

# Carpet Maintenance Handbook

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## Table of Contents

<b>Introduction</b>	4
<b>Carpet Selection</b>	4
<b>Environmental Statement</b>	4
<b>Programmed Maintenance</b>	5
<b>Spot Removal</b>	5
<b>Interim &amp; Restorative Maintenance</b>	7
<b>Maintenance Frequency</b>	8
<b>Resource List</b>	9

For comprehensive warranty coverage, J+J Flooring Group requires total compliance with all information contained within this publication. Flooding and spin bonnet cleaning voids manufacturer warranties.

## Introduction

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At J+J Flooring Group, we believe that clean carpet is important. We also think it looks better. Therefore, it is our goal through this handbook 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 information contained in this handbook will be beneficial to 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 work for your individual space.

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

## Carpet Selection

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The appearance of carpet depends upon several factors: color, density, pattern, fiber and a viable carpet maintenance program.

### Color

Color selection is very important. Lighter colored carpet shows soil more readily and, therefore, requires more attention to maintain a high level of appearance. In locations where soil is dark, darker colors of carpet tend to help mask tracked-in soil. In areas where soil is red in color, a redder hue of carpet will show less soiling. However, light colored carpet is more suitable for use near shore and beach areas where sand is prevalent. Carpeting for restaurants should be bold in pattern or be a pronounced tweed. Whatever the case, carpet will look better and require less attention if the carpet color and soil color are compatible.

### Density

Density is important in determining how well the carpet will perform and maintain its appearance. A correctly constructed carpet for commercial use is made with the face fibers packed in tightly. The result is that most tracked in soil stays on the surface of a densely constructed carpet where it can be vacuumed away.

### Pattern

Carpet with a sculptured pattern will require more frequent maintenance in order for the carpet to retain its intended sculptured appearance. This should be considered at the time of carpet selection since more frequent vacuuming and pile lifting will be required in order to maintain pattern definition.

### Fiber

The type of fiber in the carpet should be considered. More than 90% of all carpet produced is manufactured with man-made fibers. Man-made fibers and natural fibers require different chemistry. Confirm the yarn system of your carpet before starting any cleaning procedures.

### Points to Consider

The appropriate selection of carpet color and construction, coupled with a proper maintenance program, is the proven equation for a satisfied carpet user. The suggestions and procedures contained in this handbook are the result of extensive research. The use of all cleaning chemicals must be in accordance with proper safety practices and regulations. The suitability of products, chemicals, equipment, methods and procedures for the intended use shall be the responsibility of the user.

## Environmental Statement

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Each component of the carpet maintenance system—vacuuming, spot treatment and cleaning—must have a positive impact on environmental quality. The maintenance procedure and chemistry utilized in carpet maintenance must have low total volatile organic emissions which will dissipate rapidly. All equipment must be in proper working condition and safe for operation. The system must be capable of safely removing foreign contaminants that are brought against the carpet in normal service conditions and are compatible with the carpet's dyeing and backing types.

## Scheduled Maintenance

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Clean carpet makes a statement; it looks better, therefore enhancing the appearance of your interior spaces. Proper maintenance will also extend the life of your carpets. A scheduled maintenance system has proven to reduce problems. Most importantly, proper programmed maintenance promotes a healthier environment. For these reasons, an effective scheduled maintenance is equally as important as the initial carpet specification itself. An effective maintenance program requires both plan and execution.

Maintenance personnel are advised to:

1. Obtain a detailed floor plan of their facility.
2. Identify areas by color-coding: light, moderate and heavy soiling / traffic.
3. Use the frequency chart contained in this manual as an initial guideline for maintenance intervals.

### **Main Categories of Programmed Maintenance**

There are four maintenance components of a comprehensive maintenance program to be considered:

**Preventative:** This employs strategically placed walk-off mats and carpet protection

**Daily:** Vacuuming and spot cleaning

**Interim:** Dry extraction using an absorbent compound or low moisture encapsulation

**Restorative:** Hot water extraction and reapplication of topical carpet protection

### **Preventative Maintenance**

The best place to start effective carpet maintenance is to keep as much soil as possible out of the building. This action will reduce carpet maintenance time and cost. Placement of walk-off mats at both outside and inside entrances is effective for collecting soil from shoes versus tracking the soil farther into interior surfaces. Walk-off mats are especially helpful during times of wet weather. It is also an excellent practice to use foyer matting when feasible. It is estimated that approximately 85% of contaminated soil is transferred into a space from the soles of shoes. A 15 ft. walk-off mat will remove approximately 85% of the soil before it reaches carpeted areas. Contact your J+J Flooring Group Sales Representative for info about our modular entry way system.

