

Maintenance Specification Guide

Exclusive to all InterfaceFLOR Products

Table of Contents

Introduction	3
Why is Maintenance Important?	
Comprehensive Maintenance Plan	
Identifying your needs	
Frequency Chart	4
Maintenance Techniques	5
Preventative Maintenance	
Chair Pads	
Vacuum Cleaning	
Spot Cleaning	
Dry Extraction	
Crystallizing Application	
Bonnet Cleaning	
Hot Water Extraction	
Cleaning Solutions	9
Floor Care Products	
Maintenance Equipment	10
Vacuum	
Low Moisture Applicator	
Hot Water Extractor	
Miscellaneous Maintenance Issues	12
Indoor Air Quality: Antimicrobial Protection	
Tile Replacement	
Access Floors	
Spot Removal Guide	13
Consultants and Additional References	16

Introduction

Why is maintenance important? By implementing a routine carpet maintenance program, you preserve and maintain your floor covering and extend the life of your carpet investment. Routine care can prolong the need for restorative cleaning. Restorative cleaning is needed when carpet has been neglected and its appearance has degenerated to a point when cleaning is an absolute necessity. Excessive soils and stains may require different methods or a combination of methods to be utilized. However, even restorative cleaning typically will not achieve the desired original beauty and appearance of the floor covering if the carpet has been neglected. Routine care means a longer lasting product. What is important is to implement a maintenance program from the beginning. An effective maintenance program is carefully planned and executed on schedule. There are many factors that can affect the appearance of carpet including color, pattern, yarn fiber, and of course maintenance.

Comprehensive Maintenance Plan

An effective maintenance program consists of five key elements:

- **Preventative Maintenance** – containing the soil entering the building using walk-off mats at entrances. This includes outside matting, inside matting and mats at certain other high traffic interior areas.
- **Vacuuming** - regular vacuuming is the single most important part of a maintenance program. Vacuuming is designed to remove dry soil matter.
- **Spot and Spill Removal** – quick response to spills is the key. The faster spills are dealt with the less chance that it will leave a stain.
- **Interim Cleaning** – several different methods can be utilized. If used regularly, interim cleaning can prolong the need for restorative cleaning.
- **Restorative Cleaning** – deep cleaning designed to remove trapped soils. Hot water extraction is the most effective method and the **only** restorative method recommended by InterfaceFLOR.

Identifying Your Specific Maintenance Needs

Just as various areas of your office or building are subject to different uses, each area demands a different level of maintenance and care. Heavily trafficked areas such as entrances and corridors require more frequent vacuuming and cleaning. Areas around vending machines and desks need daily attention to spills and stains. Also certain areas may require different types of equipment to be used. A comprehensive maintenance program should have a chart or diagram of the building's floor space outlining proper cleaning frequency rates, methods and equipment. This well designed maintenance plan will add years of useful life to your carpet investment.

Commercial Carpet Cleaning Frequency Chart

Traffic Soil Rating	Carpet Owner/ Maintainer		Professional Carpet Cleaner/ Restorer	
	Vacuuming	Spot Cleaning	Interim Maintenance (Between Restorative Cleanings)	Restorative Cleaning
Light <500 foot traffics per day	1 to 2x per week	Daily or as soon as spots are noticed	1 to 3x annually	1 to 2x annually
Medium (moderate) 500-1000 foot traffics per day	Daily in traffic areas. Overall 3 to 4x per week	Daily or as soon as spots are noticed	3 to 6x annually	2 to 4x annually
Heavy 1000 – 2500 foot traffics per day	Daily in traffic areas. Overall 4 to 7x per week	Daily or as soon as spots are noticed	6 to 12x annually	3 to 6x annually
Very Heavy >2500 foot traffics per day	1 to 2x daily in traffic areas. Overall 7x per week	Daily or as soon as spots are noticed	12 to 52x annually	6 to 24x annually

***Recommended frequency guide per IICRC S100
(Institute of Inspection, Cleaning, and Restoration Certification)**

Maintenance Techniques

The maintenance program is designed to prevent soil from reaching the carpet and to remove soil before it causes damage. To keep your carpet clean and looking like new, this soil management program uses a combination of methods. These methods are tailored to your facility's needs. Cleaning frequencies are based on the specific needs of trafficked areas in your facility.

