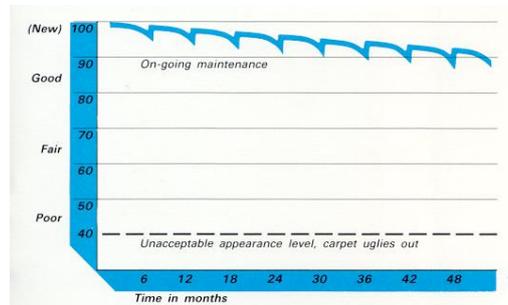
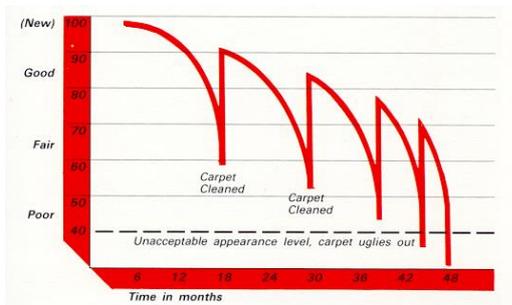


CLEANING & MAINTENANCE

What is carpet maintenance? It is a planned program which includes daily vacuuming, spot removal, routine cleaning and overall cleaning designed to achieve a particular carpet appearance level. The objective is to have a consistently clean carpet every day of the year at a reasonable cost. The following charts illustrate the difference in the appearance of a carpet over time with and without a planned carpet maintenance program.



What is required to maintain a given carpet appearance? :

Vacuuming, spot removal, routine cleaning and overall cleaning. Carpet gets dirty where people walk and spill. The most important areas in the building are the entrances, elevator lobbies, doorways inside the building, food service areas, break rooms, copy machine locations and main traffic areas. This is where the dirt is heaviest. To maintain carpet we must implement these key functions.

Prevention: Keep the dirt out of the building. 90% of the dirt that ends up in the carpet comes in on people's shoes and 85% of that dirt is dry and vacuumable. Use walk-off mats to keep the dirt out. Vacuum and clean the mats so they can keep on working. Place them at entrances to the building. They should be large enough (2.5 metres) so that the shoes are cleaned off as people enter the building.

Vacuuming and Spot Removal: Remove the dirt before it builds up. The majority of the dirt (85%) in the carpet is dry dirt and can be removed by effective vacuuming. The plan calls for daily vacuuming and pile lifting of the most highly trafficked areas to remove the build-up of dirt. Spots and spills are removed as they occur.

Routine and Overall Cleaning: The oily, greasy dirt represents 15% of the dirt and is also found in the high traffic areas. These areas should be scheduled for cleaning on a frequency that prevents the build-up and spread of this dirt.

The first step in implementing a plan is to do a walk through and inspection of the facility. Use this checklist as a guide.

Carpet Maintenance Checklist

1. Where are most spots and spills? Can you identify them?
2. Check for soil buildup at entrances – especially the right-hand door, which usually gets the most use.
3. Check for walk-off mats. Are they large enough? (the ideal size is 2.5 linear metres) Are they clean? Is the placement correct? Are they the right types?
4. Check condition of parking lots and sidewalks.
5. Are there elevators? Are they carpeted? If so, is the carpet clean; is it removable? Carpet in elevators helps to keep the dirt from spreading to upper floors.
6. Check the vacuum cleaners. In what condition are they? Belts, bags, etc. Are they clean? Do they work properly?
7. If this is a multistory building, check the condition of the carpet on the upper floors. Is soiling excessive for the traffic conditions?

8. Make a note of the most heavily used areas in the building. This could be the entrance, break room or some other densely populated area.
9. Does the carpet require restoration cleaning?

So from a practical, day-to-day maintenance point of view, what should we do to achieve the objective? What should we do to keep carpeted areas clean and in constant service? Here are 10 recommendations that will make a significant, immediate difference in keeping carpet clean and contributing to a healthy physical environment:

1. **Trap Dirt Outside** – By keeping parking lots, sidewalks and adjacent exterior areas clean, less dirt ends up inside. More than 90% of dirt on indoor carpets is tracked in on shoe soles.
2. **Use Walk-off Mats At All Entrances** – These should have pile, be at least 2.5 linear metres long, and be able to trap both dry dirt and moisture. It is important to include these mats in the daily vacuuming activities, which will remove a great deal of the dirt being tracked in. In winter, vacuum more often and change out mats that are wet.
3. **Daily Vacuuming** – This is the single most important thing to do. Vacuum all high-traffic areas, entrances, and main hallways – all areas where there are a lot of guests are walking – every day! It may even be necessary to vacuum some entrances twice a day. The *more* vacuuming you do, the *less* cleaning you will need to do. Remember the majority of the dirt that comes into the building is dry dirt and is removed most effectively through vacuuming. Think how often a staff person dust mops the hard floors in common areas; this correlates to vacuuming.

When a carpet is first laid, there may be some 'fluffing' or 'shedding' as loose fibres work their way to the surface, this is perfectly normal.

