

Carpet Tile

Maintenance Guide

GA Series, GX Series, Exchrome, Rain Control / Dust Control



Properly maintained carpet can enhance the aesthetic value of a commercial space. The inherent characteristics of carpet are designed to trap soil and improve acoustics.

It is recommended that everyone who purchases carpet be familiar with and practices a properly defined maintenance program.

It is important to be familiar with key terms when defining your maintenance program.

Extractor - a type of cleaning equipment that uses pressure, water/cleaning solution, and suction to extract deeply embedded soil or stains from carpeting.

Vacuum - a type of cleaning equipment that removes and collects dry foreign material or soil from the carpet by means of suction.

Counter-Rotating Brush (CRB) - a cleaning tool with cylindrical rotating brushes that spin vertically to lift and agitate the carpet pile. Never use a rotary (spins horizontally) machine, even to spray water, on carpet

Deep Cleaning System - a cleaning system comprised of a vacuum, solution, and extractor.

Interim Maintenance System - a cleaning system comprised of an encapsulate solution, a CRB, and a vacuum.

The program should include indoor and outdoor walk off system, including TOLI Rain Control / Dust Control carpet tile, and outdoor mats, a vacuuming schedule, a protocol for spot removal, deep cleaning, and interim cleaning frequencies. The goal of this standard is to preserve the appearance and extend the life of your carpet.

There is a big difference between cleaning carpet and maintaining carpet.

Cleaning is the removal of unwanted matter, and too often occurs "as needed." Soiling is a cumulative process which, if allowed to build up, will potentially damage the carpet fiber's physical characteristics, change the carpet's appearance and become more difficult to remove.

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

The appearance and performance of carpet depends upon many factors. When specifying commercial carpet, consider construction, colors, patterns, textures, fiber, installation method and a well-defined, executable maintenance program.

Developing a Maintenance Program

A commercial carpet maintenance program should be designed prior to and instituted immediately after installation. A successful maintenance program includes preventative maintenance, CRI-SOA cleaning solutions, CRI-SOA equipment, and qualified Service Providers.

These programs are designed to achieve optimum appearance levels and maximum useful life of the carpet. Differences in cleaning frequencies and target areas can vary. Changes in a plan may be necessary to meet cleaning or end user goals.

Accessibility to all carpeted space is of utmost importance. Coordination between property management and carpet cleaners is key to the performance and longevity of the carpet.

The five key elements of a proper maintenance program are:

1. **Soil Prevention** – isolation or containment of soil by proper use of TOLI Rain Control / Dust Control Carpet Tile and or mat placement. And interior/exterior hard surface maintenance
2. **Routine Vacuuming** – scheduled frequency for removal of dry soil using a CRI-SOA - approved vacuum.
3. **Routine Spill, Spot, and Stain Removal System** – using professional spot removal techniques.
4. **Interim Maintenance System Cleaning Systems** – scheduled frequency appearance cleaning for all traffic areas.
5. **Deep Cleaning Systems** – scheduled frequent deep cleaning to remove residues and trapped soils.

Appearance will change in areas exposed to oily material that may be tracked into the carpeted area (asphalt sealers, newly paved parking lot, parking garages, machine shops, etc.) Carpet and other flooring may become yellowed. It is extremely difficult to reverse this discoloration from the carpet fiber. Entrance mats and scheduled cleaning may reduce this issue.

Areas where large amounts of granular soil or salt/ice melt tracked into the building may cause dullness in appearance over time. These areas should use TOLI Dust Control / Rain Control Carpet Tile to reduce the damage from abrasion of the fiber surface, Frequent vacuuming of Dust Control / Rain Control and the adjacent areas with a SOA-certified vacuum cleaner helps to minimize this problem.

