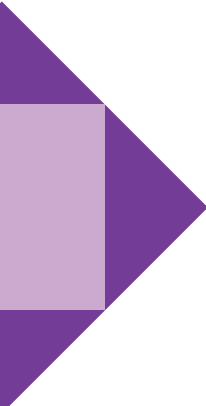


268 BATH ROAD, SLOUGH,
BERKS, UK. SL1 4DX

WWW.CARPETTILESINT.COM
+44 (0) 1753 607 495
SALES@CARPETTILESINT.COM

MAINTENANCE RECOMMENDATIONS



Carpet Tiles International carpet tiles are renowned for their durability, retaining their structure and colour through years of use in all manner of environments. However to extend their life still further, and thus enhance your return on investment, we recommend a simple but routine maintenance programme be followed.

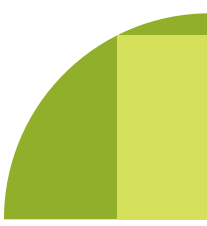
Companies spend millions of pounds on buildings and interior design concepts as part of their overall image, and carpeting plays a major role because it often has the biggest impact on any interior space. This investment can be seriously undermined by poor or non-existent carpet maintenance.

Many companies waste thousands of pounds on inappropriate cleaning that can impair product performance and sometimes accelerate the need for premature carpet replacement.

Maintaining your carpets visual appearance takes more than just choosing a type of cleaning method – it requires a planned maintenance programme. We can put you in touch with approved 'Maintenance Service Providers' that can work with you to choose the best cleaning products and maintenance plan for your facility's needs – according to its layout, traffic patterns and hours of operation.

IDENTIFYING YOUR SPECIFIC MAINTENANCE NEEDS:

Various areas of your building have different uses; it therefore follows that each area may have a different maintenance requirement. A 'Maintenance Service Provider' will identify the overall facility needs and provide you with a proposed programme based on these. Heavily trafficked areas, such as entrances and corridors, require proper daily vacuuming – using recommended equipment. Areas around vending machines and desks need regular (daily) attention to spills and stains. From daily spot cleaning to monthly maintenance & optimum-cleaning methods to frequency rates, a 'Maintenance Service Provider' will present you a programme designed to extend the life of your carpet.



PREVENTATIVE / ROUTINE MAINTENANCE

The first objective is to prevent dirt from reaching your carpet and causing it to soil. To keep your carpet looking clean and new, a soil management program uses a combination of methods that are tailored to your facility's needs.

BARRIER MATS

Barrier mats are an integral part of any maintenance system. Capturing inbound soil at threshold points (i.e. elevator lobbies, entrances/exits and vending areas) and eliminating it with an aggressive vacuuming program prevents the spread of soil to other areas within the facility. A minimum of 3 metres of barrier matting should be placed at the point of entry, based on traffic flow and other factors.

VACUUM CLEANING

Proper vacuuming is essential to successful carpet maintenance as it reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile. However, the equipment and technique used are critical to the success of a vacuuming program.

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surface. Twin motor machines with independent motors for suction and brushing are preferred for this task. Upright vacuum sweepers are best for this work while cylinder and backpack type machines are generally not recommended. Vacuums with top loading soil bags are highly recommended.

All carpet should be vacuumed regularly. Heavy traffic areas such as lobbies and entryways (including barrier mats, particularly those exposed to various weather conditions) require daily vacuuming to prevent soil from here being tracked to other areas.

PILE LIFTING

Pile lifting is an effective method for lifting crushed pile and loosening dry soil. Heavily trafficked cut-pile products should be pile lifted weekly. Looped products require less intensity and can be pile lifted less frequently. Pile lifting should always be used to precondition carpets for general cleaning. For best results, apply the pile lifter machine against the lay of the pile.

LOCALISED CLEANING

SPOT CLEANING

All CTI carpet tiles are manufactured using stain resistant material and fibres, nonetheless when spills occur, as they inevitably will, they should be dealt with as quickly as possible.

Daily removal of spots and spills helps maintain the carpets appearance between scheduled maintenance and reduces the probability of permanent staining. It is important to use solutions that are appropriate for the specific type of soiling. Use spotting solutions sparingly and be sure to flush out a spot with water after it has been chemically treated. With all spot cleaning care should be taken to avoid excessively vigorous treatment that may create 'clean spots'.

If individual tiles are so damaged that they cannot be cleaned, they can simply be replaced – a far less expensive solution than would be required for a broadloom product, or indeed a hard floor, which would usually require total replacement.

