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A Tarkett Company

# Maintenance Manual

Developing Your  
Carpet Maintenance Plan

Investments are worth protecting. Your commercial carpet is no different. With a simple, systematic Carpet Maintenance Plan (CMP) you can protect your investment and reap the rewards for years to come.



## Introduction

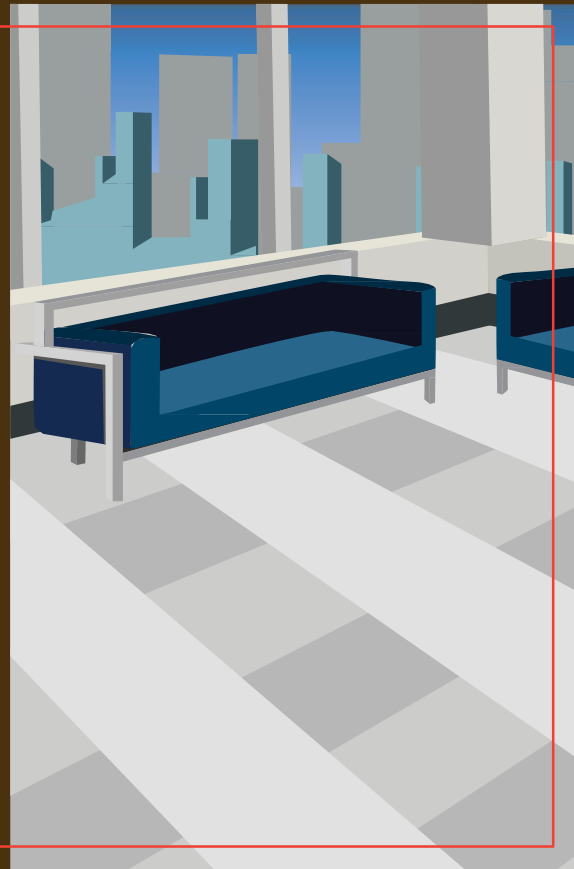


Tandus commercial carpets are made with industry-leading materials that help to mask soil and other debris that can make carpets look old and dirty. However, it is important to realize that even light foot traffic can add wear and tear. Although light foot traffic impact may be harder to see, the impact is still present. That's why an easy and cost-effective Carpet Maintenance Plan (CMP) is of the utmost importance.

Chances are that carpeting covers more surface than any other medium in your office. So attractive, functional carpeting can be a positive reflection on your company. Proper maintenance can extend the life and appearance of your carpet, thus saving money. After all, the longer you have attractive, functional carpet the higher the return you are getting on your investment.

Consider these four areas  
when designing your CMP

- 1 Prevention**
- 2 Equipment**
- 3 Cleaning Methods**
- 4 Cleaning Schedule**



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# Prevention

## 01

Prevention is always easier than fixing problems.  
Consider the following prevention:

- walk-off mats
- chair mats
- other prevention methods

1. The easiest way to clean carpet is to REDUCE the need to clean carpet! There's no doubt about it. Dirt is everywhere. But it shouldn't be in your carpet. The best way to avoid dirt is to leave it outside. **The majority of soil (80%) brought into any building can be trapped in the first 12 - 15 feet (3.5 - 4.5 m).** It's in this initial part of each entry-way where properly placed walk-off matting can really help.



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**Tandus also recommends Geo Tile for use inside entryways to limit tracking soil into your interior space.**

Keep in mind:

- Entrance mats should provide at least eight to twelve footsteps of coverage.
- Dry mats provide the best protection. Ensure your mats are dry prior to use.
- All matting must be kept clean to make sure they do not become a source of soil. Ideally, a duplicate set of mats should be provided for all areas. Matting systems should be thoroughly vacuumed daily and checked weekly to ensure a clean mat at all times.

2. The use of chair mats can prevent soil from being ground into the carpet fibers which leads to dirty, matted carpet. Chair mats are easy to use and help protect the appearance of your carpet.

3. Walk around your facility and look for potential carpet disasters. Could more trash cans help keep trash off the floor? Is there appropriate matting around tea & coffee areas?

