MAINTENANCE GUIDELINES

PREVENTATIVE MAINTENANCE

Your carpet is not only a valuable investment but its appearance tells your visitors something about you. The main object of a maintenance program will be to preserve, as nearly as practical, the original beauty and appearance of the carpet and prolong its useful life. Preventative maintenance will protect your investment, but you must plan, or program, that maintenance. In the past, carpets have been neglected only to be cleaned when it was obvious that attention was necessary. This is known as "crisis cleaning". This approach is not only old fashioned but has been proven to be a false economy. In addition to the carpet looking scruffy, its life is being drastically reduced. Preventative maintenance, which has to be planned, will extend the life and enhance the appearance of the carpet because the carpet "destroyer"-soil-will be effectively removed.

REMOVING STAINS AND SPOTS

Remember to apply cleaning agent to a blotting towel rather than directly onto the carpet. First remove any excess caused by stain, food, etc. and ensure that the area affected does not grow in size. Blot the area with a full roll of kitchen towels in order that as much fluid as possible can be absorbed. Always work towards the center. Pretest your carpet by pre-wetting a small area (2" x 2") in an inconspicuous area with the solution you plan to use. Blot the damp area with a white towel and look for any color absorbed into the towel, or any color change on the carpet. Dab the spotting agent onto the stain with the moistened towel – working from the outer edge of the stain inward towards the center to keep the stain from spreading. For effective blotting action use pressure from the hand – for even more pressure use the heel of the foot. Avoid the natural tendency to scrub. Try blotting for a prolonged period of time. (The stain will naturally soak up into the weighted sack of towels). Stains marked with a "P: will definitely require professional attention.

Type of Stain	Procedure	Type of Stain	Procedure
Alcohol, Beer	3 or P	Ketchup	2
Blood	7	Lipstick	1
Butter	1 or P	Oil – Cooking	1 or P
Chewing Gum	6	Oil – Furniture	1 or P
Chocolate	4	Mascara	1
Coffee	3 or P	Mayonnaise	2
Crayon	1	Milk	4
Egg	2	Nail Polish	8
Excrement	2 or P	Paint – Latex	5
Food Color*	2	Paint – Oil Based	1 or P
Fruit Juice	4 or P	Rust	P
Furniture Polish	1 or P	Shoe Polish – Liquid	1 or P
Glue – Model Cement	8	Soft Drinks	4 or P
Glue – White	2	Sugary Sweets	4
Gravy	4 or P	Tar	1
Hair Spray	1 or P	Tea	3 or P
Hand Lotion	1 or P	Urine	4 or P
Ice Cream	4	Water Colors	5
Ink – Ballpoint	1 or P	Wax Candle	6
Ink – Marking Pen	1	Wine	4 or P

Traces remaining after procedure 2 should be treated with cooking oil, blotted and followed by procedure 1.

SEQUENCE OF PROCEDURES

Apply the following procedures in the correct order. Blot after each procedure.

Code Procedure
1. Solvent, blot, Detergent, blot, then water, blot.
2. Detergent, blot, Ammonia, blot, Detergent, blot, then water, blot.
3. Detergent, blot, Vinegar, blot, Detergent, blot, water, blot.
4. Detergent, blot, Ammonia, blot, Vinegar, blot, Detergent, blot, water, blot.
5. Detergent, blot, Ammonia, blot, water, blot, Solvent, blot.
6. Freeze with ice cubes, shatter then blunt object. Vacuum out chips, apply solvent, and blot (or, for wax, place paper towels or bag over wax, iron with warm (not hot) iron to absorb).
7. Cool water, blot, Ammonia, blot, Detergent, blot, Ammonia, blot, water, blot.
8. Polish remover (not oily), blot and repeat.

Detergent Solution – Mix a quality carpet/upholstery shampoo or soap flakes dissolved at the rate of two tablespoons per gallon of lukewarm water. Do not use washing up soap.

Solvent – Any consumer brand of dry cleaning solvent.

MAINTENANCE INSTRUCTIONS

Regular daily maintenance and prompt action on treating spillages and stains will help prolong the life of IronWeave's carpets and tiles.

CONTRACT CARPET AND CARPET TILES FAQ'S

How often should they be cleaned?
Carpet and tiles should be vacuumed daily using a powerful upright cleaner with a rotary brush head or beater bar.

What is the first action in the event of a spillage?
Remove as much of the spillage as possible immediately, then overlay an absorbent material and press down as if blotting. A combination of capillary action and pressure will remove the majority of the spillage and minimize staining.

What about residual stains?
Any residual stains may be spot cleaned by the use of the appropriate solvent or cleaning system. Care must be taken not to use excess solvent, especially in the case of chlorinated (dry cleaning) solvent when used on Anchorite "B" backed carpet tiles.

What tiles or carpet should be used in areas with off-street traffic?
These areas should be protected by a dirt barrier such as Dominator, Champion Tile, Olympia or Governor Tiles.

How much of the area should be 'dirt' protected?
To achieve satisfactory results, a barrier carpet should be at least eight (8) feet long.

How can I minimize wear on areas of particularly heavy traffic?
Either use a heavier duty tile or carpet or, in the case of tiles, simply rotate them with tiles that are not subject to as much traffic. Remember that tiles can be easily replaced so keep some extra ones back from the same batch should heavily soiled or damaged tiles need replacing. The basis of planned maintenance is the regular cleaning of those areas that undergo regular traffic, typically only 20-30% of an installation. Consequently, planned maintenance is cost effective and maintains the appearance of the carpet at a high standard at all times.

The required frequency and method of cleaning will be determined by product type, color, traffic intensity and soiling type will vary widely from one installation to another. If a planned maintenance program is followed through, the need for intensive wall-to-wall cleaning may be required only once a year. The timing of deep cleans will be determined by the cleaning contractor based on assessment of the type of soiling, the traffic frequency and the location within the building.