TREATING WATER-BASED SPOTS

For liquid spills, blot up as much of the liquid as possible with a clean white cloth or absorbent paper towel. If the spill is semi-solid or has hardened, scrape it with a spoon or spatula and then blot the spot with a damp sponge. Always work from the edge of the spot towards the centre. Never rub across a wet spill in a manner that causes the stain or contamination to spread from the original area. After blotting water-based spots, remove remaining soil residue with a small amount of Dry Cleaning Compound. Sprinkle the compound over the spot and use a hand brush to gently agitate it into the carpet pile. Allow the area to dry (about 20 - 30 minutes) and then brush the compound again. If the compound seems to stick to the carpet then wait a few minutes, brush again, then vacuum. Repeat the application if necessary. Do not brush aggressively on the spot.

TREATING OIL-BASED SPOTS

To remove oily stains such as paint, grease, tar, asphalt, etc, an appropriate Heavy Duty Spotter is recommended. Always check for colourfastness first by applying the solution to an inconspicuous area of the carpet. Spray the solvent onto a white cloth and press it onto the carpet. Check for any evidence of dye transfer to the cloth. If colour transfer is evident do not use the solution. If colourfastness is good, apply the Heavy Duty Spotter sparingly to a clean white cloth and press the cloth onto the spot.

Again, do not rub across the stain, but wipe gently from the outer edge toward the centre of the spot. Repeat the procedure until the spot has been removed. Protect the freshly cleaned area until the carpet is completely dry and follow this treatment with an application of Dry Extraction Compound (see below).

NOTE: Having a small extractor machine handy can make it easier to flush out any spill.

REMOVING CHEWING GUM

To remove chewing gum, use a 'Gum Remover'. Lightly spray it onto the affected area and allow the product to freeze the gum – allowing it to be scraped off. Use a blunt object such as a spatula or tongue depressor to gently dislodge the gum. Be careful not to damage the fibre by using excess force or a sharp object.

SCHEDULED MAINTENANCE PROGRAMME

DRY EXTRACTION CLEANING

Dry Extraction carpet cleaning is a safe, easy and effective method for handling maintenance on a regular basis. The procedure does not leave the carpet wet and allows for immediate access and traffic.

Follow this process for dry extraction:

Thoroughly pile lift or vacuum the carpet and pre-spray soiled areas. Spread the Dry Extraction Compound onto the carpet and brush it in, brushing the carpet according to the manufacturer's instructions. Allow 30 minutes for the compound to completely dry before vacuuming.

HOT WATER EXTRACTION

Hot water extraction is based on injection of water and cleaning agents into the carpet that soften and dilute the soil and contaminants in the solution for easy removal by a built-in vacuum system.

NOTE: Although the method is termed 'hot water extraction', it is normal to use water close to room temperature.

As with all other maintenance methods, always prepare the carpet by vacuuming and pile lifting first.

The recommended technique is as follows. Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately 1 to 2 metres (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible.

Overlap approximately 5 centimetres into the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over-wet the carpet.

CAUTION: Water temperatures should never exceed 50 degrees centigrade (120 degrees Fahrenheit) on the carpet. Do not allow foot traffic onto the carpet until it is dry as this can cause fibre damage and rapid re-soiling.

Place drying fans on wet areas during cleaning and allow the carpet to dry for as long as possible. Complete the procedure with a thorough pile lifting.

NOTE: We do not recommend the Hot Water Extraction method of cleaning for carpet installed on raised access floors.

CRYSTALLINE SHAMPOO APPLICATION

The Crystalline Shampoo method of maintenance is a low moisture procedure similar in some respects to the dry extraction method. Benefits include faster access to the area than Hot Water Extraction with reduced drying times.

Before starting vacuum the area to lift the pile. The Crystalline Shampoo can be applied using an electric sprayer, a simple pump-up garden sprayer or a 3-head rotary machine (Cimex). The carpet pile is then agitated to gently brush the solution into the fibre while dislodging and dispersing accumulated soil. Allow time for the solution to dry and to form the encapsulating crystalline formations around the fibre, effectively trapping soil and contaminants. Drying time will vary according to several factors including humidity, airflow and air temperature, but can be expected to take at least an hour. Complete the job by vacuuming.

CLEANING AGENTS / SOLUTIONS

Some commercial carpet cleaning solutions are very harsh and can damage yarn and/or fibre. It is important to select solutions that meet the basic standards outlined here:

- Avoid products with pH levels over 9.5 and products that contain toxic, odorous or flammable solvents.
- Products designed for use in hot water extraction equipment should not contain oil-based defoamers, and no product should include optical brighteners. Oil based defoamers have the potential to leave oily residues causing rapid re-soiling, and optical brighteners can adversely affect the coloration of carpet.
- Cleaning solutions should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount of concentrated detergent/cleaning solution into a small clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterised as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky or in waxy flakes, the solution is not acceptable since it is likely to result in rapid re-soiling.
- Spotting solutions may be used as required but should be flushed out with clean water after the spot has been treated.

