

Planning

Preventative maintenance and developing a maintenance schedule are the two primary ingredients of performance planning.

Preventative maintenance:

Prevent soil from entering and spreading throughout the building to prolong the life of your carpet and reduce overall maintenance needs. The measures below control soil before it enters the space:

1. Keep outside areas clean: By maintaining a clean exterior, dirt coming in the building will be minimized. Be sure to keep sidewalks and garages clear of dirt and debris.
2. Use walk-off tiles at entrances: Walk-off tiles should be placed at exterior entrances, as well as in transition areas from hard surface to carpet. Use a coarse texture tile design to brush soil from shoes in conjunction with a water absorbent tile designed to trap moisture.

Developing a maintenance schedule:

Carpet maintenance must be established as a scheduled program, rather than a random series of infrequent cleanings and reactions to soiling conditions. Tailor the design of the program to the amount of traffic and type of soiling, both of which vary by area.

1. Identify traffic patterns: Assess the building layout, traffic flow and activities held within various areas to identify traffic patterns within the building. Generally, private offices will have light traffic; corridors, conference rooms and classrooms will have medium traffic; and entrances, main hallways and workrooms will have heavy traffic. Airports and entries to public spaces such as hospitals, malls and theatres are considered severe conditions.
2. Establish a plan: The frequency and method of cleaning should be based on the guidelines below.

Traffic Level	Vacuum	Spot Removal	Hot Water Extraction
Light Private Offices & Cubicles	2+ times a week	As needed	1 time per year
Medium Shared Offices Interior Hallways Conference Rooms Class Rooms	1+ times per day	As needed	2 times per year
Heavy General Entrances Main Hallways Break Rooms Work Rooms Mail Rooms	1+ times per day	As needed	4 times per year
Severe General Entrances in Severe Climates Cafeterias	1 + times per day	As needed	12+ times per year

Cleaning

With an appropriate maintenance program in place, the next step is to follow it. An explanation of recommended cleaning methods, and guidelines for each, are listed below.

Vacuum:

Vacuuming is the most important element in the maintenance of carpet and overall appearance of the facility. Vacuums are designed to remove dry soil, which accounts for 85 percent of soil tracked into a building. Frequent usage captures dirt at the surface before it settles and becomes more difficult to remove. A quality vacuum is vital to prolonging the life of your carpet. When searching for a vacuum, be sure it is certified by the Carpet and Rug Institute Vacuum Cleaning Indoor Air Quality Program.

Interim cleaning:

Interim cleaning may be conducted between extractions to reduce the total number of extractions and renew carpet appearance.

Low moisture encapsulation:

Low moisture encapsulation systems efficiently improve carpet appearance with limited down time for cleaning and drying. The cleaning agent R2Xtra, or another encapsulating cleaner certified by the Carpet and Rug Institute Seal of Approval Program, is applied and mechanically agitated into the carpet pile, allowed to dry, then vacuumed to remove the encapsulated soil. In conjunction with scheduled hot water extraction, the low moisture method helps maintain premium carpet appearance.

Other interim systems:

Other methods, such as the bonnet method, provide merely a temporary appearance enhancement because they only absorb at the surface and provide no extraction of deep soil. A spinning bonnet also may damage the pile. Shaw does not recommend the bonnet method.

Hot water extraction:

Hot water extraction cleans the oily materials that vacuums can't remove, which accounts for 15 percent of all soil. The frequency of hot water extraction should be defined by the maintenance schedule. If the carpet looks dull or dirty between cleanings the frequency should be increased. Proximity to areas with a high content of soil may require more frequent hot water extractions.

