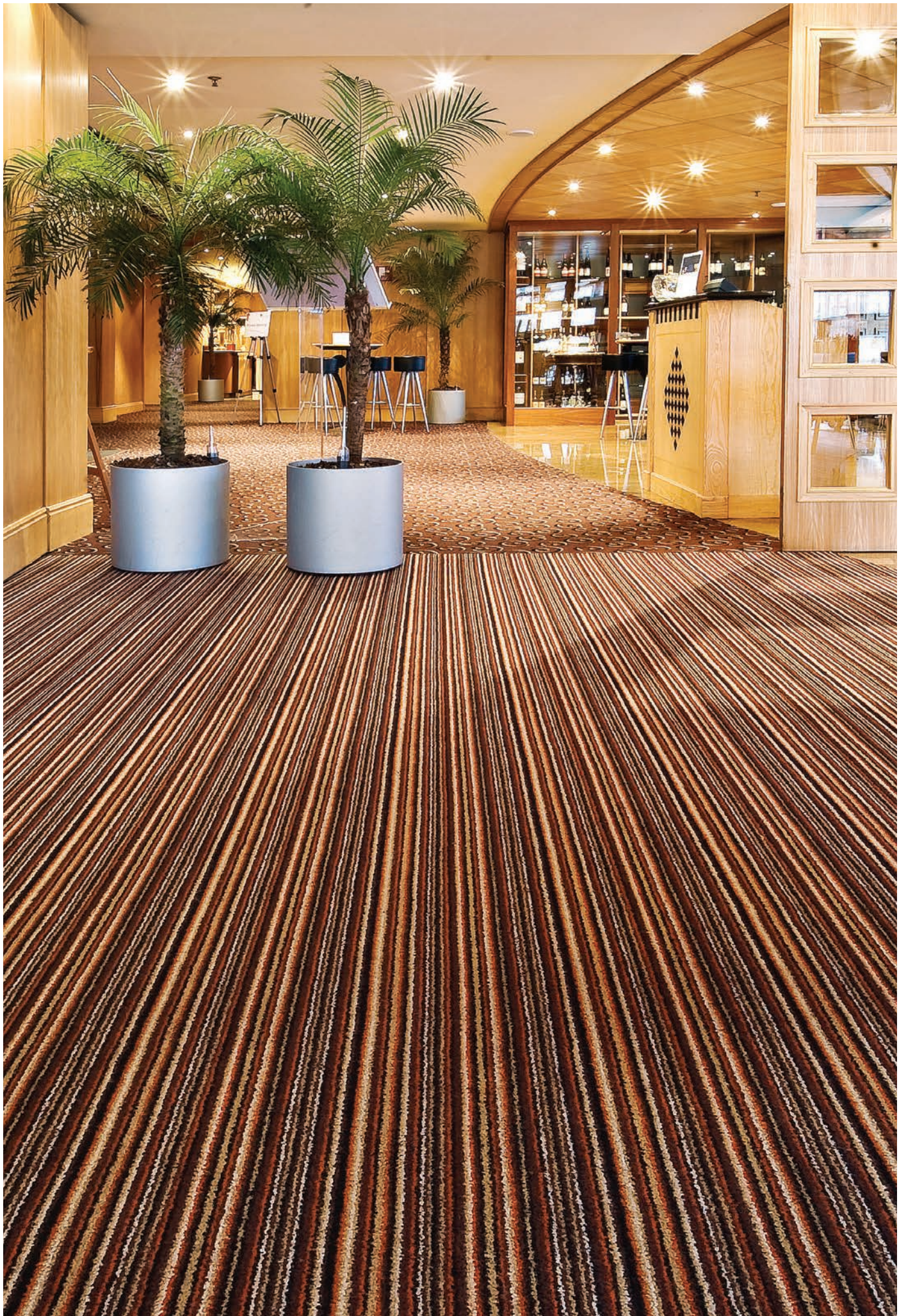


custom *hospitality* carpets



CREATIVE DESIGN, FLAWLESS EXECUTION

CARPET MAINTENANCE GUIDE



Maintenance of Desso carpet

A carpet's life will be governed by many factors, starting with the selection process that must take both aesthetic and performance considerations into account. Once selected, nothing will work to extend the life of your carpet more than a carefully planned and conscientious program of maintenance.

In addition to protecting your investment, regular maintenance will enhance the cleanliness and appearance of your carpet, thus providing a healthy environment for your occupants. Desso has more than 75 years of carpet maintenance experience, and we are committed to sharing our valuable knowledge with our customers.

Carpet selection

The most diligently planned maintenance program will not overcome a poor choice of carpet, and careful consideration should be given during the selection process to both volume and patterns of foot traffic that will be tracked through the facility, as well as varying soil types which may be governed by factors such as geographic location and weather conditions. Since traffic flow is generally distributed unevenly throughout a building, particular attention must be given to critical areas such as entrance areas, and elevator lobbies.

The choice of carpet construction (e.g. loop pile versus cut pile), fiber (e.g. wool versus nylon), color (e.g. light shades versus dark shades), and pattern coverage (e.g. low pattern content versus high pattern content), will all combine to influence on how readily your carpet will show soil and retain an acceptable level of appearance.