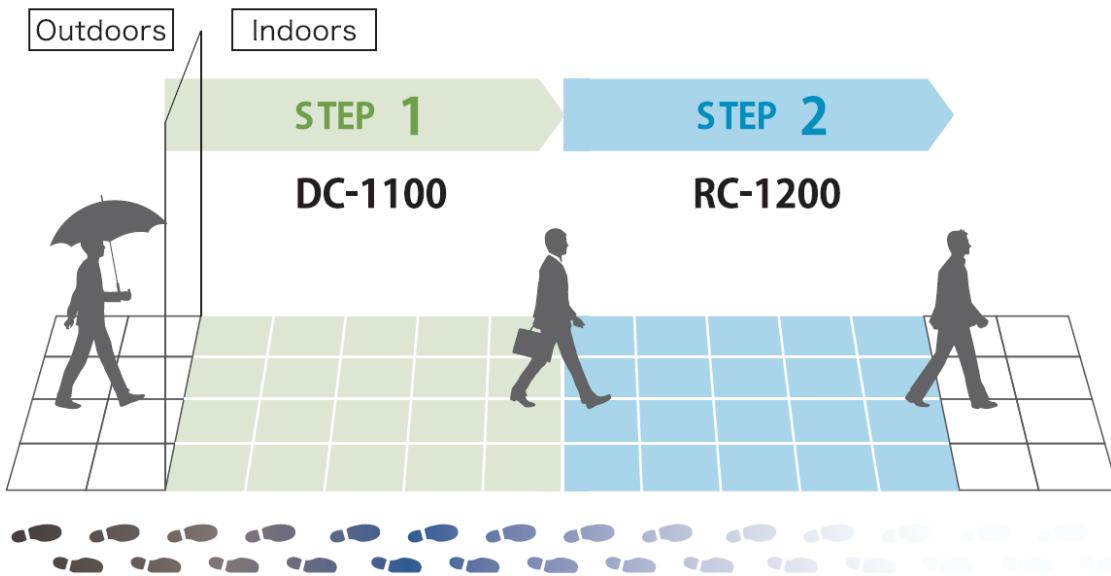
Soil Prevention

Preventative measures consist of using interior and exterior walk off systems capable of scraping, brushing, or absorbing moisture, and debris off shoes. Interior systems remove smaller particles of dirt as well as oils and other liquids that can be tracked in from outside (See **Figure 1**).

Outside: use exterior soil-removal mats that have a coarse texture and are able to brush soil from shoes and hold large amounts of soil.

Inside : TOLI Rain Control and Dust Control carpet tile Use Dust Control to scrape off dirt and debris for 6 feet followed by Rain Control for 6 ft to absorb any moisture, preventing tracking into the interior space. Keeping parking lots, sidewalks, and entrances clean will cut down on the tracking of debris.

Figure 1



Rain Control / Dust Control should also be used around vending areas, water coolers, printers, elevators and other entrances to prevent moisture and dirt from tracking further into the and around the interior.

For Dust Control / Rain Control (or mats) to continue to trap soil, they should be cleaned/vacuumed or replaced on a regular basis, more frequently than the carpet. If accumulated soil is not removed, the tiles will become overloaded and cannot prevent soil from entering the building.

NOTE: It is recommended the area underneath a desk should be protected by a chair mat. These areas are sometimes considered low-traffic areas; however, the chair rollers can create damage due to the concentration of wear.

NOTE: Do not place plastic sheeting with or without adhesives over any carpet installation because it may present a slip hazard. Most importantly, plastic coverings will trap moisture, retard adhesive curing, and may promote mold growth.

Levels of Cleaning

Every maintenance program should consist of three levels of cleaning: routine cleaning, interim maintenance, and deep cleaning.

Routine Cleaning

Routine carpet cleaning: performed daily, weekly, or more often. This includes regular vacuuming and timely spot cleaning.

- Routine cleaning prevents soil from building up and minimizes its impact. Dry soils abrade and scratch the fibers creating appearance issues and shorten the useful life of the carpet. Vacuuming and spot cleaning activities should be performed daily. Different levels of traffic and soiling help determine vacuuming frequencies:
 - Entry foyers: Entry foyers (including TOLI Rain Control / Dust Control Carpet Tile) are an example of a soil-prone area where vacuuming frequency should be daily or more.
 - Reception areas: the cleanliness of lobbies and reception areas has a direct impact on carpet life cycle and aesthetics. They should be maintained daily or more.
 - Carpeted elevator cabs, lobbies, restroom entryways and areas adjacent to food service are high-traffic, frequent-pivot areas. They should be vacuumed and maintained daily or even more.
 - Corridors or common areas should be maintained daily during the week with regular vacuuming. Otherwise, accumulated soil can progressively spread to adjacent areas.
 - Less-frequently used areas: offices, conference rooms can be vacuumed on a two or three-times-per-week schedule;
 - Periodically, maintenance personnel should focus on high-soil load areas, in corners, around wall perimeters and behind and under furnishings using appropriate vacuuming tools and equipment.
- Carpet spotting: Routine spot or spill cleaning is normally performed by the maintenance personnel. The longer that certain spots remain on carpet, the greater the potential for permanent staining. Also, the longer a spot residue remains on/in the carpet, the more soil it can attract.

