



# TOTAL SOLUTION CARPET CARE GUIDE



## PROACTIVE CLEANING FOR THE HEALTH OF THE CARPET AND END USER

Without regular removal, dirt and soil accumulates to grind and permanently damage fibers, so carpets “ugly out” before their time. Carpet by its very nature, will mask soil, stains and abrasion to a certain degree, unlike hard flooring surfaces that readily reveal these symptoms

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indicating the need for immediate maintenance. It is for this reason carpet must be proactively maintained before soiling becomes noticeable to prolong the appearance and life of your carpet.

Proactive cleaning is preventive maintenance before the carpet looks dirty, instead of reactive cleaning after the carpet is visibly soiled. It is the foundation of IncStores.com Total Solution Carpet Care Guide that proactive daily, interim and scheduled maintenance can reduce or eliminate the cost and time of reactive restoration required for extreme cases of badly soiled or damaged carpet while extending the life and appearance of the carpet itself.

Reactive restoration involves water extraction with aggressive agitation followed by thorough rinsing and pile grooming. This procedure may need to be performed several times before any improvement is noticeable. Proactive cleaning provides the best possible carpet appearance day after day, extending replacement due to appearance.

Not only is the proactive nature of cleaning important, so is the overall environmental friendliness of the process.

IncStores.com is committed to environmental. We only recommend cleaning systems that are environmentally friendly which is described as containing minimal to no VOC's, biodegradable, non-toxic, non-flammable, non-hazardous and safe for carpet and environment.

Carpet can act as a filter that traps and keeps dust and dirt out of the air. This can be a significant health benefit since most people spend a great deal of their time indoors. When removing contaminants from carpet, it's important to use equipment that will prevent re-circulation of dust back into the air.

This guide is organized by cleaning frequency (daily, interim, and scheduled). Depending on frequency and traffic, there are different techniques and tools recommended for best results in your particular facility. All chemicals used must have a pH level of less than nine. Do not use chemicals containing optical brighteners or deliminene (orange terpenes).

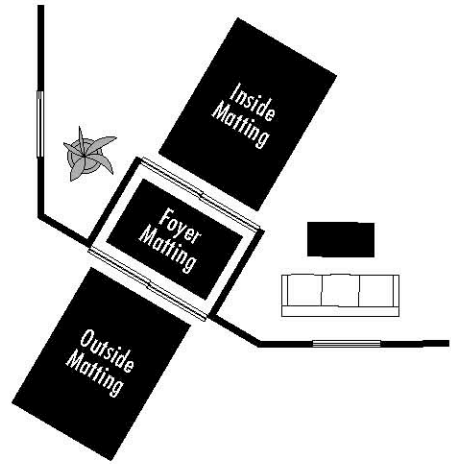
### DAILY CLEANING

Daily cleaning is necessary for heavy, medium, and light traffic areas, and includes the following:

- Daily vacuuming of walk-off mats.
- Daily vacuuming of track-off, funnel, and main traffic lanes. In some instances, frequency may be greater.
- Immediate spot removal with emulsification and agitation, extraction, or blotting to guard against permanent staining.
- Recommended Spotters: R.E. Whitaker Co. (Crystal Dry spotter & Roamer) or Windsor Ind. (Pro Spotting Kit) See spot removal section for more details.

## Cleaning Walk-off Mats As Front Line Carpet Protection

The first step toward a clean carpet is preventing dirt from getting to the carpet. Since 80% of all carpet soil is brought from outside on the bottom of shoes, IncStores.com strongly recommends walk-off mats at all entry ways and transition areas where soiling is likely. Mats trap or localize dirt, and the longer the mat, the more dirt trapped. Daily vacuuming and frequent cleaning of mats will optimize mat efficiency and provide front line protection to keep carpets cleaner longer.



**Recommended Vacuum: ProTeam (ProForce 1500XP) or Windsor Industries (Versamatic Plus)**

## Vacuuming Efficiently And Effectively

Vacuuming - removes 90% of dry soils that accelerates wear and fiber abrasion.

Vacuuming is a powerful method for preserving carpet life and appearance. The first step in vacuuming is selecting the equipment best suited to your requirements and preferences.

### Two-motor Vacuum

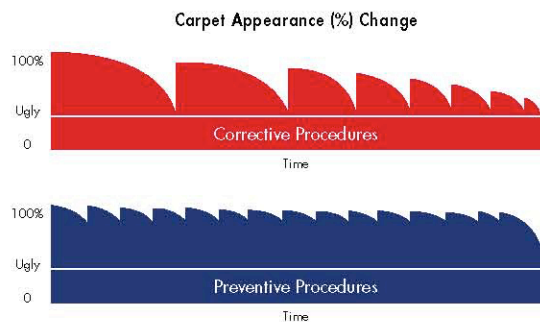
In a two-motor vacuum, there is a separate motor for vacuuming and beater brush drive. Each motor is sized and configured to optimize the specific function. Operation is generally quieter and dirt pick-up more effective than single-motor vacuums. We recommend a two-motor vacuum for all traffic levels.

