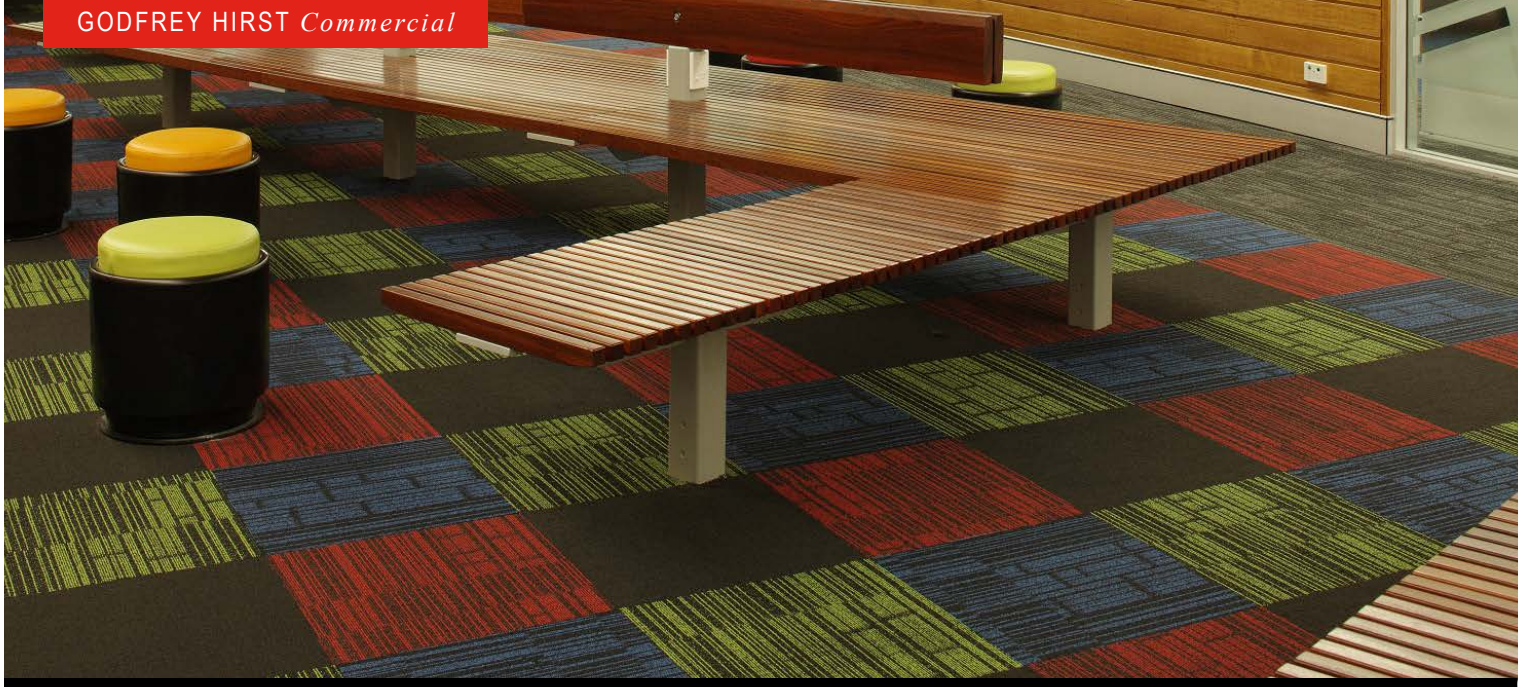


CARPET CLEANING AND MAINTENANCE MANUAL

For commercial carpets and carpet tiles

Godfrey Hirst commercial carpets and carpet tiles are designed to provide a high level of performance in commercial applications. To get the best possible service, regular and systematic maintenance is required. This guide outlines the key requirements for the maintenance of Godfrey Hirst commercial carpets and carpet tiles. A comprehensive carpet maintenance program can significantly increase the performance, appearance and life of the carpet.

PLANNING

Carpet selection

Selecting the right carpet or carpet tile for a specific commercial environment is vital. It is important to select a carpet that is aesthetically appealing and meets the specifications required for the installation application. Consideration of foot traffic volume and location, likely spillage quantity and type must be given.