4. **Lift Pile** – pile lifting as an important step in maintaining carpet. This opens the yarns, stands them up vertically, removing the deep-down dirt and making dry dirt removal more efficient from regular vacuuming.
5. **Remove Spots Every Day** – Establish a simple spot removal program that encourages and makes it easy to clean up and remove spots every day. Since the best time to clean a spot is right now, consider placing a spot removal kit on each maid's cart. This way, spots can be quickly addressed while the room is being made up.
6. **Clean Carpet Based on Usage** – You don't have to clean all the carpet, just the areas of greatest use. While wall to wall cleaning is occasionally needed, concentrate your resources on the areas of greatest use. These include the high-traffic areas where users walk.
7. **Effective Vacuums** – An upright with a beater bar brush is recommended or cylinder vacuums with a turbo head attachment. Make sure that your vacuums are in good operating condition. Check belts, beater bar and brush agitators, vacuum bags and filters. The brand is less important than the care and maintenance of the vacuum. Even the best vacuum performs poorly when not maintained.
8. **Focus On Lower Floors** – Spend more time and effort cleaning and vacuuming ground floor areas. The dirt comes from outside at ground level. The more we do there, the less is needed on the upper floors.
9. **Use Carpet in Elevators** – Experience shows that carpet in elevators goes a long way toward preventing the spread of dirt to upper floors. Be sure to vacuum them every day and dry clean them at least weekly. Dry cleaning allows quick turnaround of the elevator – for less inconvenience to patrons.
10. **Use a Carpet Maintenance Program** – An effective plan can guide both *where and when* the cleaning equipment should be used to get the best results. Display the cleaning and vacuuming schedule in the housekeeping office to send the message that you are serious about cleaning.

Tile Maintenance

Our axminster tiles have their edges pre-sealed to prevent fraying however fraying may occur through prolonged handling or the tiles being lifted and resealed. Any frays should be cut off using scissors to prevent further damage and the edge of the tile re-sealed with an adhesive such as pro plus edge sealant.

Calderdale Carpets would recommend Hosts dry extraction carpet cleaning system or contact Woollsafe for certified professional carpet cleaners of wool carpet.

Please see there websites below for further information.



STAIN REMOVAL GUIDE FOR WOOL CARPETS

SPOT AND STAIN REMOVAL GUIDE

General rules for spot removal

- Soak up liquids with kitchen roll, paper tissues, toilet roll, or absorbent cloth
- Scoop up or scrape off solids
- Try to identify unknown spots prior to treatment - if unsure, use solvent first
- Always work from the edge of the spot inwards
- BLOT, do NOT rub
- Apply small quantities of cleaning agent at a time, applied to a cloth, NOT directly to the spot.
- Take care when applying solvents to bitumen-backed carpet tiles
- When using solvents always ensure there is plenty of fresh air ventilation
- Always thoroughly rinse afterwards if spotters have been used
- Dry the spot, if possible, with a hair dryer

The spot removal charts contain the methods for dealing with accidental spillages and the order in which the treatments should be tried

The **EASY SPOTS** chart contains those spots that come out relatively easily with the methods recommended or when the carpet is wet cleaned.

DIFFICULT SPOTS are more difficult to remove and may require repeated attempts with stronger spot removers. Some stains you may find impossible to remove completely in which case the assistance of a professional carpet cleaner may be required

EASY SPOTS

Spot or stain	1st Try	2nd Try	3rd Try
Blood	5	6	3
Butter	7	5	
Candle wax	8	5	
Chewing gum	9		
Chocolate/cocoa	5	7	
Cola	3	5	6
Cream	7	5	6
Egg	5	6	
Floor wax	7	5	
Fruit juice	3	5	
Gravy and sauces	5	6	
Herbal tea	3	6	
Metal polish	5		
Mustard	5	6	
Oil and grease	7	5	
Paint (emulsion)	3	5	
Shoe polish	7	5	
Tea	3	5	
Urine (fresh stain)	3	5	6

DIFFICULT SPOTS

Spot or stain	1st Try	2nd Try	3rd Try
Artificially coloured drinks	3	6	
Bleach	3	13	
C/heating radiator fluid	5	6	13
Coffee	6		
Felt-tip pen	7 or 11	12	5
Furniture polish	7	5	
Glue/adhesive	10	11	
Ink (fountain)	3	6	5
Ink (ballpoint pen)	12		
Lipstick	7		
Milk	4	5	13
Nail varnish	10		
Paint (oil)	11		
Rust	13		
Soot	6	5	2
Tar (asphalt)	7		
Urine (old stain)	6	13	
Vomit	5	6	13
Red wine	1	6	

TREATMENTS

1. Blot with white kitchen roll or paper tissues
2. Vacuum clean
3. Cold water
4. Warm water
5. WOOLSAFE-approved carpet shampoo solution (diluted)
6. WOOLSAFE-approved spot remover for water-based stains
7. WOOLSAFE-approved spot remover for greasy/oily stains
8. Spot remover for candle wax.
9. Chewing gum remover (solvent or freeze type)
10. Nail varnish remover or acetone
11. White spirit or turpentine substitute
12. Surgical spirit (ethyl alcohol or ethanol)
13. Call in an approved professional carpet cleaner

HEALTH & SAFETY STATEMENT

Material Content : Wool
 Nylon
 Jute
 Cotton
 Polypropylene
 Anti-Fray Compound

None of the above substances are hazardous to health.
P.C.B.'s are not used
Carpet in roll form is heavy, care should be taken when lifting.



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