

Maintenance

Broadloom Care Program

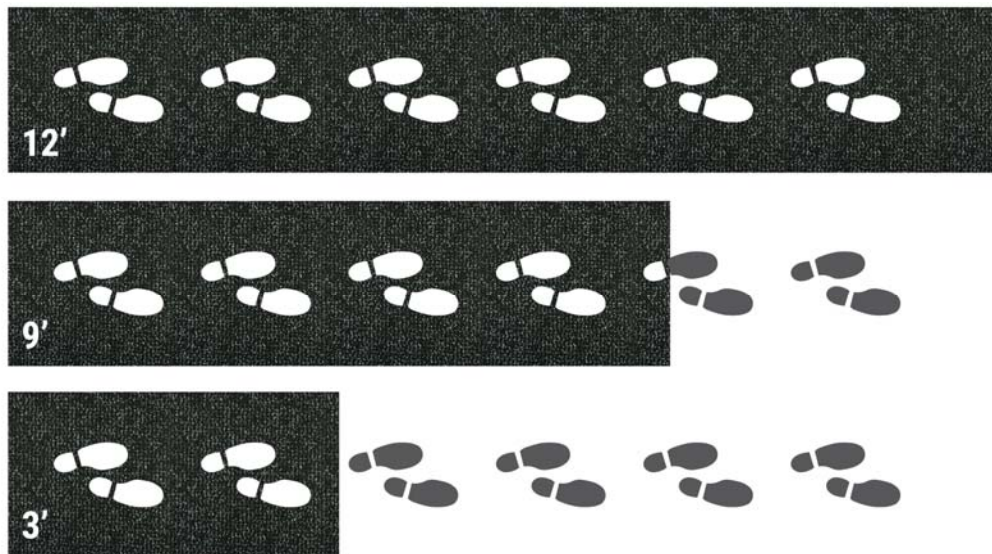
The following CARE recommendations should be implemented prior to, or immediately after the installation of Tarkett Soft Surface products. Use and traffic patterns in a facility can vary greatly; therefore, a planned maintenance program must be designed for each facility. In addition to this initial planning, the maintenance program must be reviewed on a regular basis to adjust for changing traffic and use patterns. All textile installations require a properly designed and implemented maintenance system to maximize appearance retention.

WALK-OFF MATERIAL

Virtually all of the soil in a facility is tracked in from the outside. The use of walk-off material at entrances and transition areas can significantly reduce the amount of soil brought into the facility. Material sufficient to provide 12 foot-falls, about 30 linear feet (or more) of coverage should be utilized. Properly designed walk-off material will serve to scrape soil from shoe soles and wheeled traffic and retain the soil internally for removal via maintenance procedures. In this way, soil can be prevented from migrating through the interior space. The walk-off material must be cleaned before it becomes “full” and ceases to function as a soil barrier. The most intensive maintenance must therefore be applied to this area.

Entry Mats

Eighty percent (80%) of the soil brought into any building can be trapped within the first 12-15 feet after stepping onto walk-off material. Using the Triad System at all entry points can reduce the amount of maintenance needed for the entire facility.