Rotate the mats, as necessary, for proper efficiency. Consideration for carpeting of elevator cabs is also recommended. By carpeting elevator cabs, a significant percentage of soil is transferred there rather than into other carpeted spaces. Consider elevator cabs as "Heavy Traffic" soiling areas and should be cleaned frequently to maintain efficiency in soil removal.

### **Daily Maintenance**

#### **Vacuuming**

Vacuuming is among the most important and possibly the most cost efficient element of a successful maintenance program. Vacuuming can remove 80% of dry soil on a daily basis. Vacuuming should be scheduled in direct proportion to the amount of traffic and potential soil build-up in a particular area. A good practice is to frequently vacuum the areas that receive the most traffic and experience heavier soiling in entryways, lobbies, elevator cabs and on ground floors.

High performance vacuum cleaners have a significant impact on improved air quality while keeping the carpet at a high appearance level. Soil allowed to accumulate in the carpet yarns can cause abrasion and permanently damage the fiber.

#### **Vacuum Equipment**

Recognizing the need to identify superior cleaning equipment, the Carpet and Rug Institute introduced its Seal of Approval Green Label Testing program for vacuum cleaners in 2000. This program tests two general categories of vacuums: (a) General purpose vacuums approved for use on all conventional carpet styles; and (b) vacuums specifically approved for use on carpet with a low pile or surface texture, measuring approximately 1/4 inch or less. Vacuum cleaners meeting the CRI Seal of Approval Green Label requirements can be viewed at the CRI website, [www.carpet-rug.org](http://www.carpet-rug.org). Backpack vacuums are for use as supplemental particulate removal. They do not provide crucial grooming, brushing and lifting of carpet fibers

For best cleaning results, inspect the vacuum cleaner periodically to be sure that it is functioning properly. Keep brushes clean and check for sharp edges and foreign objects such as staples or paperclips. Replace worn brushes as needed. Keep vacuum hoses and attachments free of obstructions that restrict airflow. When bag is 2/3 full, empty dirt.

#### **Flooring Detergent Selection**

The Carpet and Rug Institute (CRI) Seal of Approval (SOA) program test criteria specifically tests detergents and spotters for re-soiling propensity. Only those products proven to have a neutral or negative re-soiling propensity are certified for the SOA program. J+J Flooring Group recommends the use of cleaning products that are certified SOA products. Hard surface detergents are also a concern and therefore should also be tested by applying a few drops of the solution to a glass surface and allowed to dry. Any detergent that has a sticky, tacky or waxy feel to the touch after it dries will be tracked onto the adjacent carpeted surfaces where these residues begin to accumulate and attract soil that is not easily removed.

#### **Spot Removal**

Daily removal of spots and spills is a very important phase of the overall maintenance program. Spot removal will impact the aesthetics of the entire carpeted area more than any other maintenance factor. When possible, spots should be treated and removed immediately. Contaminants left in the prolonged contact with carpet fibers become increasingly more difficult to remove. To be effective, 100% of the contaminant

and/or cleaning agent is removed. Portable extractors are very effective in removal of spills. It is important to use solutions that are appropriate for the specific type spot, spill and yarn system.

### Step-by-Step Spotting Procedures

Refer to the CRI Care and Cleaning Seal of Approval Cleaning Solutions - Spot and Stain Removal Guide. A complete current detailed listing of safe, effective carpet cleaning products and procedures can be viewed at [www.carpet-rug.org](http://www.carpet-rug.org).

### Act Quickly!

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 carpet or in an inconspicuous area.

### Liquid Spills

Blot thoroughly with a white cotton towel to remove the spill. Repeat this action until the spill is fully absorbed. Contaminants are almost always easier to remove while wet.