Here are steps to follow:

1. Thoroughly vacuum all carpet.
2. Apply a traffic lane cleaner such as R2Xtra, or another cleaner certified by the CRI Seal of Approval Program.
3. Agitate carpet to allow cleaner to penetrate. Allow 10 minutes dwell time.
4. Extract with an extraction unit that can apply rinse water at a rate greater than one gallon per minute, with sufficient recovery power to avoid over-wetting the carpet. Do not use extraction machines that recycle the water.
5. Use fans or air movers to decrease drying times.
6. Do not use cleaning agents containing optical brighteners or silicon-based anti-soil treatments.
7. Self-contained, walk-behind machines that apply a cleaning solution at a rate balanced with the recovery capability of the machine do not perform as well as a high-performance extractor. These machines should be used as an interim method, supplemented by periodic high-performance cleaning.

Spots & Spills

Unlike planned maintenance, spot and spill removal is the reaction to an unplanned incident and should always involve immediate action. In general, solids should be gently removed and liquids blotted with a white towel, working from the outer edge of the spill toward the center. Next, apply R2Xtra or another spot cleaner certified by the CRI Seal of Approval Program to the stained area. Agitate with a soft bristle brush (do not scrub) and allow solution to dwell on the carpet for a minimum of 10 minutes. When dry, remove by vacuuming. Wet stains, severe stains, or bodily fluids should be removed by a portable extractor. If this does not fully remove the stain, contact a professional cleaner or follow the recommendations in the chart below.

Adhesive:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Alcohol:	Clean with R2Xtra or another general purpose cleaner.
Chewing Gum:	Freeze, then shatter and vacuum. Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Chocolate:	Clean with ammonia solution. Follow with R2Xtra or another general purpose cleaner.
Coffee:	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner.
Cola:	Clean with R2Xtra or another general purpose cleaner.
Cosmetics:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Crayon:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Deicer, Salt:	Vacuum and blot. Then clean with R2Xtra or another general purpose cleaner.
Food:	Clean with R2Xtra or another general purpose cleaner.
Furniture Polish:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Grease:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Ink:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Paint:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Rust:	Contact a professional.
Tea:	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner. Then clean R2Xtra or another general purpose cleaner.
Toner:	Vacuum, then clean with R2Xtra or another general purpose cleaner.
Unknown:	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.

Typical cleaning solutions

General Purpose Spotter: ½ teaspoon of clear dishwashing detergent per one quart of water.

Vinegar Solution: One part vinegar to one part water.

Ammonia Solution: One tablespoon ammonia to one cup of water.

Solvent for grease: NEVER APPLY DIRECTLY TO CARPET. Apply solvent cleaner to towel and then remove the spot.

PosiTile® Removal and Re-installation

When underfloor access is required, remove only those carpet tiles and corresponding panels directly over the area where access is required. Remove a carpet tile by pulling it up by one corner. A small flat screwdriver or knife blade may be needed to lift the corner.

Before re-installing carpet tiles, make sure the panel surfaces are free of dirt and debris. **Make sure the arrow on the underside of each tile is pointing in the same direction as that of adjacent tiles.** Small amounts of releasable adhesive are on two edges of each PosiTile. When re-installing the PosiTile, hold the tile at the edges where the adhesive is located. With these edges slightly bent upwards, position the PosiTile buttons in the panel holes. Once the PosiTile is positioned properly with all four buttons in the holes, press down the adhesive edges. If the adhesive is allowed to grab before the buttons are in the holes, the tile will have to be pulled up and repositioned. Run your hand or foot around the tile's perimeter to press it completely against the panel, ensuring that it does not sit above adjoining tiles. Care should be taken when re-installing panels that the PosiTile carpet on adjacent panels is not caught.

Keep in mind that carpet tiles which have been cut to fit against walls and columns may not be consistent in size and therefore are not interchangeable. Interchanging carpet tiles at the perimeter may result in bunching of tiles or gaps between tiles.

Rolling Loads on PosiTile

Do not allow motorized pallet jacks to travel on carpet face. Providing a path by exposing the panels is recommended. Information should be provided to furniture installers on the load performance rating of the access floor to protect against damage to the carpet tiles due to an overload condition.