CLEANING EQUIPMENT & CHEMISTRIES

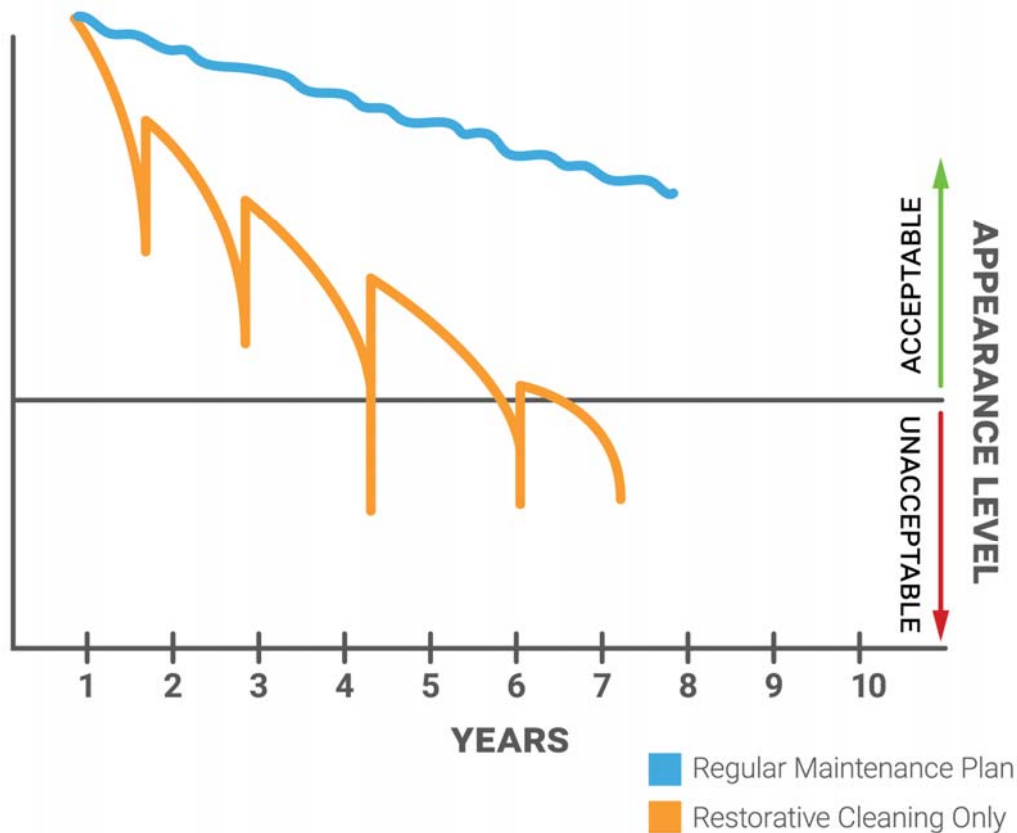
Cleaning equipment and chemistry should be selected from those products certified under the Carpet & Rug Institute Seal of Approval testing programs. The complete and current listing of these products may be found at www.carpet-rug.org. All of the cleaning agents certified under the Seal of Approval program have been tested for cleaning efficacy, proper pH levels, absence of optical brighteners, and neutral re-soil properties. It is of particular importance to choose cleaning chemistries that do not leave sticky residues that cause accelerated soiling.

Note that the use of rotary equipment, including the spin bonnet, is prohibited for use on Tarkett soft surface products. For additional information please refer to Tarkett Rotary Prohibition Statement