Preventative Maintenance

Maintaining your carpet's appearance means more than choosing the right cleaning method. Choosing the right products up front contributes greatly to the overall performance of your floor covering. The use of walk-off mats helps keep soil from entering the building. Outside mats are designed to scrape dirt and debris off shoes while interior mats are designed to remove smaller soil particles as well as help absorb moisture. Interior walk-off mats should extend a minimum of six feet inside the entrance. At 15 feet, these mats can effectively remove 80% of soil and moisture before it reaches the carpet. Mats can also be effective in other interior areas including elevators, around water coolers and food station areas, and at stair thresholds. Walk-off matting should be maintained the same way as interior carpet using the frequency guidelines for 'Very Heavy' based on the chart on page 4.

Chair Pads

Chair pads are **NOT** required with any InterfaceFLOR carpet.

Vacuum Cleaning

A good vacuuming program is essential to the success of your carpet maintenance efforts. Effective daily vacuuming reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile particularly for cut pile carpet. Proper equipment and technique are critical to the success of a vacuuming program.

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. In most cases upright vacuum cleaners are advised; canister and backpack type machines without brushes and riding sweepers with rotary brushes are generally not recommended. Vacuums with top loading soil bags and HEPA filters are highly recommended as are those that are Green Label certified by The Carpet and Rug Institute. For a list of these certified vacuum cleaners see the CRI website at www.carpet-rug.org.

The frequency of vacuuming is determined by visual inspection, but should be done daily. Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming. Vacuuming these areas more than

once a day will help prevent soil from being tracked into other areas. The procedure for thorough vacuuming is using slow overlapping strokes making sure that the entire carpet surface is covered. Strokes should be no longer than 2 -3 feet in length to avoid constant bending.

NOTE: FOR FLOR S AND SUPER FLOR PRODUCTS A SUCTION ONLY VACUUM IS RECOMMENDED OR IF EQUIPPED, USE THE SUCTION ONLY SETTING ON A STANDARD UPRIGHT.

Spot Cleaning (NYLON CARPETS ONLY)

Daily removal of spots and spills helps maintain the carpet's appearance between scheduled cleanings. Immediate action against spots and spills also reduces the probability of a permanent stain. It is important to use solutions that are appropriate for the specific type of spot or spill – water based, oil based, or solids including gum. Use spotting solutions sparingly and always try to remove the spot with water only before using a spotting solution. If available, using a portable extractor will significantly improve the ability to remove spots.

Treating Water-Based Spots

For liquid spills, blot up as much of the liquid as possible with a clean white cloth. If the spill is semi-solid or has hardened, gently scrape it with a spoon or spatula and then blot the spot with a damp sponge. Always work from the edge of the spot towards the center. Never rub across a wet spill in a manner that causes the stain or contamination to be spread from the original area.

If spot remains after using water, refer to our spotting guide and choose the appropriate solution. Apply a minimal amount of solution and using a hand brush, gently agitate the solution. Rinse with water and allow the area to dry about 1 hour and then vacuum. Repeat the application if necessary. Protect the freshly cleaned area until the carpet is completely dry. Do not brush aggressively on the spot.

Treating Oil-Based Spots

When removing oily stains such as paint, grease, tar, asphalt, always check for color fastness by applying your cleaning solution to an inconspicuous area of the carpet. Spray or pour the solvent onto a white cloth and press it onto the carpet. Check the cloth for any evidence of dye transfer to the cloth. If color transfer is evident, do not use the solution. If colorfastness is not a problem, apply your solution sparingly to a clean white cloth and press the cloth onto the spot.

Again, do not rub across the stain, but wipe gently from the outer edge toward the center of the spot. Repeat the procedure until the spot has been removed. Rinse with water and allow the area to dry about 1 hour and then vacuum. Protect the freshly cleaned area until the carpet is completely dry.

NOTE: IF AVAILABLE, A SMALL PORTABLE EXTRACTOR MAKES THE TASK OF FLUSHING SPOT AND REMOVING EXCESS MOISTURE MUCH EASIER. IF STAIN CANNOT BE REMOVED PLEASE CONTACT AN INTERFACE CONSULTANT.