Desso's worldwide team of sales specialists are ready to guide you through this critical process. For information on how to reach your nearest Desso support center, please visit our website at www.desso.com.

Four keys to effective maintenance

A beauty of carpet lies in its ability to hide soil. This however can work to its detriment, since soil hidden below the surface (invisible to the naked eye) will work over time to destroy the carpet fibers. Most soils contain high concentrations of sharp silicate particles, and if these particles are not removed, friction and abrasion caused by constant foot traffic will eventually cut through the carpet fibers, causing the carpet to mat down and flatten.

The four following recommendations are provided to help prevent abrasive soil from damaging the carpet fibers, thus adding significantly to the life and beauty of your carpet.

- a. Preventive maintenance
- b. Daily pile lifting & vacuuming
- c. Spot and spill removal
- d. Deep cleaning



Preventive maintenance

Prevention is always preferable to cure, and stopping dirt at the source is vital if the appearance and quality of carpet throughout your building is to be maintained. Dirt is generally tracked into buildings from outside, and as a critical form of preventive maintenance, walk-off mats should be placed at all entrances to carpeted areas. To be most effective, mats should accommodate at minimum 5 to 6 footsteps (15-20 ft), and will work as a barrier to trap the majority of soil and grease before it has the chance to reach your interior. Like carpets, walk-off mats must be pile lifted and vacuumed daily and cleaned regularly to maintain their effectiveness.

Protect and Entry

Desso offers two practical solutions to this problem: Protect and Entry. Both qualities are effective dirt barrier carpet tiles. Protect is constructed of highly absorbent wool fibers combined with densely packed nylon fibers that filter out the smaller dirt particles. Entry is less absorbent, but is constructed of a tougher fiber to ensure optimal dirt particle removal. All contaminants are then released in dry conditions by use of a pile lifter vacuum or a standard vacuum cleaner incorporating a driven brush.

Irreparable damage

When decorating or renovating, care should be taken to protect the carpet from spills and accidents. Stains from paint, varnish, glue or adhesive are particularly difficult to remove. Be extremely careful with hypochlorite or hydrogen peroxide bleaches. In both diluted and undiluted form, these can cause irreparable damage to the carpet coloration. Extreme care should be taken with open fires. Burn marks, especially on synthetic fibers, are extremely difficult to repair.

Maintenance programs

One of the keys to preventive maintenance is instituting a maintenance program that is designed to keep your carpet looking good every day at a reasonable cost. Suppliers such as HOST or SEBO can provide you with programs that have been developed to assist maintenance planning tailored to the needs of your facility. They will help you to manage the carpet appearance and cleaning activities in your facility while controlling costs. A thorough maintenance program helps you schedule vacuuming, spot removal and deep cleaning when and where needed for clean and dry carpet that looks its best every day.

Daily pile lifting & vacuuming

At least 85% of all soil is typically dry, and the most effective way to deal with destructive dirt particles is through daily pile lifting and vacuuming.

Pile lifting is an essential activity that should be performed at least once a week in high traffic areas. A good pile lifter, such as the HOST ExtractorVac® or SEBO Professional G, will lift up the carpet pile, break loose and remove embedded soil that commercial vacuums cannot reach because of matting and crushing caused by heavy traffic. Regular use of pile lifting will make routine vacuuming more efficient, since the counter revolving brushes combined with powerful airflow and filtration will remove the deep down dry dirt and grit.

The best commercial vacuums are equipped with rotating brushes, and vacuuming alternately in both length and width directions will help to dislodge soil from carpet fibers during daily vacuuming.



Deep cleaning

Desso recommends using the hot water extraction cleaning method for the deep cleaning of your carpet. As an alternative, for instance when there is not enough time available to let the carpet dry without traffic, we recommend either the dry extraction method or the crystallization method.

Hot water extraction

Hot water extraction, for instance with TASKI Tapi Extract, is the recommended method for Desso carpets. Hot water and non-sticky detergent are sprayed into the carpet pile under high pressure. The detergent is agitated throughout the pile, dissolving oil bonds and preventing dirt particles from reattaching to the carpet fibers. The water, detergent, and loosened dirt particles are removed through powerful suction. Extractors with a brush between the water jet and vacuum more effectively clean the carpet and are recommended.

Care must be taken not to overwet the carpet, and only extraction systems that dry within 3-4 hours of cleaning are recommended. Fans and commercial dehumidifiers should be used to speed the drying process. Please note that the carpet should be completely dry before allowing any traffic on the area.

Dry extraction or absorbent powder method

Two simple and effective methods that allow you to deep clean your carpet anytime without the inconvenience of getting it wet, are the HOST Dry Extraction Carpet Cleaning System and the SEBO Duo Cleaning System. By using one of these dry cleaning methods, there is no need to take the carpet out of service for a long period of time, while your carpet is clean, dry and looks its best every day.

