

Commercial Cleaning and Maintenance Guide

1. Recommended cleaning methods

The following list is a guide for the types of cleaning methods that can be used for good carpet maintenance. If special conditions apply the procedures should be adapted accordingly.

TRAFFIC INTENSITY	LOW	MEDIUM	HEAVY
ROOM TYPES	Offices with few persons, meeting rooms/depots	Office areas /corridors/ libraries/clinics	Office areas /entrances /enquiry offices/shops/ canteens
Scraper Mats	YES	YES	YES
Barrier Mats	YES	YES	YES
Vacuum Cleaning	2 to 3 times a week	3 to 5 times a week	Daily
Stain Removal	As Required	As Required	As Required
CLEANING AT INTERVALS	Once a year	Twice a year minimum	3 – 4 times a year minimum
Chem- Dry® Method	YES	YES	YES
Combi – Cleaning	YES	YES	YES
Extraction Method	With proviso	With proviso	With proviso
Dry Cleaning	With proviso	With proviso	With proviso

2. Soil preventative actions

Prior to installation, it is important to establish an effective cleaning zone in order to stop the ingress of dirt and soil. This will protect the floor covering and reduce cleaning costs.

The cleaning zone from outdoor areas should start with scraper mats in order to stop the drag-in of coarse particles. After this a barrier mat will absorb moisture and smaller particles. This should also be placed at high traffic points such as between factory and office, between kitchen and restaurants and also in the elevator area.

The most efficient cleaning zone should have a length of at least five metres. You should vacuum-clean the cleaning zones daily with a rotating brush and ensure that basic cleaning is made at regular intervals in order to maintain a maximum absorption of moisture and dirt.

3. Vacuum cleaning

The purpose of vacuum cleaning is to remove all loose dirt types and dust. Entrances and corridors should be vacuumed daily even though the areas are not visibly dirty. Plan the vacuum cleaning in order that high traffic point areas are vacuum-cleaned most often.

Vacuum cleaners mounted with a rotating mouth brush are recommended. The mechanical effect of the brushes is effectively loosening dirt and particles and to agitate the pile to assist with continual tuft structure.

Filters: Use a vacuum cleaner with a good and efficient HEPA-micro filter system to be able to remove fine dust and maintain a good indoor climate. The HEPA filter system, which has been developed in co-operation with the Asthma and Allergy Association, extracts 99,997% of pollen, dust, animal scales and other particles.

Recommended vacuum cleaners: Use a vacuum cleaner with an effective absorption capacity. The vacuum cleaner should have an effective micro filter system in order to be able to remove fine dust and maintain a good indoor climate. These should be multi-level suction capacity and multi-level head positioning.

4. Cleaning at intervals

Cleaning at intervals can be regarded as a less thorough cleaning, where the appearance of the carpet is freshened up at regular intervals. Cleaning at planned intervals is an excellent cleaning method for carpets with light or medium soiling. This type of cleaning involves the methods and procedures described as:

- a. Chem-Dry® method.
 - b. Combi – cleaning.
 - c. Extraction method.
 - d. Dry-cleaning.
- a. **The Chem-Dry®** method involves brushing in a hot (60-75 degrees) pH neutral heavy carbon dioxide aqueous solution, which is subsequently absorbed and dried with a cotton disc.

Advantages:

- extremely efficient cleaning.
- small quantities of water used.
- no soaking of the backing.
- no use of chemicals.
- the dirt is mopped from the carpet pile.
- short drying time (typical 1 hour).
- minor risk of mistreatment.
- method and agent with a minimum load on the indoor climate.
- carpet stays clean longer, as there are no remaining concentrations of dirt attracting soap or chemicals.

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Procedure: vacuum cleaning - spraying of carbon dioxide solution - absorption of dirt and moisture with cotton discs - possibly stain removal – drying.