Interim Cleaning

Dry Extraction

The low moisture dry extraction method is a safe, easy, and effective method for handling maintenance on a regular basis. The procedure uses a moist compound (powder) that does not leave the carpet wet and allows for immediate access and traffic once the procedure is

complete.

Follow this process for dry extraction: Thoroughly vacuum the carpet. Spread extraction compound on the carpet and then agitate using a low moisture applicator with counter rotating brushes to gently brush the moist compound into the fiber, dislodging and dispersing accumulated soil. Allow 30 minutes for drying before thoroughly vacuuming compound and soil from the carpet. For best results in removing particulate matter use a commercial-grade upright vacuum with HEPA filters.

Crystallizing Application (Dry Foam or Encapsulation)

The crystallizing method of maintenance is a low moisture procedure similar in some respects to the dry extraction method but instead of using the powder, a liquid encapsulation solution is used. Benefits include immediate access to the area without the necessity of extended drying time.

Follow this procedure for crystallizing application: Thoroughly vacuum the carpet. Apply the encapsulation solution using an electric sprayer or a simple pump-up garden type sprayer. Agitate the carpet pile using a low moisture applicator with counter rotating brushes to gently brush the solution into the fiber, dislodging and dispersing accumulated soil. Allow time for the solution to dry. Drying time will vary accordingly to several factors including humidity, air flow and air temperature but can normally be expected to be 30 - 60 minutes. Finish with vacuuming. This process is designed to encapsulate the soil as the solution dries forming small crystals that can easily be vacuumed out of the carpet.

NOTE: FOR FLOR S AND SUPER FLOR PRODUCTS, HOT WATER EXTRACTION IS THE ONLY RECOMMENDED CLEANING PROCEDURE.

Bonnet Cleaning

NOTE: USE OF A BONNET OR ANY OTHER TYPE OF ROTARY MACHINE FOR CLEANING OR DRYING IS NOT RECOMMENDED AND MAY VOID ALL WARRANTIES.

Hot Water Extraction

As with all other maintenance methods, always prepare the carpet by vacuuming.

Hot water extraction is an effective method for removing heavy soil and residue from carpeting. Start by applying a detergent pre-spray appropriate for carpet using an electric or pump type sprayer. Agitate the pre-spray with a low moisture applicator. Using only clean water in the extractor, thoroughly rinse the carpet. For heavily soiled high-traffic areas the addition of a minimal amount of detergent designed for extractors can be added to the clean water tank. The hot water extraction method injects water into the carpet. The injected water suspends the soil and contaminants in the solution for easy removal by the built-in vacuum system.

The recommended technique: Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately three to five feet (or at a comfortable distance). Release the solution valve

before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible.

Overlap approximately two inches on the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet.

NOTE: ALTHOUGH IT IS RECOMMENDED THAT WATER TEMPERATURE RANGE BETWEEN 110° AND 130° F, USING WATER WITH TEMPERATURES ABOVE THAT RANGE WILL NOT CAUSE ANY DAMAGE TO OUR PRODUCTS .

Make sure HVAC system is on and use drying fans (air movers) on wet areas during and after cleaning to allow the carpet to dry completely. Complete the procedure with a thorough vacuuming.

NOTE: DRYING TIMES WILL VARY BASED ON INTERNAL AND EXTERNAL ENVIRONMENTAL CONDITIONS. PLAN ON A MINIMUM OF 3 HOURS UNDER NORMAL CONDITIONS. DO NOT ALLOW FOOT TRAFFIC ON THE CARPET UNTIL IT IS DRY. ALLOWING FOOT TRAFFIC BEFORE CARPET IS DRY CAN CAUSE FIBER DAMAGE AND RAPID RE-SOILING.

Cleaning Solutions

Some commercial carpet cleaning solutions are very harsh and can damage the carpet fiber. It is important to select solutions that meet the basic standards outlined here and to evaluate each product before using it.