To lift pile, prevent matting and crushing and buildup of embedded soil, a counter-rotating brush cleaning system may be beneficial.

Interim Maintenance

Interim Maintenance System: Interim maintenance cleaning systems utilize low-moisture carpet cleaning technology with a goal of maintaining a carpet's uniform appearance. Typically, such systems are intended to be high production and return the carpet to use quickly.

Frequency of cleaning depends on carpet location, use, and exposure to soiling along with determining effectiveness of soil prevention, routine maintenance, and need for restoration. Interim cleaning may be performed in all exposed carpeted areas or performed with a focus on soil-prone areas. The frequency of interim cleaning depends on such factors as the size of the facility, the carpet's location, color, use, the type and buildup of soil, and the effectiveness of routine cleaning efforts and frequencies, both outside and inside the building (e.g., parking lot and entry maintenance, vacuuming, and power pile brushing (counter rotational brush (CRB)), and spotting. In addition, it is recommended that the objectives of building or facility managers be taken into consideration.

Deep Cleaning

Deep carpet cleaning: Deep carpet cleaning returns the carpet to a relatively clean condition and uses systems that extract accumulated soils and cleaning residues at a higher intensity. Frequencies of deep cleaning depend on effectiveness of maintenance, location of carpet, traffic intensity, or use.

Deep cleaning should be implemented BEFORE the soil in the carpet is easily visible.

When deep cleaning carpet:

- Always vacuum first.
- Follow directions for mixing CRI_SOA solutions carefully.
- Apply pre-spray, following chemical's label instructions
- Agitate into the carpet's fibers.
- Allow pre-spray to dwell as necessary.
- Extract using a SOA-certified deep cleaning system.
- Allow to dry.
 - Supply natural or mechanical ventilation during the cleaning and drying phases of deep cleaning. Adequate ventilation is necessary to speed drying time. The use of commercial air movers (drying fans), HVAC air handling systems, or dehumidifiers reduce drying time.
 - Limit access to damp carpet until it is completely dry. Place wet floor signs as necessary.

NOTE: When cleaning under chair mats, have a rotation plan for replacement. Chair mats should not be replaced until the carpet is dry.

Traffic Level	Vacuum and/or power pile brushing	Spill, spot, and stain removal	Interim Maintenance System cleaning	Deep cleaning
Light Private offices, cubicles, work stations	2X per week	As needed	As needed	1x per year
Moderate Shared offices, secondary hallways, conference rooms	1X per day	As needed	1-2X per year in soil prone areas	2X per year, monthly in soil prone areas
Heavy Common entrances, elevators, main hallways, break rooms, work rooms, mail rooms, patient rooms, waiting areas	1-2X per day	As needed	Monthly	3-4X per year, 6X per year in soil prone areas
Severe Entrances and areas immediately adjacent to entryways	1-2X per day	As needed	Weekly	Monthly

Note: Carpet maintenance done using CRI-SOA equipment, solutions, and systems.

Additional Cleaning Considerations

Hard Surfaces Adjoining Carpet Surfaces

It is equally important to keep hard surface flooring clean in order to prevent the tracking of hard surface residues onto carpet. Daily proper maintenance of hard surface floor coverings, such as resilient (LVT/VCT) tile, ceramic tile, wood, terrazzo, and polished concrete floors, should follow the manufacturer's recommendations and ensure that no residue of cleaners, polishes, sealants or other chemicals are tracked, mopped, splashed, nor spilled on the carpet.

- During maintenance of hard surface floors, whether stripping, finishing, or restoring, keep solutions off the carpet. Many of the cleaning solutions used to maintain hard floors can cause damage to carpet and spills should be rinsed thoroughly with neutralizing agents.
- After damp maintenance of hard surfaces, dry completely before allowing traffic onto carpet to help prevent tracking of any hard surface cleaning solutions onto carpet.
- When using rotary equipment on hard surfaces next to carpet, do not allow pads or brushes to come into contact with the carpet as it may abrade the carpet pile.
- Do not set buckets or equipment used for the maintenance on any surface without proper protection of that surface.