- b. **Combi - cleaning** involves cleaning with vapour in a custom-built brushing machine (Lux Professional). Two reverse rotating brushes loosen the dirt, which together with the cleaning water is lead via a conveyor belt into a drain tank. The machine uses small quantities of vapour / water, which results in short drying times.

Instead of vapour, clean water can be used; however, this will increase drying time

Advantages:

- very efficient cleaning.
- small quantities of water.
- no soaking of the backing.
- no use of chemicals.
- short drying time (typical 1- 2 hours).
- minor risk of mistreatment.
- method and agent with a minimum load on the indoor climate.
- carpet stays clean longer, as there are no remaining concentrations of dirt attracting soap and chemicals.

Procedure: vacuum cleaning - brushing treatment - possibly stain removal - drying.

- c. **The Extraction Method** is carried out by spraying a cleaning solution into the carpet pile. After a short period of action, a rinse with clean water is made and absorption of the cleaning solution and dirt.

Advantages:

- moderately effective cleaning.
- the use of an extraction machine alone gives good removal of loose dirt but may not remove more difficult stains.

Disadvantages:

- larger quantities of water required.
- longer drying times required (typical minimum 24 hours).
- risk of mistreatment.
- the use of a cleaning solution (chemicals).
- risk of remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - spraying of cleaning solution - short wait - 2 - 3 times rinsing with clean water and absorption - ending with 1-2 times absorption - drying.

- d. **Dry-cleaning** is an alternative cleaning method which can be applied where there is no time for the carpet to be allowed to dry before being walked on again.

Advantages:

- moderately effective cleaning of visible dirt.
- no drying times the carpet can be taken into use immediately after cleaning.
- the carpet can be taken into use immediately after cleaning.



Disadvantages:

- dry-cleaning can have an influence on the air quality during and after execution.
- effective air circulation is a must.
- immediately after dry-cleaning small quantities of the dry-cleaning agent may be left in the carpet, which demands repeated vacuum cleanings before they are fully removed.

Procedure: vacuum cleaning - pre moisten with pre spray - spread the dry cleaning agent - brushing - drying -vacuum cleaning with a mouth brush.

5. Basic cleaning

The purpose of basic cleaning is to achieve a more thorough cleaning of the carpet. The method is used for periodic cleaning where the carpet has become somewhat or very dirty. Basic cleaning can be carried out by using methods and procedures following:

- e. **The Chem-Dry®** method for basic cleaning involves the use of the PowerHead™ AXT technique, which injects a 60-75 degree hot pH-neutral heavy carbon dioxide aqueous solution through 550 jets per minute. The carpet is at the same time manipulated with 550 mechanical steps per minute. Absorption is made with a combination of heavy vacuum through 5000 suction planes per minute and a mechanical fluid flow through the carpet. After this the pile can be dried with a cotton disc if necessary.

Advantages:

- extremely efficient cleaning.
- small quantities of water used.
- thorough but no soaking of the backing.
- no use of chemicals.
- the dirt is mopped up from the carpet pile.
- short drying time (typical 1 - 2 hours).
- minor risk of mistreatment.
- method and agents with a minimal load on the indoor climate.
- carpets keep clean longer, as there are no remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - spraying of a carbon dioxide solution and absorption of dirt is made during one work routine - possible drying with cotton discs - possible stain removal - drying.

- f. **Combi-cleaning** for basic cleaning involves cleaning with vapour from a custom built brushing machine (Lux Professional). Two reverse rotating brushes loosen the dirt, which together with the cleaning water is lead via a conveyor belt up to a drain tank. The machine uses small quantities of vapour / water, which results in short drying times.

** In heavily soiled areas, water can be used instead of vapour with a small quantity of low foaming carpet cleaning agent added.**

After rinsing with clean water, absorption with an extraction machine might be necessary in heavily soiled areas. The use of water, however, will prolong drying time.

Advantages:

- very effective cleaning.
- small quantities of water.
- no use of chemicals.
- short drying time (typical 1-2 hours).
- minor risk of mistreatment.
- method and agents with a minimum load on the indoor climate.
- the carpets keep clean longer as there are no remaining concentrations of dirt attracting soaps and chemicals.