InterfaceFLOR brand carpet may be maintained using a number of widely recognized and readily available carpet cleaning agents. Some cleaners have actually earned the Carpet & Rug Institute's Seal of Approval. For a list of these certified cleaning solutions see the CRI website at www.carpet-rug.org. Always follow the manufacturer's recommended guidelines for using any cleaning solution. Avoid products with pH levels over 9.5 and products that contain toxic or flammable solvents. Do not use oil-based defoamers of any kind. Detergents designed for use in hot water extraction equipment should not contain an oil-based defoamer and caution should be used with the amount of detergent added. Oil based defoamers have the potential to leave oily residues and adding too much detergent could leave excess detergent on the carpet. Both scenarios will lead to rapid re-soiling and the need for more frequent cleanings. In addition, cleaning solutions containing optical brighteners should not be used. Optical brighteners can adversely affect the coloration of carpet and lead to premature aging or yellowing of the carpet.

Cleaning solutions used for Interim and/or Restorative cleaning should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount in a clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterized as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky, or in waxy flakes, the solution is not acceptable since it would likely contribute to rapid re-soiling.

Spotting solutions should be used as needed and should be flushed out with clean water after the spot has been treated.

Maintenance Equipment

Using the right equipment is as important as using the right cleaning solutions and the best techniques. These guidelines provide the basic technical specifications you need for key pieces of carpet maintenance equipment.

Vacuum (For twin motor uprights)

Power	• 8 amp
Filtration	• Down to .3 microns or lower
Vacuum	• 60 " waterlift-motor or better @ 90+ cfm
Brush	• Toothed belt drive preferred • Brush speed 2,500 - 5000 rpm • Brush diameter 2" - 3½" • Brush height adjustment essential; self-adjusting design preferred
Working Width	• 15" - 22"
Dust Bag Capacity	• 300 - 400 cubic inches

NOTE: VACUUM CLEANER SHOULD HAVE THE CARPET AND RUG INSTITUTE'S SEAL OF APPROVAL THROUGH THEIR SEAL OF APPROVAL/GREEN LABEL CERTIFICATION PROGRAM. TOP-LOADING DUST BAG MACHINES WITH HEPA FILTERS ARE STRONGLY RECOMMENDED. BATTERY POWERED VACUUM CLEANERS ARE NOT RECOMMENDED.

Low Moisture Applicator

Power	• 2-8 amp
Width	• 12 " - 22"
Brushes (2)	• 10 " - 20 " Counter-rotating
Brush speed	• 400 rpm

Hot Water Extractor

Power	• 10 - 15 amp
Fluid Delivery	• (minimum) ½ gallons/minute 50-100 psi
Tanks	• 8-20 gallon solution • 8-20 gallon recovery
Vacuum	• 100 " - 140 " water lift at around 90-100 cfm
Vacuum Shoe	• 11 " - 18 " wide
Wheels	• Non-marking 4 " - 10 " diameter

NOTE: ALTHOUGH TRUCK-MOUNTED UNITS GENERALLY GIVE OPTIMAL PERFORMANCE, HIGH QUALITY SELF-CONTAINED UNITS ARE EQUALLY AS EFFECTIVE AND ARE THE PREFERRED METHOD FOR MOST COMMERCIAL ACCOUNTS.

Miscellaneous Maintenance Issues

Indoor Air Quality: Antimicrobial Protection

Indoor air quality problems cost North America more than \$100 billion each year in health care, absenteeism, lost production time, and lost revenue. Microorganisms have been identified as a major cause of common indoor air quality issues. Although all InterfaceFLOR products have the patented antimicrobial treatment Intersept, regular maintenance of your floor covering can assist in the reduction of microorganisms in your floor covering.

Tile Replacement

Tiles that become badly stained or damaged can be replaced from shelf stock. Tiles can be removed by slipping a knife edge under one corner and peeling it from the floor. Be sure that the face pile of the surrounding tiles are brushed upright and that the replacement is fitted carefully to prevent pile fibers from becoming trapped between joints. Carpet tiles taken from shelf stock will likely have a newer appearance than the ones being replaced. If new tiles stand out in sharp contrast to surrounding older tiles, you may want to shuffle them around. Place the new tile(s) in less visible areas, and place the aged, undamaged tiles in a more visible area.

