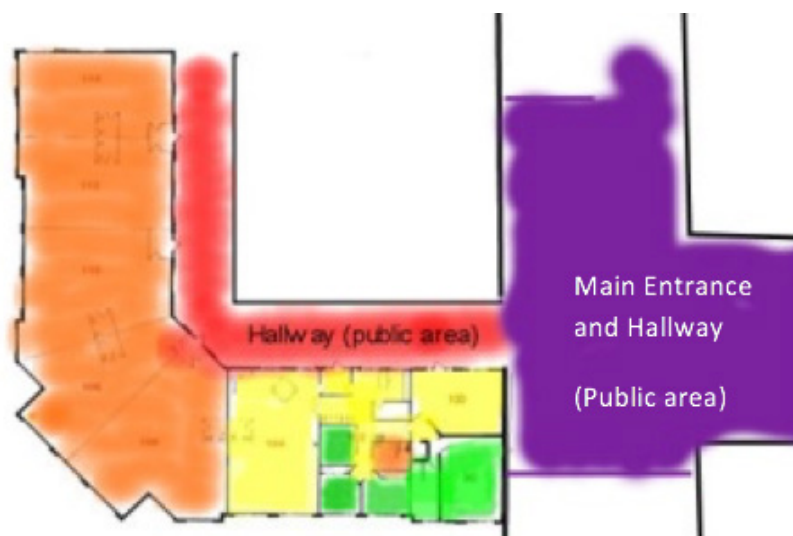


CARPET CARE AND CLEANING






CLEANING

OVERVIEW

- Carpet is generally the first thing seen by the client, customer, patient or team. Carpet is an asset and not a liability. All too often carpet is viewed as inferior because it is “so hard to clean” and “the spots keep coming back”. 99% of the time the reason the carpet is hard to clean and spots come back are due to improper maintenance. It may be necessary to look outside your box for the technique we will discuss.
- Clean means a high level of appearance without odor. Maintaining carpet to a high level of appearance at a reasonable cost and without disruption reinforces the value of carpet.
- Many maintenance technicians consider carpet to be a liability and would prefer that it would be replaced by hard surface covering such as wood, marble or terrazzo. Why these technicians consider this important asset to the liability generally stems from bad past experiences—improper or inadequate maintenance are the culprits.
- When carpet looks dirty it is too late to be conservative in cleaning. It is our goal to ensure that carpet never looks dirty. To achieve this goal we will rely upon vacuuming, daily spotting, routine low moisture cleaning and pile lifting as well as periodic hot water extraction. Each of these techniques will be discussed in detail. It is each of our responsibilities to keep our carpets looking fresh and clean.
- The carpet area of every building can be broken down into three, four or five distinct area types. These types are categorized primarily based on foot traffic. Foot traffic and spills drive the frequency and type of cleaning required. Each category is color coded on diagrams of the floor. A simple diagram is provided for your information.



- Green. This color represents the lowest traffic load and therefore requires the least frequent attention. It is reserved for dead end areas with a foot traffic load is less than 20 per day. Refer to the enclosed chart for the frequency and type of cleaning required.
- Yellow is used to refer to those areas with a foot traffic load of no more than 100 per day. Refer to the enclosed chart for the frequency and type of cleaning required.
- Orange. This category represents more intense traffic load and spotting. Areas that fall under this category include but are not limited to connecting hall way, conference rooms and waiting areas. Refer to the enclosed chart for the frequency and type of cleaning required.
- Red. All other areas public areas will require my much more frequent attention to the high traffic load and or potential for spill. Areas in this category include main hallway, restaurants, feeding arteries, restroom areas and others deemed necessary by management.
- Troublesome areas requiring constant care.

COLOR CODING	AMOUNT OF TRAFFIC	TRAFFIC	VACUUM FREQUENCY	INTERIM CLEANING FREQUENCY	DEEP CLEANING FREQUENCY
	Light	Office area with one worker	Light	1 to 2 times a year	None
	Moderate	Up to 500	Moderate	Quarterly	None to once per year
	Heavy	500 to 1000	Heavy	Every other month	Once per year
	Extra Heavy	1000 to 2000	Extra Heavy	Monthly	Once per year
	Extremely Heavy	Over 20000	Extremely Heavy	Bi-weekly	Twice per year

