



## COMMERCIAL CARPET CARE



## FIVE KEYS TO EFFECTIVE MAINTENANCE



### PREVENTIVE MAINTENANCE

Dirt is everywhere. Keeping it out of buildings is easier and less expensive than removing it.



### VACUUMING

Regular vacuuming is the most important part of any maintenance program.



### SPOT REMOVAL

Spots are inevitable, but they don't have to be permanent. Remove a spill quickly and it's less likely to become a stain.



### INTERIM CLEANING

Scheduled pile lifting, vacuuming, spot extraction, or dry cleaning in high traffic areas can help the carpet retain appearance and improve performance.



### RESTORATIVE / DEEP CLEANING

No matter how conscientiously you work at it, daily maintenance will still leave some soil behind. Periodic deep cleaning, using hot water extraction, is most effective at removing embedded abrasive soil.



## PREVENTIVE MAINTENANCE

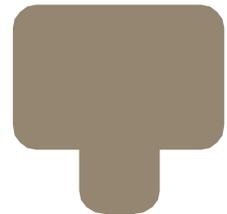
Using walk-off mats will significantly reduce your maintenance costs. Mats trap soil and make it easier to keep soil out, of carpet which is less expensive than removing it.

### **MAT FACTS**

- Place mats outside, in foyers and inside for best results.
- Today mats and removable grates are available to fit any type of entrance.

### **CHAIR MATS**

- The use of chair mats prevents casters from grinding soil into the carpet and breaking down the carpet's fibers.
- The Mohawk Group strongly recommends the use of protective chair mats for optimal carpet performance.





## VACUUMING

Vacuuming is the most effective way to remove soil. How often you vacuum is influenced by soil type and traffic patterns. Entry areas usually have high levels of dirt and sand, while less-traveled areas will require less frequent vacuuming. Please refer to frequency chart for effective vacuuming.

### PROPER VACUUMING METHODS AND TECHNIQUES

- A slow pass against the carpet pile is more effective than several quick strokes.
- Heavy traffic areas may require multiple passes (forward and backward) to sufficiently extract embedded soil.
- A vacuum brush will open up the tufts.
  - Agitation will loosen the soil.
  - Slow movement allows time for air to circulate through the face yarn and extract soil.

### RECOMMENDED EQUIPMENT

- 2 Motor Upright Vacuum with Rotary Brush.
- Proper vacuum set up should extend the rotary brushes 1/8" below the casing.
- Periodically check brushes for wear.
- For maximum efficiency, change disposable bag when it is half full. When a vacuum bag is over half full it loses 80% efficiency.
- Carpet is more efficiently cleaned when using a vacuum with a beater bar.

### VACUUMING FREQUENCY TO PROPERLY REMOVE SOIL

AREA	TRAFFIC CONDITION	VACUUMING FREQUENCY
Entry	Heavy	Daily
Ground Floor Halls	Heavy	Daily
Above Ground Halls	Medium	3 times per week
Administrative Offices	Medium	3 times per week
Classrooms	Medium	3 times per week
General Office Areas	Medium	3 times per week
School Corridors	Medium	3 times per week
Boardrooms	Light	Weekly
Conference Rooms	Light	Weekly
Executive Offices	Light	Weekly





## SPOT REMOVAL

Spills should be extracted or blotted up and rinsed with water immediately. Absorbent powders or spotters should then be applied and rinsed thoroughly with clear water. Always work from the edge towards the center of the spill. Never rub, it may spread the stain.

### MOST COMMON TYPES OF SPOTS

**CATEGORY "A" STAINS** are water-based stains such as catsup, fruit juice, etc.

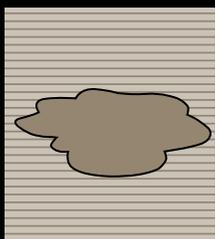
**CATEGORY "B" STAINS** are petroleum-based stains such as grease, oil, shoe polish, etc.