Procedure: vacuum cleaning - brushing - (rinsing with water - absorption with the extraction machine) – possible stain removal - drying.

6. Treatment

Your Westex Carpet has been treated against soil and stains at our factory and cured during the manufacture of your carpet. This secures good resistance to wear and cleaning. The stain resistant treatment will last for the life of the carpet.

7. When the cleaning is finished

Check your carpet for possible remaining stains, which were not removed during the cleaning process and treat them accordingly.

Do not walk on your carpet again before it is completely dry. The carpet also has to be quite dry before furniture is put back in place, as chair legs and similar may rub off on the wet carpet.

8. Stain treatment

Stains in carpets should always be treated immediately. The earlier you fight the stain, the easier the removal.

- Absorb liquids immediately with an absorbent cloth such as kitchen paper, toilet paper, cotton towel, etc. and dab, not rub.
- Solid substances (e.g. yogurt or similar) remove with a spoon or the back of a knife.
- Identify the stain, in order to select the correct treatment.
- Always work the stain from the outside inwards.
- Dab stains, NEVER rub.
- Take care when using solvents. Put on a cloth first and not directly onto the carpet.
- Ensure there is sufficient fresh air supply.
- Always test the cleaner/stain remover in an inconspicuous area (even better on a carpet sample of offcut), never directly on the stain.
- Always thoroughly dab away the solvent.
- If possible, dry the treated area using a hairdryer.

The recommended stain removal suggestions contain the methods in the order in which the treatments should be attempted.

Easy stains: relatively easy to remove by the recommended methods.

Difficult stains: harder to remove and require repeated attempts using stronger stain removers. With some stains it is probably impossible to fully remove them. In this case, help from professional carpet cleaners is required.

9. Treatment methods

1. Dab stains away using white kitchen towel.
2. Vacuum.
3. Cold water.
4. Warm water.
5. Diluted WoolSafe® approved carpet shampoo.
6. WoolSafe® approved stain remover for water soluble stains.
7. WoolSafe® approved stain remover for fatty/oily stains.
8. Chewing gum remover (solvent or frozen).
9. Nail varnish remover or acetone.
10. Turpentine substitute.
11. White spirit.
12. Rub with a coin.
13. Gently rub with coarse sandpaper.
14. Call a WoolSafe® professional carpet cleaner.

Easy stains

	1st Step	2nd Step	3rd Step		1st Step	2nd Step	3rd Step
Blood	5	6	15	Gravy / sauce	5	6	15
Butter	7	5	15	Herbal tea	3	6	15
Candle wax	7	9	15	Metal polish	5	15	
Chewing gum	9	15		Mustard	5	6	15
Chocolate/cocoa	5	7	6	Oil / fat	7	15	
Cola	3	5	6	Emulsion paint	3	15	
Cream	7	15		Shoe polish	7	15	
Egg	5	6	15	Tea	3	5	6
Floor wax	7	15		Urine (fresh)	5	6	15
Fruit juice	3	5	15				

Difficult stains

	1st Step	2nd Step	3rd Step		1st Step	2nd Step	3rd Step
Soft Drinks	3	6	15	Milk	5	4	15
Bleach	3	15		Nail varnish	10	15	
Radiator fluid	3	6	15	Oil-based paints	11	15	
Coffee	6	15		Rust	15		
Furniture polish	7	5		Soot	15		
Felt-tip pen	7	15		Tar (Asphalt)	7	15	
Glue/adhesive	10	15		Urine (old)	15		
Ink	3	6	15	Vomit	15		
Ball-point pen	12	15		Red wine	1	6	15
Lipstick	7	15					

Please note, that the aforementioned cleaning methods are not guaranteed. The methods are recommended and should be tested on a sample or in an inconspicuous place. If you are in any doubt, please contact your local cleaning expert.

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