### Dry Spots

Gently scrape up any remaining solid material with a rounded spoon and then vacuum. The remaining contaminants are generally sticky and cling to the carpet fiber. Removal of this contaminate may require a CRI approved carpet spot remover; see listing at [www.carpet-rug.org](http://www.carpet-rug.org). Follow the manufacturer's recommended use of the selected cleaning products. Interim maintenance equipment such as Host and Whittaker are proven effective means of releasing spots and removing spills. (See Interim Maintenance)

### Difficult Spots

Oil, grease, ink, fruit drinks, wine, plant food, urine, oxy type cleaners, oven cleaner, toilet bowl cleaner, dyes, inks, drain cleaners, mildew removers, insecticides, foot powders, medicines, benzoyl peroxide, swimming pool chemicals, acids, bleaches, etc., may damage the carpet fibers or require specialty spotters for removal.

### Wicking

Wicking or wick-back is the upward migration of moisture or other liquids and the dissolved contaminants within carpet. During drying, wicking action brings moisture and contaminant to the surface of the carpet at which point the moisture evaporates and the contaminants contained in that moisture are deposited at the point of evaporation. For this reason, spots will

appear to have been removed only to re-appear or wick-back 2-4 days post cleaning.

### 100% Encore® SD Ultima® Nylon Fiber , Encore BCF Nylon and ColorLoc® Plus technology Difficult Spot and Stain Removal

An outstanding feature of these nylon yarns is that our process creates fibers with locked in color, resulting in excellent colorfastness properties.

While our carpets that are manufactured using these yarn systems can be cleaned successfully with general spot cleaning procedures along with interim and restorative maintenance, when necessary mild bleach solutions can be used for sanitization purposes and difficult stain removal (which might otherwise be impossible.)

When bleach is used, only mild solutions are approved: bleach can be diluted with water at a ration of 5% chlorine bleach/95% water. This solution should only be left on carpet for as long as it takes to remove the stain. When using a diluted bleach solution for sanitization purposes, dwell time is 5-10 minutes, then extract using clean water.

**NOTE:** Use of bleach/water solution applies to carpet which contain Encore BCF Nylon that is purchased beginning 04/01/2015.

### Procedures (pretest every cleaning agent)

Before attempting to remove the spot, it's important to first test the spotting products to be used on attic stock piece of carpet. If none is available, test an inconspicuous area, (closet, behind a door, etc.). Allow the test area to dry completely, then check for any color change before proceeding. If there is a color change, do not continue. You should call J+J Flooring Group Customer Relations Department at 1-800-241-4586. Any spill that has dried (e.g., mustard or ketchup) should be removed with the use of a spotting brush and bone spatula or a spoon by scraping up the dry residue, then follow the steps listed below and dry vacuum the area. Blot up wet spills with a white absorbent cloth, a layer of white paper towels.

The general rule is that unless you know the origin of the spot and have determined that a wet spotter is required, you should always start with non or semi volatile solvent spotter. Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any cleaning solvent directly onto the carpet, as this causes penetration into the back of the carpet which can produce buckling and deterioration of the backing system. Rather, pour a small amount

of solvent on the cloth and then gently apply it to the spot. Blot the area with a dry white cotton cloth (or white paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly. Use the pretested wet spotter in the same moisten and blot technique used with the dry solvent. If a spot or spill remains contact J+J Flooring Group Customer Relations Department at 1-800-241-4586.

### After Spot Cleaning

Rinse thoroughly to remove residues. Allow to dry. If spot wicks back, repeat.

**NOTE:** *Non-water based substances such as oils, salad dressings and other oil based compounds, if allowed to dry, will require the use of an approved mild detergent to emulsify the oils to prevent leaving an oily residue that may be colorless, but may cause soiling.*

### Spin Bonnet Voids Warranty

### Interim Maintenance

Interim maintenance is the primary cleaning method to employ low moisture encapsulation or absorbent compound. These systems combine pile lifting and cleaning chemistries to clean and restore pile yarns while removing sticky or oily soils from your carpet. The low moisture encapsulation or absorbent compound alternative is particularly attractive since they require little or no time for drying. For your information, we have listed a supplier of recommended interim maintenance equipment and supply resources. It has proven compatible with all J+J Flooring Group's styles and constructions.