Tandus has developed and recommends the Triad matting system which utilizes a three-tier soil removal process to reduce soil tracked into a facility.

- Tandus Flooring Exterior Transition Mats – Placed outside entrances. The scraping action of this mat removes excess soil and moisture from foot traffic.
- Tandus Flooring Foyer Transition Mats – Placed in the foyer or vestibule. The brushing action of this mat removes soil and moisture.
- Tandus Flooring Interior Transition Mats – Placed in interior areas adjacent to entryways and other areas exposed to heavy walk-in traffic. This mat offers unique aesthetic appeal while completing the three-tier soil removal process.

Like any tool, properly maintaining your equipment is very important. Follow your manufacturer's suggestions for caring for your equipment to receive the maximum performance.

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Further information on suggested and approved equipment and solutions can be found in [Appendix I](#).

We have also included information on which equipment and solutions are not recommended for use.

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## 02

An appropriate equipment is essential for proper care of your carpet. The following are the basic tools of your CMP:

- Vacuum
- Extractor
- Solutions and Detergents

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Note: Bonnet cleaners or Rotary cleaners should NEVER be used on your carpeting. Use of Bonnet or Rotary cleaners could void your warranty.

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## Powerhead Vacuum (No backpack)

Vacuuming is the single most important activity for modular tile. Proper vacuuming and vacuum selection should be given the highest priority in your CMP. **Up to 85% of the soil deposited into carpet is dry particulate soil and may be easily removed with proper vacuuming.** High traffic areas, entryways, and track-off matting should be vacuumed at least once daily using an approved vacuum. Other lower-traffic areas should be vacuumed at least once weekly.



## Extractor

Hot water extraction is the preferred method of deep cleaning and is recommended as an essential part of your CMP. A water extraction unit deep cleans carpet and removes pre-treated soluble soil and oil-based spills that regular vacuuming cannot. An extractor injects water into the pile, agitates the fibers and extracts the water and suspended oil.

Note: Cleaning chemicals should never be put in your Extractor.

## Solutions and Detergents

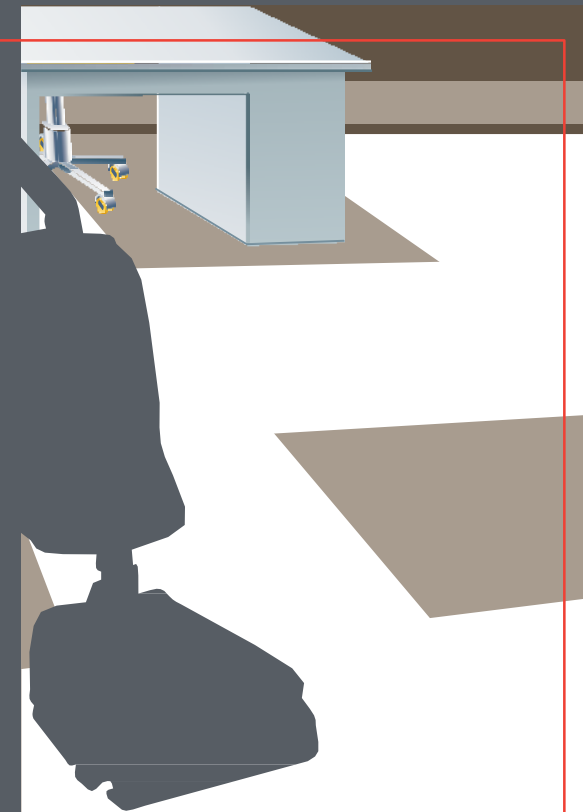
In addition to equipment, proper cleaning solutions are an important part of your CMP. There are many cleaning solutions on the market. Choosing the right one for your carpeting may seem daunting. However, just keep these in mind when choosing:

- Must be safe and non-toxic.
- Contains NO optical brighteners.
- Has a pH between 4 and 9.
- Leaves no sticky or oily residue when dry.
- Does not promote rapid soiling.

Note: Optical brighteners should NEVER be used on your carpeting. The use of optical brighteners may void your warranty.