DEFINITIONS

- Dry extraction – the removal of soil from carpet without the use of moisture. The vacuum cleaner is a dry extractor
- Misting – Using a spray bottle from a distance not less than 24 inches and not more than 36 inches from the carpet, squeeze the trigger 3 to 4 times in the direction of the area to be covered. If using a hand pump up spray canister, waive the wand over the area two times.
- Low moisture pile lifting and cleaning. This is the process of using the XL North’s wet ‘n dry XLeator dual cylindrical scrubber and liquid grab green to enhance the appearance of the carpet without large amounts of moisture. Depending upon the soil load 6 to 12 ounces of liquid grab green are added to a gallon of water. 1 gallon of water should treat between 750 to 1000 square feet. The scrubber carries the cleaning solution deep into the pile, lifts the pile and simultaneously brings soil to the surface where it is captured in the on board recovery tray. Liquid grab green dries to 100% crystalline structure that is removed by dry extraction (vacuuming).
- Wet extraction - the removal of soil from carpet by flushing the carpet with large amounts of water and using a suction attachment to recover water and soil.
- Wickback - as carpet dries, it dries from the tips. This causes moisture from below to travel up the fiber so it too can evaporate. This moisture carries with it any discoloration from below. The discoloration or staining material does not evaporate and is deposited on the surface of the fiber causing the spot to reappear.
- Pile lifting – a process by which the pile of the carpet is lifted upward. This process eliminates matting.

PROCEDURES

Adherence to frequencies and procedures is key to retaining a like new appearance.

SPOTTING

Spotting is nothing more than carpet cleaning a small area. However if there's a large spill it may be necessary to lift the moisture out of the carpet with hot water BEXTSpot Pro from Clarke to rinse and lift out the spill. Do not apply any chemistry through the extractor onto the spot. Chemical and agitation will be discussed shortly.

Most instructions tell you to determine what the spot is before treating it. Determining the source of a spot can be difficult. Odor and taste can be used to determine the source however it may be infeasible to either smell or taste the residue. Our approach will be to use the most gentle spotter first and build up to more powerful specialty spotters if required. We use the following:



BEXTSpot Pro® Portable Carpet Spotter

- Compact and lightweight
- Built-in transport wheels
- 4.5 inch clear hand tool to view soil removal with 8 foot hose
- 1 gallon easy-fill solution tank

- Agitator brush - this brush is used to scrub/agitate the carpet. It allows the operator to stand upright and keeps the operator upright keeping him or her off hands and knees. The handle is adjustable and length from 34 inches to 50 inches. The brush head is in the form of a cylinder with two different bristle sets—one side is aggressive and the other side is easy. For commercial carpet we will use the aggressive side.
- Grab Carpet Spotter – A professional grade water based cleaner ideal for every day organic spots and stains. The encapsulating technology of this spotter allows for penetration and encapsulation of spots and stains. It dries quickly and is easily removed through dry extraction. It's safe for nylon, wool and other stain resistant carpets and rugs.
 1. Using the Grab Carpet Spotter bottle with trigger, lightly mist the spot and immediate surrounding area.
 2. Scrub/agitate the misted area using the XL agitator brush. Work the area in a north-south and east-west manner. This crisscross scrubbing action insures deep penetration and complete fiber coverage.
 3. If the spot is still apparent, leave it for a few minutes and retreat it a second time. Two light misting and scrub are better than one heavy misting and scrub.
 4. If the spot still remains notify your supervisor. A heavier duty spotting chemical may be required.
- Grab stain remover - stain remover as a multipurpose product they can remove odors and lift red dye, chocolate, wine, cola and other acid based stains.
 1. Literally spray the spot and immediate surrounding area.
 2. Using a twisting motion blot the dampened spot with a white towel until no more color transfers to the towel.
 3. Repeat as required.
 4. If unable to remove the spot, notify your supervisor.



technology

1. Using the Grab Grease and Oil Remover bottle with trigger, lightly mist the spot and immediate surrounding area.
 2. With a twisting motion blot the dampened spot with a white towel. Repeat until no more color transfers to the towel.
 3. If the spot is still apparent and no color is transferring to the Towel, leave it for a few minutes and retreat it a second time.
 4. If unable to remove the spot notify your supervisor.
- Gum removal can be handled in a couple of different ways.
 1. One way is to freeze it and chip it away. A small amount of sticky residue may remain so treat the area with Grab cleaner 4200. Lightly mist the area with the Grab Cleaner 4200 and with a twisting motion blot the liquid and remaining residue until no more transfers to the towel. Follow-up with Grab Carpet Spotter and your agitator brush to remove any residual organic matter.
 2. Grab Cleaner 4200 can be used to soften and breakdown gum. Gum that has been down for long periods of time has a hard crust. This crust needs to be fractured in order for the chemicals to come in contact with a gum. Use a scrapper or spatula to break the surface open then apply grab cleaner 4200. Let the cleaner stand to enable it to emulsify the gum. With a twisting motion blot up the residue. Repeat if required. Follow-up with Grab Carpet Spotter and your agitator brush to remove any residual organic matter.
 - There are others techniques available but their use should be reserved for the professional carpet cleaner. Contact your supervisor for instructions when unable to remove a spot or stain.