**CATEGORY "C" STAINS** are coffee and tea-based stains.

**CATEGORY "D" STAINS** are biological stains such as blood, urine, vomit, etc.

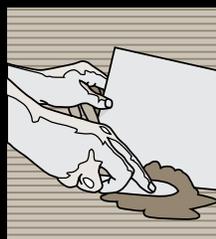
### THE MECHANICS OF SPOT REMOVAL

1



Identify the spill

2



Blot or scrape  
up the substance

\*Do not scrub

3



Rinse with water

4



Apply cleaning  
solution

5



Agitate gently

\*Start at the edge and  
work in

**PROCEDURES TO USE IN THE MOST COMMON TYPES OF SPOTS:**

**CATEGORY "A" STAINS**

**STEP 1**

Blot or extract to remove substance. Rinse thoroughly with clear water. Apply an all-purpose cleaning solution sparingly and gently agitate the stained area. Blot or extract to remove substance. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

**STEP 2**

Repeat if necessary.

**CATEGORY "B" STAINS**

**STEP 1**

Blot or extract to remove substance. Try implementing cleaning procedure for Category "A" stain using an all-purpose cleaner.

**STEP 2**

Blot or extract to remove substance. Apply only enough cleaning fluid to dampen the stained area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Repeat as long as the stain continues to transfer from the carpet to the towel. Rinse thoroughly with clear water. Blot or extract to remove excess moisture.

**STEP 3**

Apply a specific POG (Paint, Oil and Grease) Cleaner sparingly to the stained area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Blot or extract to remove excess moisture.

**CATEGORY "C" STAINS**

**STEP 1**

Blot or extract to remove substance. Rinse thoroughly with clear water. Apply coffee stain remover according to manufacturer's recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

**CATEGORY "D" STAINS**

**STEP 1**

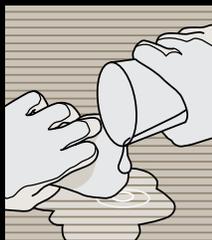
Blot or extract to remove substance. Rinse thoroughly with clear water. Apply an alkaline disinfectant type cleaner (not to exceed 10pH) according to manufacturer's recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

**6**



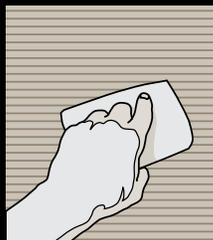
**Blot or extract**

**7**



**Final rinse with water**

**8**



**Blot or extract the water**

STAIN	CATEGORY
Asphalt	B *
Ball Point Pen	A
Beer	A
Bleach	A
Blood	D
Brass Stain	A
Betadine	B *
Butter	B
Calcium Chloride (De-Icer)	A
Candle	B
Candy	A
Carbolic Acid (Disinfectant)	A
Carbon, Black	B
Catsup	A
Cement, Building	A
Cement, Contact	B
Chewing Gum	A
Children's Drink Mix	A
Chocolate	A
Cigarette Burn	A
Clay	A
Coke	A
Coffee	C *
Copier Toner	Vacuum only
Cosmetics	B
Glue, Latex	B
Grass	A
Grease	B *
Ink, Copying	B
Ink, Permanent	B
Mildew	A
Oil	B *
Paint, Latex	A
Paint, Oil	B *
Peanut Butter	A
Perfume	A
Salad Dressing	B
Shoe Polish	B
Soy Sauce	B
Tea	C *
Tomato Juice	A
Tomato Paste	A
Urine	D
Vomit	D
Wine	A

\* These difficult stains must be treated immediately to ensure removal of the stain.



INTERIM

Regular interim and deep cleaning methods will help your carpet look better and last longer.

**EFFECTIVE INTERIM CLEANING INCLUDES:**

- Pile lifting and vacuuming
- Wet or dry spot cleaning
- Dry cleaning or hot water extraction in high traffic areas

**METHOD**

For interim cleaning Mohawk recognizes that there are many dry cleaning methods available in the marketplace. We suggest that you analyze several methods for effectiveness and cost to determine which best suits your particular needs.

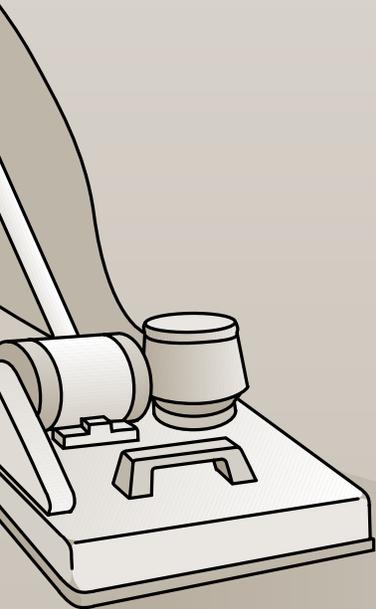
An effective dry cleaning method involves the application of a dry cleaning substance that dissolves and absorbs both water and oil based soils, holding them until they are removed by vacuuming. The cleaning agent contacts all surfaces of the soiled carpet fibers, breaking down the bond that causes the soil to stick to the carpet fibers.

