

Proactive cleaning for long-term appearance retention and performance

Without regular removal, dirt and soil accumulates to grind and permanently damage fibres, so carpets “ugly out” before their time. Carpet by its very nature, will mask soil, stains and abrasions to a certain degree, unlike hard flooring surfaces that readily reveal these symptoms indication of 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 premise of Beaulieu Commercial’s 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. Beaulieu Commercial is committed to environmental friendliness. We only recommend cleaning systems that are environmentally friendly which is described as containing minimal to no VOCs, biodegradable, non-toxic, non-flammable, non-hazardous and safe for carpet and environment.

Carpet can act as a filter that helps keep 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 the 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 of d-Limonene (orange terpenes).

DAILY CLEANING

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

- 1. Daily vacuuming of walk-off mats.**

Daily vacuuming of track-off, and main traffic lanes. In some instances, frequency may be greater.

2. Immediate daily spot removal with emulsification and agitation, extraction, or blotting to guard against permanent staining.

Recommended Spotters: Braxon (D-TACH & Roamer) Or Windsor Ind. (Pro Spotting Kit) or R.E. Whittaker Co. (Crystal Dry Spotters & Roamer).

See spot removal section for more details.

3. 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. Beaulieu Commercial strongly recommends walk-off mats at all entryways 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.

4. Vacuuming efficiently and effectively

Vacuuming – removes 90% of dry soil that accelerates wear and caused fibre 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.

Recommended Vacuum:

- SEBO (Automatic X8)
- Windsor Industries (Versamatic Plus)
- Comparable two-motor vacuum

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 “stick stuff” resulting from the deposit of normal oils and soil that hold foreign matter in the carpet while simultaneously performing wet pile lifting. Wet 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.

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 a high appearance levels and improve upon the wearability of the floorcovering. 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 Cleaning Method: Wet Pile Lifting

The interim cleaning process approved by Beaulieu Commercial is low moisture “wet 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 floorcovering is accomplished using a Roto machine or a dual cylindrical brush machine (GLS) that will lift the carpet fibres 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.

Recommended Equipment & Chemicals: Nacecare 19” roto machine - solution tank & brush (Roto machine & Crystal dry D_TACH solution) or R.E. Whittaker Company (GLS & Crystal Dry)

Recommended Vacuum:

- SEBO (Automatic X8), 15 inch vacuum cleaner
- Windsor Industries (Versamatic Plus)
- Comparable two-motor vacuum

The Crystal Dry chemical action breaks down the sticky and oily residue that attracts soil on contact. The floor 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 chemical dries, it encapsulates the soil in crystals that are then dry extracted by vacuum.

SCHEDULED CLEANING

Scheduled periodic overall deep cleaning with water extraction is required to keep carpets in all areas looking their best. Water extraction cleans to the base of the fibre. It is our recommendation that hot water extraction be performed only with clean and clear water and when necessary adding a pH adjusted rinse (depending on pH of carpet fibres) for best long-term results.

Carpet Tile Extraction Requirements

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

Scheduled Deep Cleaning Method – Hot Water Extraction

Beaulieu Canada and major fibre producers recommend hot water extraction for the periodic deep cleaning maintenance process.

Water extraction cleans to the base of the carpet fibre when performed properly; removing dirt, debris and residue left by other cleaning methods. If left un-cleaned, fungus, mould and bacteria could form causing unpleasant odours.

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

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, agitation 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. The temperature of the water should not exceed 120° at the sprayer head.

The following is an average productivity level for each type of extraction method. Truck-mounts or portables can typically clean 1000-2000 square feet. per hour. A large walk behind wide-area extractor can clean up to 10,000 square feet per hour.

Recommended hot water extraction methods

A pre-spray and neutralizing rinse combination is the most effective method for older installations 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 adjusted rinse when necessary.

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 using the solution. With any extraction method, you can cut dry time in half by directing an air blower on the wet carpet.

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

Recommended Equipment & Chemicals: Self contained extractors

Recommended Equipment & Chemicals: Truck Mount Extraction

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.

Carpet Soil Protectors – Proven to Slow Down Resoiling

Beaulieu Canada incorporates special fluorochemicals into the fibres during the production process that repel soils and materials that cause stains. This protection can be very effective, but like all topical treatments their performance levels will decrease slowly as a result of abrasion due to traffic. For extra soil protection, you can have new soil protector reapplied on site by a company certified technician trained to properly apply an approved soil protector. An approved soil protector should only be re-applied after every 4-6 hot water extractions. Carpet protectors should be worked into the carpet using a roto machine or a dual cylindrical brush scrubber to maximize penetration and coverage.

Recommended Carpet Protector: 3M (carpet protector)

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 fibre make-up of your carpet. The Institute of Inspection Cleaning and Restoration Certification (IICRC) registry provides a list of certified professional carpet cleaners who have simple tests and capabilities to determine fibre type for you. Nylon carpet 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.

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 (see exception). Always carefully blot spot with a cloth. To help prevent resoiling, use spotting water extractor to thoroughly clean the spotted area after blotting.

Exception: Only when using Braxon D-Tach spotter or the Crystal Dry Ready-To-Use Spotter and a Carpet Roamer is it recommended to scrub or agitate spots. This is due to the crystalline formation the chemical takes when drying, allowing for easy removal with a vacuum and preventing wick back spots.

Recommended Spotting Kits: Braxon (D-Tach spotter & Carpet Roamer) (1-888-725-8585)

Recommended Spotting Kits: R.E. Whittaker Co. (Crystal Dry Ready-To-Use Spotter & Carpet Roamer) (1-800-422-7686)

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 light, moderate, heavy, extra heavy or extremely heavy.

| Amount of traffic | Traffic * | Vacuum Frequencies | Interim Cleaning Frequencies | Deep Cleaning Frequencies |
|--------------------------|----------------------------------|-------------------------------|---|--------------------------------------|
| Light | Office area with 1 worker | 2-3 times per week | 2-4 times a year | None- (only when required) |
| Moderate | Up to 500 | Daily | Quarterly | None- (only when required) |
| Heavy | 500-1000 | Daily | Every other month | Once yearly (when required) |
| Extra Heavy | 1000-2000 | Daily | Monthly | Twice yearly (when required) |
| Extremely Heavy | Over 2000 | Twice Daily | Weekly to monthly | Quarterly (when required) |

* The term "traffic" 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.

Soil Visibility

The way a particular colour value** reflects light will determine how much visible contrast it has to accumulated soil. Each colour group has values that yield acceptable and optimum reflectance ratings. The installed carpet colour value will determine how well it will perform in hiding soil.

****Dark value:** Dark colours offer sharp contrast, lint, dust and light-coloured soils show up more readily on them.

****Medium value:** This is the ideal range to reduce the visible effects of soiling and staining. Colours in this range effectively hide soil contrasts and mask the presence of soil.

****Light value:** Light colours obviously show soil more readily than medium colours. Although light colours may be aesthetically more pleasing, they may require more maintenance to retain original appearance.

For your assistance with any aspect of these processes, please feel free to contact your Beaulieu Canada Commercial Technical Service Department at 800-387-3155 ext#5394.

Please visit our website at beaulieucanada.com for the most up-to-date version of this document as it may have been revised and updated since this printed version.

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