



## **CARPET MAINTENANCE SPECIFICATIONS**

### **Why Preventive Maintenance - Why This System**

Carpet is a long-term investment and requires a proper preventive maintenance program to protect and prolong its appearance. Therefore the following carpet maintenance specifications has been developed.

There are many different cleaning systems and maintenance programs available in the market today. All achieve varying levels of success. The goal of this program is to maximize long-term appearance retention using the most cost-effective processes available globally. With an unequalled bias for action we will continue to search for the best solutions for our customers. The following procedures are useful in maintaining carpet appearance levels long-term.

### **Scope Of Work**

The goal of these procedures is to protect and prolong the appearance of your carpet. These procedures have been proven effective worldwide in many different installation settings.

Through many years of benchmarking our customers, we have found that end-users having a separate contract for carpet services, implemented by properly trained professionals, are much happier than those end-users who have an inclusive contract for both janitorial and carpet maintenance. This same scenario holds true for end-users that attempt to maintain their carpet with an in-house staff who have multiple areas of responsibility in addition to carpet cleaning.

## **Daily Activities**

### **Vacuuming**

Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems.

- A. Daily vacuuming of high traffic areas should be performed with a two motor top fill upright with nylon bristle brushes.
- B. Vacuuming of light traffic areas (office and conference rooms) should be done two times per week.

The janitorial housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

Regular maintenance of vacuums is essential. Vacuums should be emptied and inspected after every use. Particular attention should be paid to the condition of the brushes. Also, make sure that there is no material obstructing the airflow channel.

Typical vacuuming frequencies are as follows:

**High traffic:** Every full workday. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

**Medium traffic:** Every other work day. All secondary corridors, conference rooms, private offices.

**Low traffic:** Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

### **Pile Lifting**

Pile Lifting is a recommended supplement to routine vacuuming in high traffic areas, under chairs, as well as in funnel and pivot points locations. The pile brush lifts the carpet fibers to an upright position while removing embedded soil. Pile lifting is typically associated with cut-pile products. This is due to the appearance change that a cut-pile experiences when the direction of the pile lay is altered due to traffic. A pile lifter is very effective in restoring the original pile lay. If done on a regular basis, pile lifting can help prevent this matting and crushing, therefore delaying the appearance of traffic lanes. The visible effects of pile lifting may not be apparent during the actual pile lifting procedure on a loop-pile product, however there are some definite long-term benefits to this aggressive soil removing process. Pile lifting is not usually included in a standard janitorial service contract. Typically, pile lifting is included in a separate contract as part of a scheduled preventive maintenance plan.

Most carpet manufactures recommend pile lifting for their products. Pile lifting frequencies will be determined by:

1. Type of carpet installed and appearance expectations.
2. Expected traffic for each area within the facility.
3. Soiling environment of each area within the facility.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

### **Spot Cleaning**

Spots and spills are one of the biggest detriments to high appearance levels. In order to maintain a consistent appearance level between periodic maintenance, it's critical that spots and spills be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff.

All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Material Safety Data Sheets (M.S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

### **Preventive Cleaning Method**

All carpet products require some level of thorough cleaning to supplement the scheduled vacuuming and spot cleaning. Cleaning frequencies shall be determined by four items.

1. Type and quality of carpet installed and the appearance expectations.
2. Method and quality of vacuuming and spotting program.
3. Expected traffic for each area within the facility.
4. Soiling environment of each area within the facility.



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