Tandus Flooring can provide a list of approved cleaning solutions & deodorizers that have been tested for appropriate pH levels, absence of optical brighteners, and zero re-soil potential. Please contact your Tandus Flooring Technical Group for more information.

To evaluate the type of residue left behind, conduct this test: Prepare the solution as instructed and pour into a shallow pan. Place in direct sunlight and allow to evaporate. If a sticky or oily residue is left, DO NOT use on carpets.



Having the right equipment is just the first step in your CMP. Knowing how to properly use your equipment will help your carpet perform at its maximum potential.

## Powerhead Vacuuming

Again, vacuuming is the single most important thing you can do for your carpet. It's also one of the easiest, provided it is done correctly.

Keep in mind:

- Use slow, deliberate passes. Slowing the vacuum down allows the suction to loosen and remove the embedded dry soil that can abrade and damage fibers.
- Pay careful attention to the "pull" stroke.  
**More soil is removed in the "pull" stroke than in the forward stroke.**  
For this reason, each area being vacuumed should receive a pull stroke and a forward stroke.
- Empty the vacuum bag when it is half full to improve soil removal.
- Entry areas, areas adjoining hard surfaces, areas near bathrooms and breakrooms should be vacuumed more than other lower-traffic areas. In areas prone to higher soil, a single pass of the vacuum may not effectively remove all the soil. For this reason, higher soil areas should be vacuumed using numerous passes.

## Vacuuming Carpet Closest to Trouble Areas

Number of vacuum passes necessary to remove soil

1 - 2 feet    3 - 4 feet    5 - 6 feet    7 - 8 feet    9 - 10 feet

10

8

6

4

2

- Entryways
- Areas adjoining hard surfaces
- Areas near bathrooms, breakrooms

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## Spot Removal

Spills and spots should be tended immediately. Doing so provides the greatest chance to remove all of the material before it becomes a permanent stain.

- As soon as a spill occurs, use towels and apply pressure to remove as much of the liquid as possible.
- For water-based spills, flush the stain with water and blot until excess liquid has been removed.
- Some spills may require cleaning solution to remove.

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For further information regarding stain removals please see [Appendix II](#).

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## Extraction

Extraction is a periodic cleaning method that removes soil and other debris that vacuuming alone cannot remove. It is a simple yet highly effective method to maintain the function and appearance of your carpet. Just follow these simple steps:

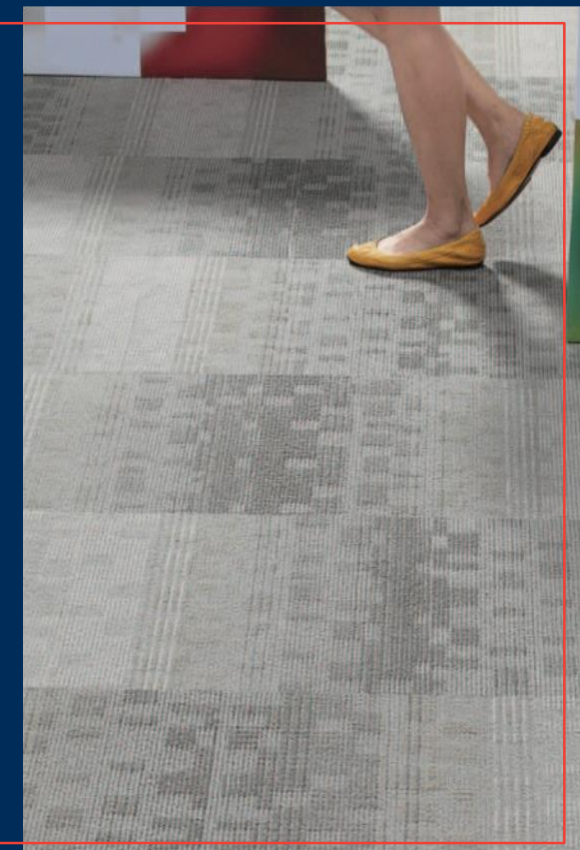
- Pre-vacuum the area to be cleaned, taking plenty of time and effort to remove as much dry particulate (insoluble soil) as possible.