## INTERIM CLEANING

Interim cleaning is a key part of a good maintenance program that most often gets overlooked or is not properly performed. Interim cleaning is designed to eliminate the "sticky stuff" resulting from the deposit of normal oils and soil that hold foreign matter in the carpet while simultaneously performing low moisture pile lifting. Low moisture pile lifting actually retards the tendency for contaminants to become airborne due to the action of the

pile lifter. This procedure enhances the ability of the vacuum cleaner to remove loosened foreign matter from the carpet. The graphs below compare carpet appearance & levels of a reactive or corrective maintenance program to a well-rounded maintenance program that incorporates a good interim cleaning plan.

Interim cleaning is a fast, light, easy and safe method to retain a high level of appearance. By cleaning the carpet before soiling becomes noticeable, you will retain high appearance levels and improve upon the wearability of the floor covering. Interim cleaning will make your daily and scheduled maintenance that much easier to perform giving your carpet the fresh, clean appearance enhancing effect you are looking for.



## Interim Low Moisture Pile Lifting

The interim cleaning process approved by IncStores.com is "low moisture pile-lifting with chemical cleaning." The approved chemical for this system is sprayed into the carpet, applying about one diluted gallon per 1000 square feet. Agitation of the floor covering is accomplished using a machine that

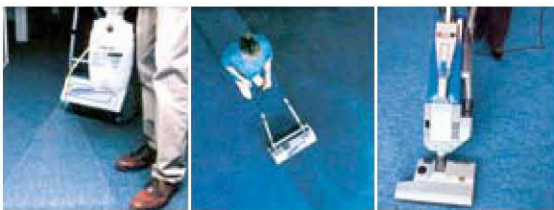


powers dual cylindrical brushes that will lift the carpet fibers as the brushes turn. The solution is allowed to dry (usually about 30-90 minutes) and the crystalline residue removed with the recommended type of vacuum. Productivity rates from 3,000 to 6,500 square feet per hour are attainable depending on machine size and spraying method.

IncStores.com does not recommend the use of any type of "bonnet" or rotary shampoo cleaning method.



The Crystal Dry chemical action breaks down the sticky and oily residue that attracts soil on contact. The GLS machine works the Crystal Dry deep into the pile and loosens foreign solid materials, lifting the carpet pile at the same time. As the Crystal Dry chemicals dries, it encapsulates the soil in crystals that are then dry extracted by vacuum. The entire interim cleaning process is pictured below



Spraying

Scrubbing

Vacuuming

## SCHEDULED CLEANING

Scheduled periodic overall deep cleaning with hot water extraction cleans to the base of the fiber. It is our recommendation that on new carpet installations hot water extraction be performed only with clean, clear water and when necessary, a pH adjusted rinse (depending on pH of carpet fibers) for best long-term results.

**Recommended Equipment & Chemicals:** R.E. Whittaker Company (GLS Crystal Dry, pictured on the left)

**Recommended Vacuum:** ProTeam (Proforce 1500XP) Windsor Industries (Versamatic Plus) or comparable two-motor vacuum

## Scheduled Deep Cleaning Method - Hot Water Extraction

IncStores.com and other major fiber producers recommend hot water extraction for the periodic deep cleaning maintenance process.

Water extraction cleans to the base of the carpet fibers when performed properly; removing any residual dirt and debris. If left uncleaned, fungus, mold, and bacteria could form causing unpleasant odors.

For productivity, hot water extraction simultaneously washes, rinses, and vacuums your carpet. A combination of hot water, and agitation cleans and rinses the carpet, while a vacuum carries away the soiled water.

## Selecting Self-contained, Truck-mounted, Or Portable Equipment (See Specifics For Carpet Tile Products)

The variety of equipment ranges from truck-mounted high-powered machines to portable machines that use a hose and wand or self contained extractors. The self-contained extractor can use a hose and wand, but is usually operated using the self-contained spray jets, agitating brush, and vacuum shoe.

Self-contained machines use hot tap water. The temperature is cooler than truck-mounts or portables, which also apply the water at higher pressure. Brush agitation in the self-contained unit makes up for the cooler water and lower pressure so that cleaning commercial carpet is very effective since the temperature of the water should not exceed 120° at the spray head.



The following is an average productivity level for each type of extraction method. Truck-mounts or portables can typically clean 1000-2000 sq. ft. per hour. A mid-sized self-contained extractor can clean between 2000 and 4000 sq. ft. per hour. A large walk-behind wide-area extractor can clean up to 10,000 sq. ft. per hour.

### Carpet Tile Extraction Requirements

Carpet Tiles must only be extracted using 100 psi. max and not to exceed at wand. Exceeding these limits may disrupt adhesive bond on perimeter of tiles.