COMPONENTS OF AN EFFECTIVE MAINTENANCE PLAN

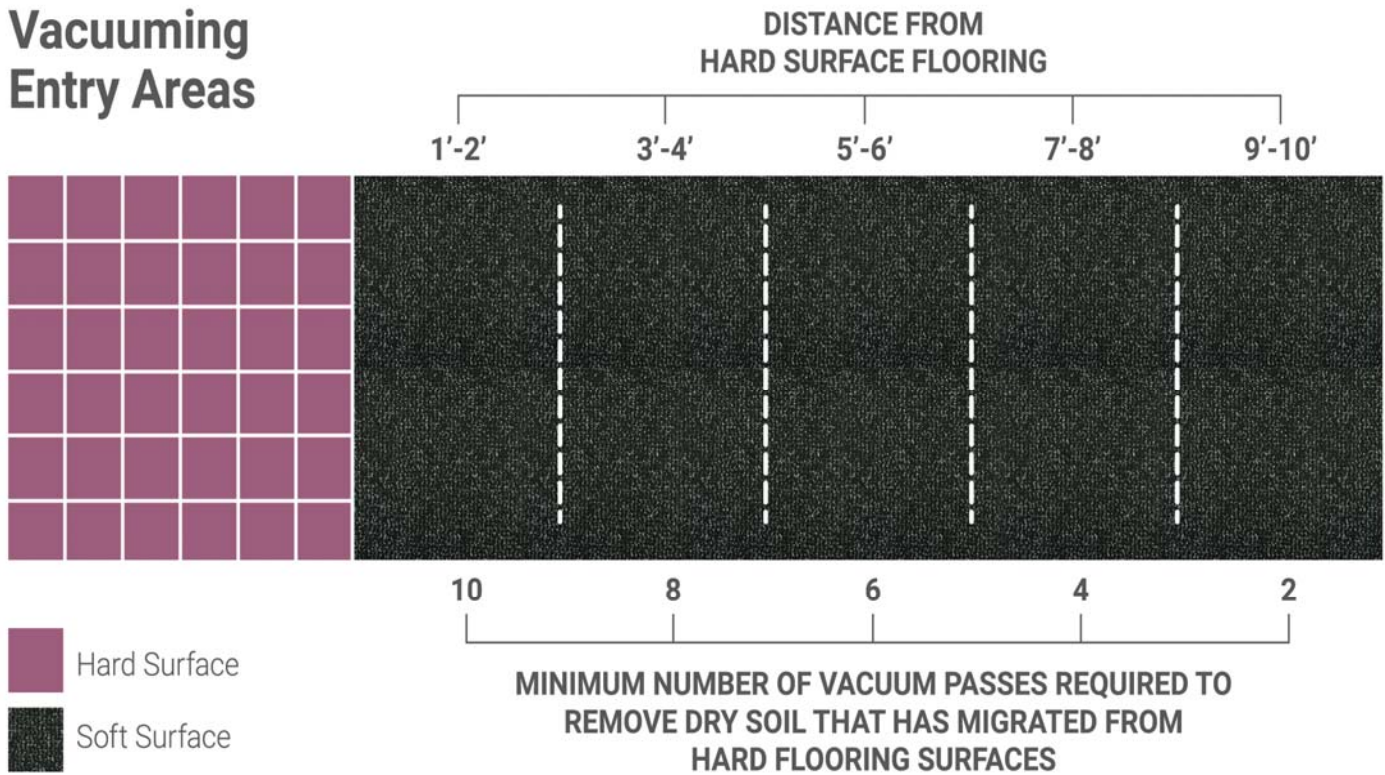
- Walk-off Material at Entrances and Transition Areas
- Frequent Dry Vacuuming
- Prompt Attention to Spots and Spills
- Periodic Hot Water Extraction for Deep Cleaning (**Cool Water Extraction in the case of wool fiber content**)
- Interim Cleaning Methods Such as Low Moisture Encapsulation or Absorbent Compound May be Used to Provide a More Uniform Appearance Between Scheduled Hot Water Extractions
- Ongoing Assessment of Results and Adjustment of Cleaning Frequencies as Necessary to Produce the Desired Conditions

Soft Surface Appearance Management



A note on equipment care: Like any tool, keeping cleaning equipment in top working order enhances cleaning results, lowers carpet maintenance costs by extending equipment life and limits staff downtime due to equipment failure. Follow equipment manufacturer recommendations for equipment care. For vacuum cleaners, replace nylon brush rolls at the first sign of wear. Check regularly to ensure the brush rolls aren't entangled with hair and string. Empty vacuum bags when they become one third to one half full to improve soil removal results. Use only original equipment manufacturer parts for consistent performance results.

Vacuumping Entry Areas



TRAFFIC LEVELS

The following are guidelines for cleaning frequencies in **average commercial spaces**. The frequencies listed are suggested starting points only.

The actual frequencies required to properly maintain the product are dependent upon local conditions and are determined by continual assessment of the ongoing maintenance program.

Walk-Off Areas

- Vacuum daily using multiple passes.
- Hot water extract every month or as necessary to maintain the desired appearance level.
- Spot clean as necessary.

Heavy Traffic Zones – More than 1,000 foot traffics per day

- Vacuum daily using multiple passes.
- Hot water extract every 2 months or as necessary to maintain the desired appearance level.
- Spot clean as necessary.

Moderate Traffic Zones – 500 to 1,000 foot traffics per day

- Vacuum traffic lanes daily.
- Full vacuum 2-3 times weekly.
- Hot water extract every 3 months or as necessary to maintain the desired appearance level.
- Spot clean and vacuum as necessary.