- Thoroughly pre-vacuum all areas, paying particular attention to the heavily soiled areas.
- Apply cleaner only to soiled areas.
- Brush the cleaner gently through the carpet to remove stains and soil.
- Vacuum up the loose soil and the cleaning agent.

**CAUTION:** Mohawk does not recommend the use of a spin bonnett, as it can damage the fibers in your carpet. Use will void any warranties.

**DRY EXTRACTION METHOD**

The Dry Extraction Method utilizes small porous particles saturated with cleaning solvent and/or detergent that absorb soil and grime from carpet fiber. It can be used to keep traffic lanes clean between water extraction cleanings, as well as where constant traffic doesn't allow ample drying time for a wet system. Closely follow the manufacturer's user instructions for dry extraction system. As with other systems, dry extraction improperly carried out can lead to poorly maintained and damaged carpet.





## DEEP CLEANING

Deep cleaning restores the carpet's appearance by extracting soil and other substances that can damage your carpet. Mohawk recommends hot water extraction as the most effective method to give restorative deep cleaning results.

### METHOD

Hot water extraction is the industry's most frequently used method of deep cleaning. A hot water and light cleaning solution, in the manufacturer's recommended mix, is sprayed into the carpet. This solution mixes with the soil as powerful extraction removes the solution and the loosened soil in the process.

#### Caution must be used with this method to avoid over-wetting.

- Test the cleaning chemical to be sure it dries without stickiness; otherwise, it can cause rapid re-soiling. Simply put some detergent in a saucer and allow to dry. If sticky to the touch, do not use.
- Use only detergents that have a pH factor below 10 and contain low levels of volatile organic compounds (VOCs).
- With proper hot water extraction equipment, carpet should be dry within 4-6 hours. Extractors incorporating a brush between the water jet and vacuum are recommended.
- If a pre-spray is needed to address spots prior to deep cleaning, use a product specifically formulated to remove detergent residue and mineral deposits.

DEEP CLEANING FREQUENCIES		
Cleaning Frequency	Foot Traffic	Location
9 cleanings/year	Heavy	Ground Floor Entrances
6 cleanings/year	Medium	Classrooms & General Office
3 cleanings/year	Light	Executive Offices & Boardrooms

\* Please consult your local cleaning professional for more specific instructions.

### RECOMMENDED EQUIPMENT

- 120 PSI (pounds per square inch) or more of water delivery.
- 150 inches of mercury lift or more vacuum.
- Should have a clear sight glass to observe the return water. If the equipment does not have observation glass, this can be easily installed in the return hose.
- Must be able to reach all carpeted area.

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## CARE OF CARPET TILE

Many of the cleaning and maintenance methods used for broadloom carpet and described in this brochure also apply to carpet tile. Some additional things to keep in mind when dealing with carpet tile include the following:

- If a carpet tile is stained or damaged beyond repair, simply replace it with a new tile or exchange it with a tile in a less visible area.
- **DO NOT OVER-WET YOUR CARPET.** Over-wetting carpet tile can cause dirt and detergent to be carried to the backing, which could affect the pressure sensitive adhesive bond.

**CAUTION:** Mohawk does not recommend the use of a spin bonnett, as it can damage the fibers in your carpet. Use will void any warranties.

### ADDITIONAL SAFEGUARDS

- Always test for colorfastness in an inconspicuous area.
- Test all cleaning agents by evaporating some solution in a clear glass container. Residues should not feel sticky, or they can cause rapid re-soiling.

**MOHAWK INDUSTRIES  
MAINTENANCE HOTLINE  
888.387.9881  
prompt #2**

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### PROFESSIONAL CLEANING COMPANY AND INFORMATION

*(the following resources are not endorsed  
by or affiliated with Mohawk)*

#### CRI Consumer Information

800.882.8846  
[www.carpet-rug.com](http://www.carpet-rug.com)

#### IICRC

(Institute of Inspection  
Cleaning & Restoration)  
360.693.5675  
[www.iicrc.org](http://www.iicrc.org)