VACUUMING

Routine vacuuming is probably the most important part of carpet care. It removes surface Clutter and non-sticky soil from the fiber. In addition it serves as an intern pile lifter.

- Vacuums with bags – check the amount of soil and debris in the bag at least daily. Change the bag when it becomes more than half full. This will ensure maximum recovery and performance from the vacuum cleaner.
- Four strokes for the vacuum cleaner are optimum with two strokes north south and two strokes east west. Fewer strokes may be necessary due to time constraints. In no instance should they be less than one forward and one backward stroke.
- Use a “gold” Seal of Approval vacuum.



LOW MOISTURE PILE LIFTING AND CLEANING

This is interim cleaning at its best. The goal of low moisture pile lifting and cleaning is to keep the carpet attractive and odor free. If done on a frequent basis it allows us to postpone disruptive hot water extraction for long periods of time. This method employs the following:

- Dual cylindrical brush scrubber. The two brushes on this machine turn toward one another lifting the pile and agitating/massaging the fiber to break down the soil and the oils that hold it onto the fiber. The machine being used is a wet or dry unit that can be used for low moisture cleaning and also for scrubbing tile and grout in a wet environment . It comes with a set of recovery trays that are very effective and picking up debris and fuzz from the carpet.
- Its brushes turn at slightly less than 400 RPM which is a carpet safe RPM. The scrubber was not designed to remove dirt. Its purpose is to prepare the dirt for removal by the vacuum cleaner.



Vacuum cleaner removal is called dry extraction.

- The cleaning agent. We will use liquid grab green produced by XL north. It is a Design for the Environment approved green low moisture encapsulant designed to be used with the dual cylindrical brush scrubber mentioned above.



Procedures

- Mix 12 ounces of liquid grab green concentrate on gallon of water and clean, standard pump up sprayer.
- Hold the spray nozzle 12 to 18 inches from the carpet and apply liquid grab green to an area of approximately 50 to 100 SQ feet. This type of spray is called misting, you're merely dampening the surface not wetting it. One gallon of mixture cleans approximately 1000 SQ feet for routine cleaning. Extra heavy soil loads will cut that coverage almost in half.
- Immediately work liquid grab green into the carpet using the wet and dry XLERATOR.
- Caution - do not allow the liquid grab green to dry before scrubbing. There is no dwell time required.
- Follow up by vacuuming. It is not necessary to vacuum immediately it can be done at the next scheduled vacuuming cycle.



HIGH PERFORMANCE HOT WATER EXTRACTION

From time to time it may be necessary to thoroughly rinse the carpet. This activity will only be done when it is determined that low moisture pile lifting and cleaning is unable to keep up with the dirt.

- Equipment
 - Dual cylindrical brush scrubber. Here we will use the same scrubber featured in the low moisture program.
 - ET700 Heated Portable Extractor
- Chemicals
 - In this cleaning regime, the extractor is only used as a rinsing tool. Therefore only plain water and perhaps a small amount of defoamer will be used in the solution tank.



We will rely upon a Pre-spray. Since we will encounter wool carpet, we want to use a Pre-spray that is compatible with wool. We will use Johnson Diversity Heavy-Duty Carpet Prespray (item 4266) and a dilution ratio of 1 to 12. This Prespray has a neutral pH and is safe on all carpets. It offers good penetration to loosen embedded soils.

- Procedures:
 - In the sprayer add 12 ounces of 4266 Prespray to each gallon of water. Remember to always add the cleaning chemistry to the water and not vice versa.
 - Pre-spray the solution onto the carpet at a rate of 1 gallon per every 500 SQ feet.
 - Immediately work the cleaning solution into the carpet using the wet and dry XLERATOR scrubber. North-south and east west passes will ensure maximum effectiveness and penetration.

4. Allow the solution to dwell in the carpet for no more than 10 minutes before rinsing with the extractor.
5. Two wet passes along with four dry passes should be adequate to suspend soil and any remaining chemical solution.
6. To accelerate drying use blowers.



To obtain a copy of this maintenance guide or for additional information regarding maintenance of Encore Hospitality Carpets, contact Richard Heaver, rheaver@encorehospitalitycarpet.com, 844-225-3100.