The maintenance program should be established, where possible, at the same time as the carpet specification. This is because many of the factors which need to be considered in the design and specification of the carpet also need to be considered in the maintenance program. The maintenance needs forecast for a particular project site will in turn influence the design of carpet suitable for that location.

Design factors which need to be considered include carpet pattern, texture and colour, traffic loads, walk-off mats, lift carpets, chair pads and environmental conditions in and around the building. Each of these factors will influence the amount of soiling material that will find its way to the carpet pile. When the right style of carpet is selected and it is a professionally installed, a comprehensive maintenance program will increase the life expectancy and performance of the carpet.

Comprehensive maintenance program

A well planned cleaning program helps to minimise soiling and maintain the condition of the carpet. The purpose of maintenance is to minimise the collection of soiling material and stains in the carpet. The life of the carpet is thereby prolonged in two ways:

- the original appearance of the carpet is kept as long as possible; and
- carpet wear, which is caused by dirt in and on the carpet, is kept to a minimum.

In planning a comprehensive maintenance program, the following elements require consideration:

- Preventative measures
- Cleaning methods and frequency:
    - Regular vacuuming
    - Spot and stain removal
    - Periodic deep cleaning
- Maintenance schedule and records

The maintenance of carpet supplied by Godfrey Hirst shall be performed in accordance with Australian/ New Zealand Standard 3733:1995 'Textile floor coverings - Cleaning maintenance of residential and commercial carpeting' (AS/NZS 3733).

AS/NZS 3733 provides detailed information on a wide variety of cleaning methods and equipment, including spot and stain removal. It provides a guide to planning a maintenance program and cautions against damage from improper cleaning methods and chemicals.

Although some relevant parts of AS/NZS 3733 are highlighted within this guide, it is recommended that both AS/NZS 3733 and this guide be consulted together in planning and carrying out carpet maintenance.

Where provisions of this maintenance guide differ from those of AS/NZS 3733, this guide's provisions shall take precedence.

PREVENTATIVE MEASURES

Prevention maintenance is easier and more economical than the cleaning of soiled carpet.

Keeping out the outside

Soil pickup is minimised by keeping outside areas such as parking areas and pathways as clean as possible.

The provision of a non asphalt entrance to buildings will reduce the amount of asphalt residue brought inside.

Soil control matting (walk off zones)

One of the most efficient ways to reduce carpet damage is soil control matting placed at strategic points such as:

- External entries
- Lift and stairwell entries

- Vending machines
- High spillage areas (e.g. tea rooms)
- Foyers and hallways

Mats of at least six footsteps (approximately 5 metres) from the entrance of a commercial installation will trap approximately 80 percent of soil before it transfers onto the carpet.

Maintenance of soil control matting is just as important as carpet maintenance. Mats should be cleaned at a frequency sufficient to prevent soil accumulating on them being carried through to the carpeted areas.

Chair mats

Desk chairs or trolleys with rollers or castor wheels can be damaging to carpet and underlay. For this reason, good quality chair pads are recommended, to allow free movement of the chair whilst providing protection to the carpet.

Building maintenance/refurbishment

During periods of building maintenance and refurbishment, carpet should be protected from damage by a suitable covering. This will prevent the ingress of soiling material and moisture and should be inspected regularly to ensure condensation does not collect under the cover.

Chemicals

Any chemical or substance to be used on the installation site either specifically for the maintenance of the carpet or in such a manner that they may contact the carpet must be approved by the chemical manufacturer for the use intended. After studying AS/NZS 3733 Appendix A it will be clear that the use of all chemicals and substances must be carefully controlled and supervised to ensure that no damage is caused to the carpet through their use. It is recommended that any chemicals being used carpet be pre-tested on an inconspicuous area prior to use. AS/NZS 3733 Appendix A does not list all potentially damaging substances and chemicals.

