

Maintenance Guide

Quadrant Commercial Carpet Tiles

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A consistent, proactive maintenance programme can significantly improve appearance retention throughout the life of the carpet and defer the need for premature replacement. Planned maintenance not only maximises your return on investment but also represents sound environmental stewardship as lifecycle analysis shows that the overall environmental footprint of carpet is reduced by increasing the amount of time a carpet remains on the floor. These guidelines are designed to provide you with the basic information needed to create an effective maintenance programme, however for detailed advice and implementation please consult a professional carpet maintenance company.

1. Preventative Maintenance

- **Keep outside areas clean;** Outside maintenance helps minimise immediate sources of soil. The cleaner you keep the areas around the perimeter of your building, the less dirt that will be tracked inside.
- **Use soil barriers;** Walk-off mats, grates and removable mats help collect soil before it can be tracked throughout the building. Be sure soil barriers are large enough to allow for at least 5 steps across. Vacuum daily, clean frequently and change often for best results.
- **Protect desk areas;** Chair pads under desks prevent castors from crushing carpet and grinding in soil.
- **Specify eating & drinking areas;** By restricting these activities to limited areas, you can help confine certain difficult kinds of soil.
- **Manage your HVAC system;** To remove any airborne particles before they are re-circulated, regularly replace or clean filters on air-handling equipment. Airborne soil includes industrial wastes, auto emissions, tobacco smoke and pollen.

2. Manage Soiling & Stains

- **Vacuuming frequency;** Heavy to moderate traffic areas such as entrances, receptions, lift lobbies, lift cars, busy corridors and walkways, funnel points, cafeterias, vending areas, should be vacuumed daily. Light traffic areas such as offices and conference rooms should be vacuumed at least two to three times per week.
- **Vacuuming Equipment type;** Dual motor vacuums are very effective machines for thoroughly cleaning all areas of carpeting. This vacuum uses two motors to clean. One motor drives a beater-brush bar that knocks dirt loose, while the second motor provides suction that pulls dirt into the vacuum bag. Vacuums must be capable of removing the dry soil without producing unacceptable pile distortion and without distribution of the particulate or volatile organic chemicals into the air. Consideration should be given to the use of vacuums equipped with High Efficiency Particulate Air Filters (HEPA). These filters are capable of filtering particles down to 0.3 microns, which includes bacteria and spores but not viruses. The HEPA-filtered vacuums have a very healthy impact upon indoor air quality. Vacuum bags should be emptied frequently, and never allowed to become more than one-quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Change filters and brushes before they become clogged or worn.
- **Promptly remove spills & stains;** Although spills are inevitable, permanent stains do not have to be. Most stains can be avoided or removed by immediate, or at least same day, treatment. It is good practice to have spot and stain removal products and equipment on hand for immediate use.

3. Proactive, Programmed Cleaning

- **Interim cleaning;** The goal of interim maintenance is to keep the carpet clean and maintain a consistent appearance level at the lowest possible cost, without sacrificing safety. The primary focus is frequent low-moisture pile revival and the removal of oily soil and sticky residues that would otherwise hold soil in the carpet and lead to over-cleaning. The two most effective methods of interim cleaning are Encapsulation and Dry Compound Cleaning.
- **Periodic deep cleaning;** Where an effective and consistent interim cleaning programme has been adopted, periodic deep cleaning should only be performed on an annual basis, or less often in light traffic areas, except in special cases such as poor scheduling of interim maintenance, flooding or otherwise extraordinary conditions. The most effective form of deep cleaning is Hot Water Extraction.
- **Maintain the fluorocarbon protector;** Most Quadrant carpets have fluorocarbon applied to the pile fibres during the manufacturing process. This application protects the fibres from staining and allows soiling to be more easily removed. The fluorocarbon protection must be maintained, and should be tested following each extraction to determine if reapplication is necessary.
- **Cleaning frequency;** Heavy traffic areas should be interim cleaned on a monthly or quarterly basis. Encapsulation cleaning is intuitive and anyone can achieve error-free results without special skills or training, with no more time or effort than operating a vacuum, which makes it very cost effective. In moderate traffic areas interim cleaning may be carried out twice yearly, and less frequently in light traffic areas. Hot Water Extraction should be carried out annually in high traffic areas and less frequently in moderate traffic areas. Light traffic areas may never need Hot Water Extracting. We recommend that you contact your maintenance provider to assist in the identification of traffic areas and planning of cleaning and maintenance routines.