

# Maintenance Guidelines

At Pentz™, we believe that clean carpet is important. Most importantly, proper programmed maintenance promotes a healthier environment. Therefore, it is the intent of this document to provide information that will keep your carpet looking its best. Clean carpet can be accomplished by properly selecting the maintenance system that best meets your needs. The next step is to program the system so as to always provide great looking carpet and at the same time protect your carpet investment by extending not only its beauty, but its life as well.

We believe the following information will be greatly helpful, making carpet maintenance a seamless experience. However, it is not intended to cover every building's requirements or situation. It is therefore necessary for trained personnel to evaluate this information and implement proper maintenance procedures that will work for your individual space.

As for planning your maintenance program, certain areas will require increased attention. High spillage areas such as food service, coffee service, main entrances, elevators and traffic lanes require particular attention.

The maintenance of your new carpet is not complicated. There are four carpet maintenance categories:

- Preventative,
- Daily
- Interim
- Restorative

Each category is very important and one is dependent upon the other. There must be a maintenance plan that includes all four categories.

Your carpet maintenance program is the key to having a great looking carpet every day.

## I. Preventive Maintenance

### A. Mill applied topical protection.

### B. Entrance Mats

- 85% of carpet soil comes into the building on shoe soles. Viable walk-off mats at all entrances are needed to trap and hold soil before it is tracked into the interior floor surfaces. A minimum of 15 feet of walk-off matting is needed.
- Consider carpeting elevator cabs.

## II. Daily Maintenance

### A. Vacuuming: See CRI listing at [www.carpet-rug.org](http://www.carpet-rug.org) for complete vacuum listing.

- Vacuuming can reduce 80% of the dry soil on a daily basis.

### B. Spot and stain removal: See CRI listing at [www.carpet-rug.org](http://www.carpet-rug.org) for complete spot cleaner listing.

- Ideally, spot and stains should be removed immediately. Some food dyes and liquids are capable of producing permanent stains. Without fail, all spots, spills, gum, and stains must be removed daily.
- Pretest all cleaning agents on a scrap piece of the carpet or in an inconspicuous area. Allow the test area to dry. If there is any color change, do not continue. Pretest until a safe cleaning agent is obtained.
- Liquid Spills – blot thoroughly with white cotton toweling, or use a “mini” extractor to remove spills. Wicking action will cause soaked or untreated spills to recur during routine extraction cleaning.
- Dry Stains - gently break up dry soil with a spoon, and then vacuum. Moisten the area with a pre-tested spotter. Gently agitate the area using a clean white cotton toweling. Thoroughly blot dry with dry cotton toweling. Repeat these steps until the spot is removed.
- Difficult Spots - Oils, grease, ink, fruit drinks, wine, plant food, urine, oxy type cleaners, oven cleaner, toilet bowl cleaner, dyes, drain cleaners, mildew removers, insecticides, foot powders medicines, acids, bleachers, etc., may damage the carpet fibers or require specialty spotters for removal.

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## III. Interim Maintenance

- *Dry Extraction or Low Moisture Encapsulation Cleaning*—Entrances, funnel areas, heavy traffic areas, food and beverage areas, and corridors should be cleaned a minimum of every 60 days. Host’s SJ or XL North’s Grab Dry Extraction Systems and Whittaker’s LOMAC Encapsulate System or XL North’s Liquid Grab Green Encapsulation System are designed to help maintain your carpet’s appearance between scheduled restorative cleanings. These interim maintenance systems do not leave the carpet wet and subject to re-soiling.

*\*Spin Bonnet voids warranty.*

## IV. Restorative Maintenance

This final part of a carpet maintenance system is deep cleaning and re-application of topical carpet protection.

1. Pre-Spray carpet. See CRI listing at [www.carpet-rug.org](http://www.carpet-rug.org) for complete list of carpet pre-sprays.
2. Pile lifting followed by hot water extraction and low pH rinse.
3. Reapplication of aftermarket topical carpet protection.

## Frequency Chart

Traffic/Soil	Light	Moderate	Heavy
Vacuum	One to three times weekly	Daily	One to three times daily
Spot Check/Clean	Daily	Daily	Daily
Interim Maintenance	Every 3–6 months	Every two months	Monthly
Restorative Maintenance	Annually	Every six months	Every 90 days

## Resource List

- IICRC Referral System for Certified Firms, 800.835.4624, [www.certifiedcleaners.org](http://www.certifiedcleaners.org)
- Vacuum Cleaners, Spot Cleaners, Deep Cleaning Systems are laboratory tested and approved by the Carpet and Rug Institute’s Seal of Approval, [www.carpet-rug.org](http://www.carpet-rug.org).

### Hot water extraction equipment

Bane Clene	800 428 9512	<a href="http://www.baneclene.com">www.baneclene.com</a>
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### Dry extraction equipment

Host	800 558 9439	<a href="http://www.hostdry.com">www.hostdry.com</a>
XL North	888 530 2259	<a href="http://www.xlnorth.com">www.xlnorth.com</a>

### Low moisture extraction equipment

Whittaker	800 422 7686	<a href="http://www.whittakersystem.com">www.whittakersystem.com</a>
XL North	888 530 2259	<a href="http://www.xlnorth.com">www.xlnorth.com</a>

Any questions regarding your carpets maintenance please call Pentz Technical Service at 866 706 9745 x8407.