RECOMMENDED CLEANING SOLUTION SPECIFICATIONS:

- Maximum pH 9.5 in dilution
- Solvents at a maximum of 10% by volume
- No optical brighteners

MAINTENANCE EQUIPMENT

Using the right equipment is as important as using the right cleaning agents and the best techniques. These guidelines provide the technical specifications required for key items of carpet maintenance equipment.

The following equipment specifications are the minimum we consider necessary for efficient and satisfactory use on all CTI products.

VACUUM CLEANING EQUIPMENT

TWIN MOTOR UPRIGHT MACHINES:

Power Requirements:	8 AMP 220/240 Volts
Vacuum motor:	750 Watt
Water Lift:	1700 mm
Air Lift:	38 Litres/ Second
Filtration:	Down to .3 Microns or lower {Hospital grade preferred }
Dust bag Capacity:	Minimum of 5 litres preferred

BRUSH DETAILS:

Brush Motor:	150 Watt
Brush Strip:	Replaceable
Brush Drive:	Toothed Belt Drive {non-slip}
Preferred Adjustment:	Brush Height Adjustment essential
Working Width:	325" mm - 460 mm"

MANUFACTURERS / SUPPLIERS / DISTRIBUTORS:

Sebo:	Tel: 01494 464499
Windsor Industries:	Tel: 0800 0687160
Karcher:	Tel: 01295 267511

SUCTION ONLY VACUUM MACHINES:

Power requirements:	8 AMP 220/240 Volts
Vacuum Motor:	750 Watt
Water Lift:	1700 mm
Air lift:	38 Litres/ Second
Filtration:	3 Stage Preferred down to .3 Microns
Dustbin Capacity:	Minimum of 5 litres preferred

MANUFACTURERS / SUPPLIERS / DISTRIBUTORS:

Sebo:	Tel: 01494 464499
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Other suppliers, i.e. Nilfisk and Numatic, can also provide equipment that meets this specification. Check locally for distributors.

PILE LIFTING MACHINES:

Power Requirements

Drive Motor: 1/2 Horse Power
Vacuum Motor: 1 1/2 - 1 3/4 Horse Power
Brush Width: Approximately 100 mm; Spirals,
total width 400 mm Vegetable Fill or Nylon
Brush Adjustment: Self-levelling.

MANUFACTURERS / SUPPLIERS / DISTRIBUTORS:

Chem-Quip & Certified International and Fabrizon. Check locally for distributors.

DRY EXTRACTION COMPOUND APPLICATION MACHINES:

Power Requirements: 2 - 8 AMPS 220/240 Volts
Motor: 200 Watt
2 Brush system: Contra Rotating
Brush Width: 250 mm" - 500 mm"
Brush Speed: 400 RPM

MANUFACTURERS / SUPPLIERS / DISTRIBUTORS:

Sebo: Tel: 01494 464499
Windsor Industries: Tel: 0800 0687160
Other Manufacturers, Rotowash, GLS Series II, R. E. Whittaker Company
Racine Industries, Inc. (Host), can provide Equipment that meets this specification. Check locally for distributors.

HOT WATER EXTRACTION MACHINES:

Power requirements: 10 - 15 AMPS 220 - 240 Volts
Vacuum Motor: 1500 Watt
Vacuum type: 3 Stage by-pass
Vacuum Shoe: 300 mm - 500 mm
Water Lift: 2.5m - 3.5m At 100 CFM
Fluid Delivery: 2 Litres/ Per Minute at 50 - 100 PSI
Solution Tanks: 15 Litres Upwards for both solution & Recovery
Brush Motor: 90 Watt 1/8 Horse Power
Brush Width: 250 mm - 450 mm with 4 v-Shaped rows of Nylon
Bristles

MANUFACTURERS / SUPPLIERS / DISTRIBUTORS:

Windsor Industries: Tel: 0800 0687160
Karcher: Tel: 01295 267511
CFR Corporation: Tel: 01273 857888

MISCELLANEOUS MAINTENANCE ISSUES

TILE REPLACEMENT

Carpet Tiles that become badly stained or damaged can be replaced from attic / spare stock. Damaged tiles can be removed by placing a knife blade between two tiles, lifting the edge of one and peeling it from the floor.

Before inserting the new tile be sure that the face pile of the surrounding tiles is brushed upright and that the replacement is fitted carefully to prevent pile fibres from becoming trapped between joints.

Please be aware carpet tiles taken from attic / spare stock may have a newer appearance than the ones being replaced. To minimise this effect the tiles can be shuffled. Place the new tile(s) in less visible areas, and aged undamaged tiles in more visible areas.

CARPET ON ACCESS FLOORS

We do not recommend the 'Hot Water Extraction' method of cleaning for any of our products installed on to raised floor systems.