#### Whittaker SmartCare Solution – Encapsulation Low-Moisture Agitation and Crystallization

800-422-7686

[www.whittakersystem.com](http://www.whittakersystem.com)

Crystal Dry Encapsulation carpet cleaning is a practical, cost effective and efficient method of performing primary/interim carpet maintenance and pile lifting. The Crystal Encapsulation chemistry surrounds sticky, oily soils when brushed and pile lifted with the Whittaker GLS machine. Subsequent vacuuming removes the soils as particulate extraction.

### X L North

[www.xlnorth.com](http://www.xlnorth.com)

800 530 2259

Liquid GRAB®

(<http://www.xlnorth.com/liquid-grab/>)

LiquidGRAB® GREEN

(<http://www.xlnorth.com/liquid-grab-green/>)

Liquid GRAB® GREEN is a unique low-moisture carpet extraction that dries into crystallized particles that encapsulate soil. After drying, the crystals are removed by dry vacuuming. The carpet is cleaned without over-wetting and surfactant build-up, helping to prevent re-soiling. Absolutely safe to use on nylon, wool, and stain resistant carpets.

### Host Extraction System (Absorbent Compound)

800-558-9439

[www.hostdry.com](http://www.hostdry.com)

The Host dry extraction system employs an organic extraction cleaner that is simply applied into the surface of the carpet and then brushed through it by the Host Liberator or Freestyle Machine. Soil and grit are attracted to and absorbed by the Host cleaner, which is then vacuumed away. The Host system is very effective in pile lifting. One of the advantages of this system is no drying time – carpet can be returned to service immediately after cleaning.

### Restorative Maintenance

This carpet cleaning method is used to complement daily and interim cleaning processes by adding hot water extraction to effectively deep clean and thoroughly rinse the carpet. You will find details of deep cleaning systems and methods on CRI's website – Care & Cleaning Seal of Approval Deep Cleaning Extractor at [www.carpet-rug.org](http://www.carpet-rug.org). The CRI program tests the effectiveness of carpet cleaning equipment and certifies deep cleaning extractors that effectively remove soil without damage to the carpet.

The use of inadequate or faulty equipment, coupled with inexperienced or improperly trained technicians may often leave the carpet too wet and may not fully remove the soil and cleaning solution. This ultimately results in the carpet's rapid resoiling as dirt and soil are attracted to residuals left behind. To be effective, hot water extraction requires a high level of knowledge and training. For this reason, we recommend the use of technicians who have been certified through the Institute of Inspection, Cleaning, Restoration and Certification (IICRC) for the hot water extraction component of your hot water cleaning program.



IICRC provides list of qualified trained cleaners – at [www.iicrc.org](http://www.iicrc.org)

The hot water extraction method is portable or truckmounted system. Hot water extraction injects the carpet face yarn with a cleaning solution under pressure. The solution is extracted and rinsed along with the dirt and grime.

When properly performed, 95% of the cleaning solution is recovered; therefore, very little moisture is left in the carpet to air dry. The cleaning solution nozzle pressure should be a maximum of 150 psi, which is gentle enough not to damage the carpet pile yarn and low enough not to inject water under carpet modules. The dry time is two to four hours with the use of air movers and four to six hours without.

**Host Extraction System (Absorbent Compound)**  
800-558-9439  
[www.hostdry.com](http://www.hostdry.com)

The Host Extraction System (absorbent compound) is a highly effective alternate to hot water extraction for restorative maintenance.

**Maintenance Frequency**

The two factors that dictate cleaning frequencies are the type of use, (i.e., office, school, healthcare) and the traffic classification LIGHT, MODERATE and HEAVY. These two factors will dictate the frequency of maintenance procedures from vacuuming to over-all cleaning. Daily vacuuming is the most important cleaning activity, but deep cleaning must be performed on stubborn or embedded soil. J+J Flooring Group recommends that your carpet be cleaned by low moisture or absorbent compound extraction before it shows obvious soiling. Carpet should receive periodic deep cleaning to maintain its good looks.