Light Traffic Zones – Less than 500 foot traffics per day

- Vacuum traffic lanes daily.
- Full vacuum weekly.
- Hot water extract every 6 months or as necessary to maintain the desired appearance level.
- Spot clean and vacuum as necessary.

SPILL REMOVAL

Spills may require a cleaning solution to remove.

- As soon as a spill occurs, use a portable extractor to flush out and remove the liquid.
- If a portable extractor is not available, blot the spill with paper or cloth towels.

- Place several layers of towels over the spill and apply pressure until all of the excess liquid has been removed.

SPOT REMOVAL

Some spots may be more difficult to remove and may require aggressive spotting solutions. The first step in removing a spot is to determine if it is water-soluble or oil-based. This will help in the selection of a cleaning solution. An application of water will help to make this determination. Water-soluble spots will transfer to an absorbent towel; oil-based spots will not.

- For water-based spots, continue rinsing with water as long as there is transfer to the towel. A cleaning agent may not be necessary if water continues to remove the spot. If a cleaning agent is needed, apply an approved spot lifter such as Syon-5 available through Tarkett to the area and allow it to soak for 5 minutes. Then, flush thoroughly with water until all detergent residue has been removed. Repeat this process as necessary to completely remove the spot.
- For oil-based spots, blot to remove excess liquid, then apply a solvent-based cleaning agent such as Bane-Clene Saf-T-Solv to a towel and apply to the spot. Do not apply the cleaning agent directly to the surface as this may cause the spot to spread. Work from the outer edges of the spot towards the center. Continue to reapply solution in this manner until the spot is completely removed. Then, flush thoroughly with water until all residue has been removed.
- For spots of known origin, i.e., ketchup, red wine, etc., comprehensive stain removal guides for specific staining agents can be found at www.bridgepoint.com and www.proschoice.com. Following the removal of the spot as directed by the guides, the affected area must be cleaned with an approved general cleaning solution such as Prochem Ultraclean Trafficlean to remove any residues from specialty spotting chemicals or other agents that were used as directed by the guides. Failure to remove these residues may result in accelerated soiling.

HOT WATER EXTRACTION DEEP CLEANING

- Thoroughly vacuum the area to remove dry soil.
- Fill the rinse tank with clean water only. In some cases, the use of an acid rinse may be appropriate to return the cleaned area to a neutral pH.
- Apply the cleaning solution to the area as a pre-spray. NOTE: Always follow chemical manufacturer's label instructions for dilution rate.
- Mechanically agitate with a twin cylindrical counter rotating brush agitation device. Examples of this type of equipment are the XL North XLerator and the Windsor iCapsol.
- Allow the agitated solution to dwell for 5 to 10 minutes or as recommended by the manufacturer of the cleaning agent. In any case, do not allow the cleaning solution to dry before proceeding to the next step.
- Extract thoroughly to rinse and remove the cleaning agent and suspended soil.
- Continue to rinse and extract until the recovery water runs clear.
- Finish with dry passes (extraction only) to remove as much moisture as possible.
- Place air movers to expedite drying time.
- Limit foot traffic on the area until dry.

LOW MOISTURE ENCAPSULATION INTERIM CLEANING

- Thoroughly vacuum the area to remove dry soil.
- Apply the encapsulation cleaning solution as a pre-spray. It is important to confirm that the selected cleaning agent has the required encapsulation properties. NOTE: Always follow chemical manufacturer's label instructions for dilution rate.
- Immediately mechanically agitate with a twin cylindrical counter rotating brush agitation device. Examples of this type of equipment are the XL North XLerator and the Windsor iCapsol Mini.
- Dry vacuum once the area is completely dry.

ABSORBENT COMPOUND INTERIM CLEANING

- Thoroughly vacuum the area to remove dry soil.
- Apply the absorbent compound as recommended by the manufacturer.
- Agitate with a counter rotating brush device to thoroughly work the compound into and throughout the carpet face.
- Vacuum to remove the absorbent compound along with suspended soil and other contaminants.