Spots, Spills, and Stains

Spills, spots and stains are inevitable, but they may not have to be permanent. There should be immediate action to remove incidental spills, mud, oil, tar, etc. from the surface of the carpet. Contaminants should be rinsed and extracted as quickly as possible to prevent the possibility of a permanent stain and/or color loss. When multiple or inappropriate products are used, a permanent stain or color loss can occur. Some specialty products may be needed to remove difficult spills, spots or stains.

Removing Spills, Spots, and Stains

Steps to follow when removing spills, spots and stains include:

1. Inspect & identify the carpet, type of carpet fiber, and backing.
2. Identify the spill, spot, or stain (wet, dry, water-based, or oil-based).
3. Vacuum as necessary (dry).
4. Remove excess material (absorb or blot with a clean white towel, scrape with plastic spoon or spotting spatula).
5. Rinse liquid spills with water.
6. Test cleaning agent in inconspicuous area for colorfastness.
7. Apply cleaning techniques (see chart below).
8. It may be necessary to repeat due to movement of contaminants from backing to tip of fiber (wicking).

Act Quickly! TOLI carpet tiles have stain and soil resistant properties, which allows many spills, spots, and stains to be removed if proper procedures are done quickly. The longer the delay, the higher the probability of a stain becoming permanent

Blot, absorb, or wet extract excess liquids with a white absorbent cloth, dry compound, water (wet) vacuum. **Do not scrub the area!** Scrubbing causes pile distortion in the area. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.

Carpet adhesive, asphalt, butter, chewing gum, cosmetics, crayon, burniture polish, grease, ink, ball point pen, lipstick, nail polish, latex or wet paint, wax	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by thorough rinsing with water only. Be sure to remove any residue of cleaner.
Alcoholic beverages, cola, chocolate, food	Clean with general purpose cleaner (CRI SOA).
Betadine, wine	Clean with Pro9's Choice Red Relief. Follow by rinsing with water only.
Blood, excrement, urine, vomit	CRI SOA enzyme spotter and rinse with water only. Dry blood, process may need to be repeated.
Coffee, mustard, tea	Clean with Pro's Choice CTI's Stain Magic and follow by rinsing with water only.
Deicer, salt	Vacuum and blot. Next, clean with general purpose cleaner (CRI SOA). Extract using professional acid rinse.
Rust	Contact a professional cleaner.

- **Pretest any spot removal agent** in an inconspicuous area to make certain the compound or solution will not damage the fiber or the dye. After applying liquid spot removal agent to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, another cleaning solution should be selected.
- Apply a small amount of the selected cleaning agent. Always follow directions on label.
- Work from outside of the area of the visible spill to the center to prevent the spill from spreading. Do not scrub! Blot or absorb as much of the spot or spill as possible and repeat if necessary.
- Repeat. Complete removal of the spill may require repeating the same step several times.
- Always rinse out liquid cleaning solutions or dry extract dry absorbent agents prior to use of another.
- Some cleaning solutions will leave residues that cause rapid re-soiling if not completely removed. Rinse the area thoroughly.

Warm Water Rinse – Use lukewarm tap water in most cases to rinse the spotting agent from the fiber. Failure to completely rinse the solutions may cause accelerated soiling and wicking.

Spot Removal Kit – Available from most carpet retail stores and professional carpet cleaning suppliers. Follow directions closely! Some spot removals kits contain a detergent solution and a stain-resist solution. Do not use stain resist solution until stain is completely removed. Other spot removal kits may have dry absorbent cleaning products for fast spot removal.

Spot Removal Residue Precautions

Your cleaning agent selection is important. It is even more critical to remove what you put into the carpet. A spot cleaners' ability to bind to particles of soil and oil is what makes cleaning happen. However, the detergent residue continues to attract and hold soil even after drying. Increasing the amount of detergent beyond the recommended level does not increase cleaning but makes the complete removal of detergent more difficult. **A small, portable extractor is recommended for efficient rinsing and spot removal** or use an adsorbent compound to remove the spot and any residue.

Remember: Never use any of the solutions in concentrations stronger than those recommended.

Avoid Overwetting – Prolonged dampness may cause discoloration, or cause separation of the backing. This can be controlled by a combination of proper equipment use and operator training.