CLEANING METHODS AND FREQUENCY

REGULAR VACUUMING

Soil particles, silica and sand can damage carpet fibres through abrasion, wear and discolouration. Walking on soiled carpet enables the soil particles to work their way below the surface of the pile, making them more difficult to remove. Soiling is a cumulative process which if allowed to go too far cannot easily be reversed.

Frequent and thorough vacuuming is the most important component of a comprehensive carpet maintenance program, as it is the most effective way to minimise soiling and prolongs the life and enhances the appearance of the carpet.

Vacuuming should encompass slow, deliberate passes in length and width for maximum effectiveness. The slow movement will allow time for air to circulate through the carpet and extract soil. Several passes should be made over each area to ensure effective removal of soiling material, particularly in heavy traffic areas.

Vacuum cleaning shall be carried out in accordance with the procedures given in AS/NZS 3733 Section 5.3.

Frequency of vacuuming

The frequency of the vacuuming will depend upon the location of the installed carpet, this may be required daily in areas of heavy or frequent traffic flow. Each installation must be assessed and reviewed individually to establish a cleaning regime. Refer to Table 1 below (see also AS/NZS 3733 Section 2.1.2 and Table 2.1) for guidelines.

Usual Traffic Volume	Location	Suggested vacuuming frequency	Minimum vacuum frequency
Light	Executive offices	Traffic areas: 3 times/week Full vacuum: 2 times/week	Traffic areas: 4 times/week Full vacuum: weekly
Medium	Clerical offices, hospital wards, hotel bedrooms	Traffic areas: 2 times/week Full vacuum: 3 times/week	Traffic areas: 3 times/week Full vacuum: 2 times/week
Heavy	Corridors and foyers, retail shops, hotel lounges, classrooms	Traffic areas: daily Full vacuum: daily	Traffic areas: 2 times/week Full vacuum: 3 times/week
Very Heavy	Restaurants, school corridors and public areas	Traffic areas: daily Full vacuum: daily	Traffic areas: daily Full vacuum: daily

Table 1: Vacuuming Frequencies

Equipment selection

Vacuum cleaner performance will directly affect the longevity and presentation of the carpet. Vacuuming should be undertaken using a quality vacuum cleaner with a power head, not turbo head, preferably with dual motors (one motor powering the brush to agitate pile and the second motor providing strong suction).

The pile beater may consist of revolving bristle strips or a beater bar/bristle strip combination. Revolving bristle strips are more suitable for direct stick installations and the beater bar/bristle strip combination is more suited to carpets installed by the traditional conventional installation system over underlay. It is recommended that both types of vacuum cleaner have an adjustable height beater. The height should be checked and adjusted each time the cleaner is used, to ensure that the carpet pile is not damaged by beating that is more vigorous than is necessary.

Carpet sweepers and suction cleaners without beater attachments may be used at any time for surface touch-up. Their use is to be in addition to, not in lieu of, the scheduled vacuum cleaning.

Maintain an adequate supply of vacuum cleaner spare parts. Check and empty vacuum bags frequently, as vacuums lose suction significantly when the bag is too full. Check and replace filters and vacuum belts regularly to keep the vacuum in good working condition.

SPOT AND STAIN REMOVAL

Take immediate action with spills

Immediate attention to spills is the key to successful spot removal. If spills are left unattended they may become extremely difficult, if not impossible, to remove and result in permanent damage and discolouration.

Spot cleaning is to be carried out on a daily basis in all areas in accordance with AS/NZS 3733 Appendix B. If a cleaning contractor is employed, it may be necessary for building maintenance staff to attend to spot and stain removal rather than waiting for the attendance of the contractor, to avoid the setting of stains in the carpet. Spotting kits as described in AS/NZS 3733 Section 3.4 should be made available to maintenance staff for immediate use when necessary.

Please note different spot cleaners are required for different types of spills. E.g. A spot cleaner used for an oil-based stain won't be suitable for cleaning water-based spills. The techniques to be used for specific stains can be found in AS/NZS 3733 Table B1 (wool carpets) and Table B2 (nylon carpet).