These systems are comprised of a brush vacuum cleaner and a cleaning product that acts like millions of tiny, absorbent sponges. These sponges contain water, detergents and green cleaning chemistry which deep clean by dissolving and absorbing the greasy, oily dirt. The brush vacuum cleaner lifts the pile, removes dry dirt, chemically deep cleans the carpet and removes spots and spills immediately.

Crystallization method

The crystallization method works in a similar way as the absorbent powder method, but uses a cleaning chemistry which contains both a detergent and a crystallizing polymer. While the detergent suspends the soil, the polymer encapsulates it and then dries to a crystal. This crystal is then vacuumed away.

Please note that both alternatives to hot water extraction can only be applied in combination with pre-vacuuming as well as careful daily vacuuming, since both methods cause a residue buildup. However, with the crystallization method this residue is not visible to the naked eye.

The use of bonnet/ spin pad cleaners is not allowed for Desso carpet, and its use will void all manufacturing warranties.

Spot and spill removal

Left untreated, and allowed to dry, spills can quickly become unsightly, difficult to remove, and may cause permanent discoloration in the carpet. Spills therefore should be reported immediately, and treated as quickly as possible. Quick action may remove the spilled substance before it penetrates into the carpet, and when tackled immediately, 95% of a liquid spill may be removed without the use of detergent.

Always try first to determine what has caused the spot, since it will help in deciding what type of spot remover to use. The majority of spills are easily removed with water and a microfiber towel. When removing spots, the following points should be taken into consideration:

- The sooner a spot is removed, the better the result will be.
- Always work from the edge of the spot inwards.

The following steps should be followed:

1. Remove as much of the spilled material as possible with a spoon, and carefully blot up liquids with a white or undyed cloth or microfiber towel, paper tissue or kitchen roll.
2. Consult the Stain Removal Guide at the end of this guide to see which spot removal agent to use. Try this first on a spare piece of carpet or in an inconspicuous area of the installed carpet.
3. Apply the spot remover with a cloth. Do not pour it directly onto the spot.
4. Give the spot remover time to work in on the spot.
5. Blot the spot carefully until dry with an undyed cloth or microfiber towel, paper tissue or kitchen roll. Never rub or brush.
6. Then you may apply some of the different carpet cleaning powders that are available for professional use, such as HOST Dry Cleaner or SEBO Duo-P Carpet Cleaning Powder. Or you may use some paper towels. Pack it on the spot. Allow the area to dry. This will remove any residues of the spot material and the spot remover that you used. When the area is dry, vacuum.
7. Repeat if necessary.



Advice and recommendations

Please note that the carpet should never be over-wet. Use small amounts of the cleaning agents and blot frequently. Always blot, do not rub or brush. Work from the outer edge of the spot towards the center, to prevent rings. Be patient. Some spots respond slowly. Spots and stains cannot all be removed from every textile floor covering due to the difference in fibers, dyes, construction, finishes, composition of the stain, length of time the stain has remained on the carpet, etc.

For more information on qualified cleaning companies or general advice, visit the Carpet & Rug Institute (CRI) website at www.carpet-rug.com or WoolSafe at www.wool-safe.org.

For more information on the HOST, SEBO or TASKI systems, please visit:

www.hostdry.com

www.sebo.de

www.taskibydiversey.com

Specific stains

Specific items such as chewing gum, wax or tar cannot be successfully removed without the use of special chemicals and techniques. Always be sure to use a pH-neutral product, since products with a high pH-value will create new stains if not removed thoroughly and immediately after use.

Chewing gum is best removed by freezing it and gently breaking it away from the fibres, using a dull knife or spoon. Do not try solvents that will dissolve the gum, since a very sticky problem may result.

For more difficult stains, commercial machines are highly recommended. They can be used during the regular pile lifting/vacuuming procedures to remove difficult spots and spills.

A quick and easy approach to spot removal can be accomplished with specially designed brushes like the HOST spotZAPPER or SEBO Daisy. These tools provide a quick and effective way to remove spots and spills from your carpet in larger commercial facilities.

Stain removal guide

1. Identify the spot and locate it on the chart below.
2. Apply one of the recommended solutions.
3. Repeat the treatment until all of the spot is removed.

Type of Spot

Group no. 1 Oil-based stains	Group no. 2 Water-based stains	Group No. 3 Gum
Asphalt	Beer	Chewing gum
Cosmetics	Cocktails	
Grease	Coffee	
Paints	Colas	
Oils	Fruit juices	
Rubber	Soft drinks	
Shoe polish	Tea	
Tar	Urine	

Spot Remover

Group No. 1	Group No. 2	Group No. 3
Cleaning compound, for instance:	Cleaning compound, for instance:	Chemical freezing compound, for instance:
HOST Dry Carpet Cleaner	HOST Dry Carpet Cleaner	TASKI Tapi Gum
SEBO Duo-P Carpet Cleaning Powder	SEBO Duo-P Carpet Cleaning Powder	
Diversey Paint, Oil and Grease Spotter Gel	Diversey Tannin Stain Remover, Protein Spotter or Red Juice Stain Remover	
TASKI Tapi Spotex 1	TASKI Tapi Spotex 2	