- Apply a slightly alkaline pre-spray spot remover directly to the pile fiber. Be sure to check the manufacturer's bottle instructions for timing. **Most surfactants require 8-10 minutes of dwell time to enable emulsifications of the contaminants.**
- Agitate or move about the area with a pile brush or cylindrical brush. Cylindrical agitation will assist the surfactant solution in lifting soil from the pile fiber and pile lifting. **Remember, NEVER use a Rotary Bonnet or Rotary Brush with Tandus carpeting.**
- Extract the surfactant solution and attached soil particles using an Extractor with fresh water only. **Remember, DO NOT use chemicals or detergents in your Extractor.**
- After thoroughly rinsing, continue to extract the area using dry strokes (no water injection) until suitable moisture removal is attained. **Under no circumstances should any Tandus flooring remain wet for more than 8 hours.**

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### Helpful tips:

- Always run your HVAC system when doing water extraction to help speed drying time.
  - Allow three to four hours after the last extraction before foot traffic is allowed on the carpet.
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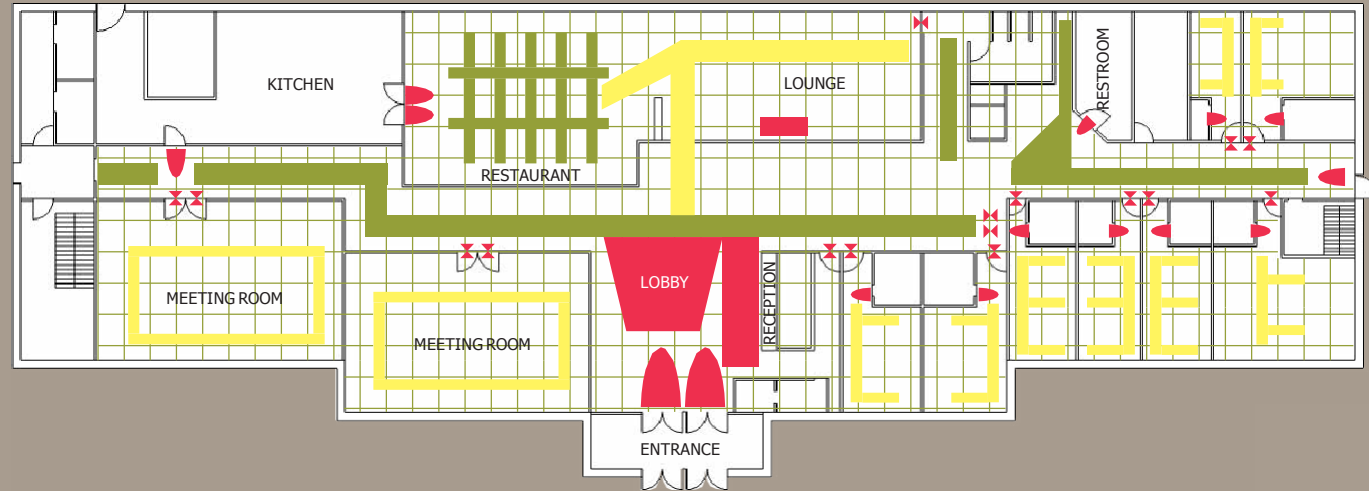


# Cleaning Schedule

# 04

Now that you have appropriate equipment and understand the proper method for cleaning your Tandus Flooring carpet, the next step is to identify the areas in your facility based on traffic patterns. Using a floor plan of the facility, identify each area and place it into these five areas:

- Walk-off areas
- Heavy Traffic Zones
- Moderate Traffic Zones
- Light Traffic Zones
- Areas Prone to Spots and Spills



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## Walk-Off Areas

These are the areas including your walk-off matting, entryways, lobbies, restrooms, elevators, and areas next to hard flooring. These areas require more attention than almost any other area in the facility.

- Vacuum at least once daily using multiple passes.
- Pile lift to loosen embedded soil prior to extraction.
- Wet extract at least monthly.
- Spot clean as necessary (and as soon as possible).

## Heavy Traffic Zones

These are areas that experience more than 1,000 foot traffics per day (hallways, traffic lanes, pivot points, funnel areas, break areas).