The following Frequency Chart can be used as an initial guideline for the maintenance procedures described in this manual. There are three levels of soiling: LIGHT, MODERATE and HEAVY. As described earlier, using a color-coded floor plan to determine the frequency requirement of the space as dictated by traffic volume will be helpful. There is no one cleaning system that fits all facility requirements. For some buildings, you may find it advantageous to use two extraction systems (truck-mounted and portable due to varying use requirements).

Level loop construction in schools and hospitals will

usually require more frequent and aggressive cleaning than fine cut-pile carpet in the executive offices. The carpet construction, color, type of soil and traffic classification all impact the carpet maintenance frequencies and extraction selection. You must, therefore, adjust your cleaning frequency as needed to maintain a clean and healthy environment. For great looking, healthy carpets – plan your carpet maintenance program, use a practical frequency schedule for guidelines, and then work your plan.

**Frequency Chart**

	TRAFFIC/SOIL		
	LIGHT	MODERATE	HEAVY
vacuum	1-3 times weekly	Daily	1-3 times daily
spot check/clean	Daily	Daily	Daily
pile lift interim clean	Every 3-6 months	Every 3 months	Monthly
restore deep clean	Annually	Every 6 months	Every 90 days

**NOTE:** Special consideration should be exercised during cleaning or finishing of hard surface floors that transition to carpet. When special care is not exercised, the carpet can become contaminated or even damaged in these areas.

**Professional Cleaning Services and Certified Cleaning Technicians**

J+J Flooring Group recommends professional carpet cleaning companies affiliated with the IICRC who employ trained cleaning technicians or IICRC professional certified cleaners.

**Protection**

Topical carpet protection applied during the manufacturing process will become less effective after multiple cleanings and years of general foot traffic. Reapplication of a soil resistant after-market product may be applied at the owner’s discretion.

**Pile Setting or Grooming**

Swirls, wand marks or pile distortion produced by any carpet maintenance procedure must be immediately eliminated by pile setting or grooming the carpet surface. Carpet must dry for eight hours following any maintenance procedure.

**NOTES:** Do not wet clean any adhesive-related carpet installation for at least 30 days after installation. Do not use optical brighteners or silicone protectors on J+J Flooring Group carpets. Flooding voids manufacturer’s warranties. J+J Flooring Group does not recommend machines that recycle water. Use fans or air movers to expedite drying, and do not allow traffic on moist carpet.



## Closing

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We believe that the information contained in this handbook is the best currently available on the subject and concurrent with the IICRC S100 Carpet Cleaning Standard and Carpet and Rug Institute's Carpet Maintenance Guidelines for Commercial Applications/Green Label Plus and Seal of Approval Information.

*Flooding and spin-bonnet cleaning voids manufacturer warranties.*

**REMEMBER:** *Vacuuming is among the most important and possibly the most cost efficient element of a successful maintenance program.*

## Resource List

### NATIONAL REFERRAL SYSTEMS FOR CERTIFIED FIRMS

Institute of Inspection, Cleaning and Restoration Certification (IICRC)

[www.IICRC.org](http://www.IICRC.org)

800-835-4624

2715 East Mill Plain Road

Vancouver, WA 98661

Carpet and Rug Institute (CRI)

Carpet Industry Trade Association-Seal of Approval listings for vacuums, cleaning agents, equipment, spotters and information.

[www.carpet-rug.org](http://www.carpet-rug.org)

706-278-3176

P. O. Box 2048

Dalton, GA 30722-2048

### CARPET MAINTENANCE EQUIPMENT & PRODUCTS

#### DRY CLEANING (ABSORBENT COMPOUND)

Host Dry Extraction Carpet Cleaning System (Absorbent Compound)

[www.hostdry.com](http://www.hostdry.com)

800-558-9439

#### VACUUMS

See CRI Seal of Approval listing

[www.carpet-rug.org](http://www.carpet-rug.org).

Whittaker Low Moisture Systems

[www.whittakersystem.com](http://www.whittakersystem.com)

800-422-7686

X L North

[www.xlnorth.com](http://www.xlnorth.com)

800 530 2259