InterfaceFLOR's i2 products are specifically designed for tile replacement. These products can be inserted into an existing floor of the same style with no noticeable appearance of a new tile. This is the perfect solution for those tiles that have a permanent stain. Selective replacement of tiles can also be an effective maintenance procedure. During times of constant traffic such as in a cafeteria during lunch, tiles that have a spot can be replaced with a new tile. The dirty tile can then be cleaned at a later time and reused.

Access Floors

Where applicable, contact should be made with the relevant access floor manufacturer for recommendations for carpet cleaning directions in relation to the methods and techniques recommended herein. Low moisture methods and techniques are generally preferred.

Spot Removal Guide

The chart below is a guideline to spot removal. Follow each step in order, proceeding to the next step only if the previous step failed to remove the stain. The use of a portable extractor with water is highly recommended for a first attempt at spot removal and can be used after each step to flush solution. For unknown spots use water first then try dry cleaning solvent, followed by detergent solution.

If you cannot remove the spot following these guidelines, call InterfaceFLOR maintenance support at 1.800.336.0225, ext. 6268

Spotting Solutions

- 1. Detergent Solution** - Mix 1/4 teaspoon colorless mild detergent in 1 cup water.
- 2. Ammonia Solution** - Mix 1 tablespoon clear household ammonia in 1/2 cup water.
- 3. Vinegar Solution** - Mix 1/3 cup white household vinegar in 2/3 cup water.
- 4. Dry Cleaning Solvent** - Apply isopropyl alcohol (standard rubbing alcohol) to clean cloth and blot. DO NOT apply directly on carpet.

Beer	1	3	
Blood	1	2	
Butter & Margarine	4	1	
Candle Wax	Scrape away as much as possible with a spoon or dull knife.	4	
Catsup/ Tomato Sauce	1	2	
Chewing Gum	Harden gum with ice until brittle enough to scrape away with a spoon or dull knife.	4 or use a commercial chewing gum remover.	
Chocolate	Scrape away as much as possible with a spoon or dull knife.	1	2
Cocktails	1	3	
Coffee	1	3	
Cough Syrup	1	2	

Crayons	Scrape away as much as possible with a spoon or dull knife	4	
Egg (raw)	Blot up as much as possible.	1	2
Food Coloring	1, until color no longer transfers to towel.	2	
Fruit Juice	1	2	
Furniture Stain	4		
Glue	1	4	
Grass	1		
Gravy	1	2	
Greases	Scrape away as much as possible with a spoon or dull knife	4	
Ice Cream	1	2	
Ink (Ballpoint)	4		
Ink (India)	4		
Jam and Jelly	1	2	
Lipstick	Scrape away as much as possible with a spoon or dull knife	2	
Merthiolate & Mercurochrome	1	2	
Mildew	1	2	
Milk	1	2	
Mucilage	1	2	
Mud	Scrape away as much as possible with a spoon or dull knife	1	2
Mustard	1	3	
Nail Polish	4	Apply amyl acetate or non-acetone based nail polish remover to cloth and blot. PRETEST FIRST.	
Oils	4		
Paint (Oil-Based)	4		
Paint (Water-Based)	1	2	

Rubber Cement	Roll the glue off if it has hardened sufficiently.	4	
Rust	Apply rust remover or warm oxalic acid solution for 10-15 minutes	2	
Shoe Polish	4		
Soft Drinks	1	2	
Soot	1	4	
Tar & Asphalt	Scrape away as much as possible with a spoon or dull knife	4	
Toothpaste	1	3	
Urine	Blot up as much as possible if still wet.	1	3
Vomit	Blot up as much as possible if still wet.	1	2
Wine	1	3	

Consultants

For more information about carpet maintenance, please contact one of the following consultants:

www.interfaceflor.com

United States

Mark French

706-812-6268

(vm) 800-336-0225 x 6268

(fax) 706-884-8669

mark.french@interfaceflor.com

InterfaceFLOR

1603 Executive Dr

LaGrange, GA 30240

Canada

Steven Twiss

613-966-8090

(vm) 800-336-0225 x 2117

(fax) 613-966-8645

steven.twiss@interfaceflor.ca

InterfaceFLOR

233 Lahr Drive

Belleville, ON K8N 5S2

Additional References

Carpet and Rug Institute - www.carpet-rug.org

The Institute of Inspection, Cleaning and Restoration Certification - www.iicrc.org