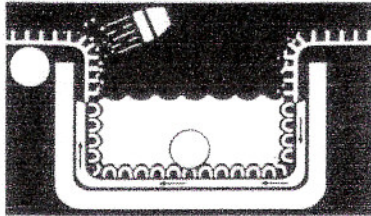


How to Maintain Your Commercial Carpet



NORTHSTATE'S SCOURED CERTIFICATION

This Northstate carpet is hot water scoured and extracted to remove processing oils that attract soil. Scoured carpets are easier to clean and offer soil resistance that outlasts temporary topical treatments. Solution dyed carpets that are not scoured do not have this *Northstate* advantage.



"STARTS OUT CLEAN AND STAYS CLEAN LONGER"

1. Vacuum and spot clean your carpet daily.

Accelerated carpet wear occurs when traffic grinds embedded soil into the carpet fibre. You can extend your carpet's life by placing walk-off mats at exterior entrances, and vacuuming traffic areas thoroughly every day to prevent your carpet's appearance from deteriorating prematurely.

Only about 20%, of carpet soil is soluble in water or solvent. You can remove much of the remaining 80% (fibres and particles) by vacuuming thoroughly every day, emphasising on heavy-soil areas like entrances (refer to the maintenance plan on the back for more guidance). Your vacuum should have a powered brush and strong suction.

To ensure spots are removed promptly, give your daily cleaning staff a carpet first aid kit containing:

- dry cleaning solvent (e.g. perchlorethylene)
- detergent solution (a teaspoon of non-bleach powder in a cup of water)
- ammonia solution to neutralise acid stains (a tablespoon of ammonia in a cup of water)
- vinegar (or citric acid) solution to neutralise alkaline stains (1/3 white vinegar, 2/3 water)
- white absorbent cloths or paper towels

Spot Removal Guide

Beer	A	Excrement	B	Mascara	A	Tea	D
Blood	F	Fruit	D	Mayonnaise	B	Tomato Sauce	B
Butter	A	Furniture Polish	A	Milk	B	Toothpaste	B
Chewing Gum	G	Garden Soil	B	Nail Polish	A	Type Ribbon	A
Cheese	B	Glue, White	B	Paint, Latex	A	Urine, Fresh	H
Chocolate	B	Grease	A	Rust	D	Urine, Dry	C
Cocktails	D	Hair Spray	A	Shoe Polish	A	Vomit	E
Coffee	D	Ice Cream	B	Soft Drinks	D	Wax, Candle	G
Crayon	A	Ink, Point/Felt	A	Soya Sauce	B	Wax, Paste	A
Egg	B	Ink, Permanent	E	Tar	A	Wine	D

A solvent, blot, detergent, blot, water, blot.

B detergent, blot, ammonia, blot, detergent, blot, water, blot.

C detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot.

D detergent, blot, vinegar, blot, detergent, blot, water, blot.

E detergent, blot, ammonia, blot, vinegar, blot, water, blot.

F use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergent, blot, water, blot.

G freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed.

H blot, water, blot, ammonia, blot, detergent, blot, water, blot.

2. Implement a preventative maintenance program.

An effective carpet maintenance program keeps soil below the threshold of visibility. If the program is working satisfactorily, the carpet should never look soiled.

Cleaning frequency and cleaner expertise are more important than the particular cleaning procedures selected. To assess a cleaner's professionalism enquire about his or her references, training and certification. Test-evaporate sample chemicals (particularly final rinse additives in a pan, to ensure they dry to powder, rather than leaving a greasy residue. When you have confidence in a professional cleaner ask him or her to help you devise a maintenance plan that suits your particular site.

The chart below shows a hypothetical maintenance plan for a multi-colour, medium shade, patterned, loop carpet installed throughout a typical office building. The plan is nothing more than a starting point, to be modified based on site conditions and periodic visual inspections. Your carpet requires more frequent and intensive cleaning (such as hot water extraction) if it is a light, dark or solid colour, or if your site includes:

- heavier traffic. (e.g. frequent visitors such as retail customers)
- interior soil sources (e.g. industrial processes)
- neighbourhood soil (e.g. winter conditions, construction)

Hypothetical Carpet Maintenance Program.

All Areas	✓	remove spots	daily; inspect monthly
Exterior Entrances	✓	change or clean walk off mats	weekly - monthly
Wipe Off Areas e.g. First 10 steps from interior and exterior soil sources, elevators	✓ ✓ ✓	vacuum power pile lift hot water extract	15 passes daily monthly quarterly
Main Traffic Lanes e.g. lobby, corridors	✓ ✓ ✓	vacuum power pile lift hot water extract	6 passes daily quarterly semi-annually
Moderate Traffic Lanes e.g. aisles and work areas	✓ ✓ ✓	vacuum power pile lift hot water extract	4 passes daily semi-annually annually
Other areas e.g. conference room	✓	vacuum	2 passes daily

3. Use hot water extraction to restore heavily soiled carpet.

While various cleaning procedures can help prevent visible soil accumulation, your carpet must be deep cleaned once heavy soil appears. Hot water extraction usually cleans deeper and removes more soil than other methods. Select a cleaner carefully, because improper cleaning can cause accelerated resoiling.

Over wetting, particularly over cushion, will cause decreased lamination strength.

For best results in heavily soiled areas, follow these guidelines:

- Power pile lift and vacuum before wet extraction to remove insoluble soil (80% of total soil).
- Before extraction, remove spots and treat soiled areas with an alkaline emulsifier (pH not to exceed 9.5).
- Hot water extract thoroughly, emphasising heavy soil areas. CAUTION: DO NOT OVER-WET.
- Use pure hot water (with only an additive to neutralise pH) in the final rinse.
- Touch the carpet after extraction, if water beads on your hand, extract more thoroughly.
- Carpet must be thoroughly dry before any traffic use.

For additional advice, contact a technical services representative at Northstate Carpet Mills, on (07) 5539 3144