- Vacuum at least daily using multiple passes.
- Pile lift to loosen embedded soil prior to extraction.
- Wet extract at least every other month.
- Spot clean as necessary (and as soon as possible).

## Moderate Traffic Zones

These are areas that experience 500 to 1,000 foot traffics per day (secondary hallways, offices, and light-use common areas).

- Vacuum traffic lanes daily.
- Full vacuum 2-3 times weekly.
- Wet extract every 2-3 months.
- Spot clean and vacuum as necessary.

## Light Traffic Zones

These are areas that experience less than 500 foot traffics per day (conference rooms, administrative areas, areas outside of traffic lanes, and limited-use areas).

- Full vacuum weekly.
- Wet extract 1-2 times per year.
- Spot clean and vacuum as necessary.

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## Areas Prone to Spills and Spots

These are areas where spills are likely to happen (break rooms, tea/coffee areas, areas near kitchens and restrooms).

Attend to spots and spills as soon as possible.

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# Appendix

## Appendix I

### Prohibited

The following actions are prohibited and will nullify the warranty if performed.

Do not put cleaning chemicals in your extractor	Do not use Optical Brighteners	Do not use bonnet cleaners, Rotary Brushes, or hard surface cleaners	Do not use unapproved cleaning chemicals or equipment	Canister Vacuums without brushes are not acceptable for regular cleaning
 <p>A hand in a blue sleeve is pouring a clear liquid from a blue bottle into the top of a blue floor extractor. A large red 'X' is positioned above the image.</p>	 <p>A white plastic jug with a handle, containing a clear liquid. A large red 'X' is positioned above the jug.</p>	 <p>A dark, viscous liquid is being poured from a container, creating a thick stream. A large red 'X' is positioned above the liquid.</p>	 <p>A blue canister vacuum with a long, thin hose and a floor head. A large red 'X' is positioned above the vacuum.</p>	

## Appendix II

### Stain Removal Chart

If you have the following stains, please use the cleaning chemicals listed along the top for the stains listed along the left.

	Warm Water Rinse	Soap Detergent 5% Solution	3% Ammonia Solution	Isopropyl Alcohol	Acetone
Blood	2, 5		1	4	
Chewing Gum	3			1	
Chocolate	3			1	
Coffee	2				
Carbon Black	3			1	
Fingernail Polish	3, 5				1
Hand Lotion	3			1	
Ice Cream	2				
Ink	4	2		1	
Latex Paint	4	1	2		
Lipstick	3, 5	1		4	
Colas	4	3		1	
Tomato Sauce	2, 5	3		4	
Feces	2, 5	3		4	
Vomit	2, 5	3		4	
Urine	2				
Grease	4	2		1	
Milk	2			3	
Wine	2, 4	3			
Mildew		Contact a mold specialist			

## Quick Reference

### The 4 Easy Steps for Removing Spills:



Step 1: Wipe the spill with a towel. Pre-vacuum area to be cleaned.



Step 2: Apply Ph Neutral Wool safe Cleaner



Step 3: Agitate with a mechanical cylindrical brush or soft hair brush.



Step 4: Procedure is completed by post-vacuuming after the modular tile have dried.



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## Regular Cleaning Schedule

	<b>Vacuum</b>	<b>Stain Removal</b>	<b>Syon-5 Soiling Treatment</b>	<b>Extraction Wet or Dry</b>
Entryways & Lobbies	Daily	Daily or when Stain is discovered	1 month	3 months
Hallways	Daily	Daily or when Stain is discovered	1 month	3 months
Offices	Twice a week	Weekly or when Stain is discovered	3 months	6 months
Meeting Areas	Twice a week	Weekly or when Stain is discovered	3 months	6 months

# DEVELOPING YOUR CARPET MAINTENANCE PLAN

## TO QUALIFY A NEW CLEANING CHEMICAL OR MACHINE

If you are uncertain of a chemical or machine to be used, please send an email to our Technical Services team or call Tarkett, before cleaning a Tandus® Flooring installation.

We can help you keep your warranties by directing you to the approved companies and cleaning products.