### Recommended Hot Water Extraction Methods

A pre-spray and neutralizing rinse combination is the most effective method because it allows more time for the chemical action. It also permits the harsh alkalinity of the cleaning chemical to be neutralized in the rinse, leaving the carpet looking brighter and more lustrous. For new installations we recommend following these procedures and extracting with clear, plain water only using a pH adjusting rinse only when necessary. IncStores.com does not recommend the use of any type of optical brighteners.

**Step 1:** Pump spray a diluted solution of pre-spray chemical onto the area of carpet to be cleaned about 10-15 minutes before extracting that area.

**Step 2:** In the solution tank of the extractor, dilute the hot water with a proper amount of neutralizing rinse. Extract the pre-sprayed carpet with this solution. In the machine extraction cleaner is a little quicker and requires just one simple step: dilute the hot water in the solution tank with the proper amount of carpet extraction cleaner. Extract the carpet using this solution. With either method, you can cut dry time in half by making extra dry passed with extractors and directing an air blower on the wet carpet.

Do not over wet carpet. Over wetting carpet causes wick back, which will allow the spots to reappear. Carpet must also be 100% dry before foot traffic commences to prevent rapid re-soiling.

### When To Use Defoamers

If foaming occurs, put a small amount of defoamer into the recovery tank of the extractor. Spraying defoamer onto the inner wall of the recovery tank can give faster contact with foam as it enters the tank.

**Warning:** Never put defoamer into the solution tank. This can clog the spray jets. Also, defoamer residue on the carpet will cause rapid resoiling.

**Recommended Equipment & Chemicals:** U.S. Products (Cobra Plus Series)

**Recommended Equipment & Chemicals:** Windor Industries (Commodor or Dominata series.)



## SPOT REMOVAL – 7 RULES FOR BEST RESULTS

Spot removal can be one of the most confusing and frustrating aspects of carpet care. Improperly treated or ignored spots can destroy expensive carpet. The following seven rules can help simplify the challenge.

### Seven Rules Of Spot Removal:

1. The faster you get to a spot the better for removal. At the minimum, spot removal must be a daily routine.
2. Know the fiber make-up of your carpet. Most commercial carpets use either nylon or olefin (polypropylene) fibers, or a blend of both. IICRC certified professional carpet cleaners have simple tests that can determine fiber type for you. Nylon carpets will usually contain stain-blocking chemicals, which if properly maintained, can facilitate removal of serious stains.
3. Know and recognize the common spots in your facility. Keep a spotting kit on hand with a general purpose spotter and specialty spotters for spots specific to your area of responsibility. Offices, for example, often have coffee or copier toner spots. Hospitals commonly have blood or betadine spots. You can expect coffee, tea, and red food dye spots in retail or hospitality facilities. Nursing homes commonly have urine stains. Gum stains are common in public facilities.
4. Many spots are concentrated areas of general soil tracked into an area. A general purpose water-based spotter will remove these.
5. Greasy spots and tar are best removed by an oil or solvent-based spotter.
6. Protein or fatty soils such as vomit, feces, or blood can be effectively removed with an enzyme-based spotter.
7. When applying a spotter, never rub the spotted area. Always carefully blot the spot with a cloth. To help prevent resoiling, use a spotting water extractor to thoroughly clean the spotted area after blotting.

**Recommended Spotting Kits:**  
R.E. Whittaker Co. (Crystal Dry Spotter & Carpet Roamer)

**Recommended Spotting Kits:**  
Windsor Industries (Pro Spotting Kit & Presto spotting extractor)



# YOUR MAP TO TOTAL SOLUTION CARPET CARE

There are many ways to clean commercial carpeting. To determine the best for your requirements, you should map out the types of traffic in your facility's carpeted areas. Using a copy of your building's floor plan, categorize and label traffic areas as heavy, medium, or light.

AMOUNT OF TRAFFIC	TRAFFIC	VACUUM FREQUENCIES	INTERIM CLEANING FREQUENCIES	DEEP CLEANING FREQUENCIES
Light	Office area with 1 worker	2-3 Times per week	Two to Four times a Year	None (Only when required)
Moderate	Up to 500	Daily	Quarterly	None (Only when required)
Heavy	500-1000	Daily	Every Other Month	None (Only when required)
Extra Heavy	1000-2000	Daily	Monthly	None (Only when required)
Extremely Heavy	Over 2000	Twice Daily	Weekly to Monthly	None (Only when required)

\*The term "traffics" means each time one person walks in the area. The same person walking in the same area 20 times a day equals 20 traffics.

*Note: Spotting maintenance should be performed on a daily basis.*

You are now on your way to total solution carpet care provided by your partner in business, IncStores.com, in an effort to increase your return on investment of your floor coverings. For additional technical information pertaining to installation (broadloom or carpet tile), adhesives maintenance, Specifications and warranties please see our website at IncStores.com or feel free to contact technical services at 800-613-0996.





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