tar are best removed by an oil or solvent-based spotter.
6. Protein or fatty soils such as vomit, feces, or blood can be effectively removed with an enzyme based spotter.
7. When applying a spotter, never rub the spotted area (see exception)*. Always carefully blot the spot with a cloth. To help prevent resoiling, use a spotting water extractor to thoroughly clean the spotted area after blotting.

*** Exception: Only when using the Crystal Dry Ready-To-Use Spotter and the Carpet Roamer is it recommended to scrub or agitate spots. This is due to the crystalline formation the chemical takes when drying, allowing for easy removal with a vacuum and preventing wick back of spots.**



VII. Health and environmental considerations

a) **Maintenance prolongs the life of the carpet**

Maintaining your carpet is not only good for business but it is also good for the environment. The longer something lasts, the less often it is replaced saving huge amounts of energy and preventing millions of pounds of carpet ending up in our burgeoning landfills. And while most commercial carpets can be recycled, it still requires energy to transport the carpet for disassembly where it may be recycled back to its prime constituents or transformed it into other thermoplastic products.

b) **Green Seal**

The cleaning procedures, equipment and products outlined in this brochure all meet CRI Green Seal of Approval. The CRI Seal of Approval program identifies effective carpet cleaning solutions and equipment that clean carpet right the first time and protects a facility's carpet investment. Not all products clean well enough to earn the Seal of Approval distinction, so look for the blue and green CRI Seal of Approval as proof that you are purchasing or using a quality product.



d) **About mold**

Mold grows in any moist environment where dirt and dust provide nutrients. It does not grow on dry, clean synthetic or wool carpet.

Improperly maintained heating, ventilating and air-conditioning (HVAC) units are the leading sources of mold spores. Shutting off the HVAC system at night or otherwise extending periods of system downtime increases relative humidity encouraging mold spore growth. Reactivating the system thrusts spores into the air.

For assistance with any aspect of these processes, please feel free to contact our Technical Services Department at (800) 387-3155 xt. 5394

c) **Acts as an allergen trap**

Simply put, what falls to the carpet (common dust, pollutants and many things that we breathe) tends to stay on the carpet until it is vacuumed. Unlike smooth surfaces that allow dust and other allergens to re-circulate, properly maintained carpet leads to improved air quality and a healthier indoor environment.





335 Roxton, Acton Vale, Qc CANADA J0H 1A0
www.beaulieucanada.ca
888-467-5075

B Ō L Y Ü



Cambridge



Coronet



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Chlorine and acid free paper. The ink used for this production are vegetable based inks.