Select cleaning products that do not leave oily or sticky residue. Read and comply with the label instructions of the cleaning product and always keep Material Safety Data Sheets (MSDS) available during cleaning. After spot cleaning, ensure that any residual detergent is removed by thoroughly rinsing of the area with clean water. Soiling that reoccurs more than 24 hours following cleaning may often be attributed to detergent residues that were not adequately rinsed.

Never use any cleaning product that contains optical brighteners, bleaching agents or chlorine based cleaning aids. **Ensure any accidental bleach and chlorine spillages are thoroughly rinsed and extracted**. Bleach and chlorine residue left in any carpet will cause fibre degradation over time, resulting in premature pile wear and fibre loss.

Action for spills

1. Immediately remove as much as of the spill as possible. Use a spatula or spoon to scoop up as much substance as possible. Blot with an absorbent white cloth, working from the outer edge towards the centre to avoid the spill spreading. Never rub or scrub abrasively, as a fuzzy area may result.

2. Determine the appropriate method for stain removal as described in AS/NZS 3733 Table B1 (wool carpets) and Table B2 (nylon carpet). Always pre-test cleaning agent on an inconspicuous area of carpet (or a spare piece) to make sure it won't mark. Work from the outer edge of the spill towards the centre and do not scrub.

3. Press the carpet dry with a clean white cloth or white paper towel between each step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the texture of the carpet.

4. After the stain has been treated, dry with several layers of white paper towel. Do not allow the carpet to be walked on until completely dry.

Healthcare carpet spot cleaning

Godfrey Hirst healthcare carpets are designed to withstand the demands of healthcare and aged care installations. Prompt attention to stain and spills will ensure that healthcare carpet retains it look and function over time.

Refer to AS/NZS 3733 Table B2 for instructions on removing stains such as urine (fresh or dry), blood, vomit and mercurochrome (iodine) from healthcare carpets.

Most importantly, whether urine is fresh or dry, hot water extraction using **warm, clean water** is paramount.

PERIODIC DEEP CLEANING

All Godfrey Hirst commercial carpets and carpet tiles should be periodically cleaned using the hot water injection and extraction method (a.k.a. steam cleaning) with a smooth wand attachment, in accordance with the method described in AS/NZS 3733 Section 5.5.3.

Hire a professional

The skill of the operator in applying and extracting the cleaning solution is critical in ensuring carpet is not over wetted, which could cause shrinkage, rapid re-soiling and odour. Steam cleaning should always be performed by a reputable professional cleaner (who professionally accredited) in accordance with AS/NZS 3733 Section 5.5.3.

How often?

Frequency of professional steam cleaning is dependent on the level of traffic, amount and type of soiling and regularity of vacuuming, refer to Table 2 below (see also AS/NZS 3733 Section 2.1.4 and Table 2.1)

Usual Traffic Volume	Location	Suggested steam cleaning frequency	Minimum steam cleaning frequency
Light	Executive offices	Every 18 months	Every 36 months
Medium	Clerical offices, hospital wards, hotel bedrooms	Yearly	Every 2 years
Heavy	Corridors and foyers, retail shops, hotel lounges, classrooms	Every 6 months	Yearly
Very Heavy	Restaurants, school corridors and public areas	Every 3 months	Every 6 months

Table 2: Steam Cleaning Frequencies

Experience with particular locations may indicate that periodic cleaning is required more or less often than those frequencies specified. E.g. Very heavy traffic volume may need to be steam cleaned more than every 3 months, especially if a lighter colour has been installed.

MAINTENANCE SCHEDULE AND RECORDS

The building owner/maintenance manager shall prepare and maintain a schedule showing cleaning frequencies for all areas of the installation, such frequencies to conform to the tables included and referenced in this maintenance guide and AS/NZS 3733.

The schedule should provide for recording of actual work, done and by whom it is performed, and shall be maintained for reference should any cleaning problems arise. The schedule should be amended as necessary when there is a significant change in the pattern of use of any area.

CONTACT

Godfrey Hirst Commercial Department - Head Office

7 Factories Road, South Geelong VIC 3220
Telephone: +61 (0) 3 5225 0222
Facsimile: +61 (0) 3 5228 3999
Email: commercial@godfreyhirst.com
Web: www.godfreyhirst.com

