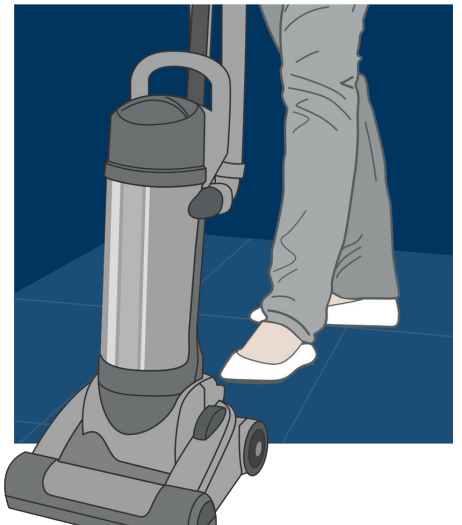
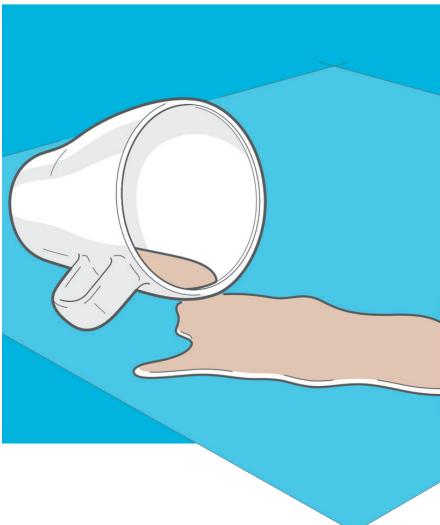


# CARE & MAINTENANCE GUIDE

---



---

Milliken™

## CARE AND MAINTENANCE GUIDE



### CONTENTS

- Introduction
- Planning
- Preventative Care
- Prompt Action
- Special Guide for Schools
- Periodic Maintenance
- Contact Us

### INTRODUCTION

Milliken products are engineered to cope with the most demanding environments. However, without a regular maintenance program in place the carpets appearance will begin to suffer thus shortening the overall lifespan of the carpet. The following guide will help in maintaining your carpet in reducing soil traffic, removal of soil, removal of spots stains and thorough cleaning methods such as hot water extraction.

The four P's are important in achieving a healthy and clean carpet during its lifetime.

- Planning
- Preventative Care
- Prompt Action
- Periodic Maintenance

### PLANNING

Selecting the right products from the outset greatly influences the ability to maintain the appearance of your carpet over time. Colour and pattern are major factors in determining which products will be suitable choices for the level of traffic and for the type of soiling which will occur. Typically, areas such as elevators, entrances, reception areas and corridors experience high volumes of traffic while low occupancy offices and conference rooms receive medium to light amounts of traffic.

- Colour and design can minimise visible soil
- Very light and very dark colours show soil
- Mid toned and patterned carpets hide soil

### PREVENTATIVE CARE

#### Soil Prevention

Good Carpet maintenance begins outside the building. The pavement outside entranceways, parking areas and other walkways should be swept and cleaned regularly to minimise the amount of soil which can be tracked into the building.

#### Soil Barriers

Soil barriers known as barrier matting or walk-off mats provide the first line of defense against tracked-in dirt, saving on cleaning costs and maintaining a higher level of cleanliness to the overall building. Barrier matting or walk-off mats have a coarse texture which is able to brush soil from shoes and can hold large amounts of soil in their pile. As a minimum, barriers should be large enough to allow for 5 steps to remove as much soil and moisture as possible.

Typically, this will be at least 2.5m in length and should follow the pattern of traffic.

#### Milliken Recommends OBEX™

The OBEX™ brand of products offers highly effective, comprehensive modular entry solutions designed as a three-zone barrier system to prevent dirt and moisture from entering the building. Engineered to increase the functionality of a building's entrance without forsaking elements of design or aesthetic, these simple and easy to work with products offer entry systems that can be recessed, or surface mounted as well as exterior and interior applications.

## PROMPT ACTION

### Spot and Stain Removal

Daily removal of spots and spills help to maintain the carpets appearance between scheduled cleaning programs. Quick action should be taken to reduce the likelihood of a permanent stain.

### Water Based Stains

Most spots and stains are water based such as tea, coffee, cola and wine. Ideally the stain should not be allowed to dry and as much liquid should be removed as possible by blotting with paper or cloth towels. For semi solid stains spills, firstly remove the majority of the substance with a spoon or spatula. Avoid harsh rubbing of the carpet. Any residual stain can then be treated in the regular scheduled cleaning maintenance.

Where stains are not attended to straight away it is preferable to adopt a regular spot removal procedure and regular spot cleaning maintenance.

The cleaning products should have a pH between 6.5 and 8.5, after cleaning, the carpet should be left with a neutral pH 7. Chlorine bleach should NEVER be used.

\*Milliken does not accept liability for colour loss or fiber damage due to the use of incorrect cleaning products.

### Oil Based Stains

Oil or greasy stains should be treated with a solvent based stain removal product. It is important to test the solvent-based cleaning product first to see how the cleaning method will affect the colour of the carpet in a hidden area or on a sample piece of carpet.

Apply to a cloth, blot gently from the outside to avoid spreading the stain.

A test should be done prior to use checking for colour bleed of the fibers.

### Gum Removal

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can be then easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive "fuzzing".

## SPECIAL GUIDELINES FOR SCHOOLS

The AS/NZS 3733:2018 provides the following carpet care and maintenance recommendations for kindergartens/school classrooms and corridors.

LOCATION	USUAL TRAFFIC VOLUME	RECOMMENDED MAINTENANCE PROGRAM	RECOMMENDED FREQUENCY	MINIMUM FREQUENCY
Kindergartens and School Classrooms	Heavy	Full Vacuum Spot and Stain Removal Interim Maintenance Clean Corrective and Restorative Clean	Daily Daily - ASAP Every 3 Months Every 6 Months	Every 2nd Day Daily - ASAP Every 6 Months Every 12 Months
School Corridors	Very Heavy	Full Vacuum Spot and Stain Removal Interim Maintenance Clean Corrective and Restorative Clean	Daily Daily - ASAP Monthly Every 3 Months	Daily Daily - ASAP Every 2 Months Every 6 Months

All interim maintenance and corrective/restorative clean should be done by an IICRC-accredited carpet cleaning professional. A tailored cleaning regime can be adopted in SSP learning areas where students with special needs crawl.

All carpeted floors including all corners, edges, under furniture and under/behind easily movable furniture will be free from loose floor litter, debris, dust, dirt, and spillage.

---

## PERIODIC MAINTENANCE

### Vacuum Cleaning

An effective vacuum cleaning program is essential to the success of any maintenance plan. Vacuuming removes abrasive dirt particles preventing them from causing any permanent damage.

Milliken recommends an upright dual motor vacuum cleaner. Machines with dual independent motors for both suction and brushing are the most effective. The brush action will loosen dirt for the vacuum to suction directly from the carpet fibers.

- Vacuum slowly and thoroughly passing three to five times over an area.
- Empty vacuum bags regularly.
- Replace filters regularly.

### Hot Water Injection and Extraction Cleaning (Steam Cleaning)

Advice is recommended from a reputable Steam Cleaning service provider for an ongoing cleaning maintenance plan. Hot water and cleaning agents are propelled into your carpet pile at a high pressure, which loosens dirt and soil whilst at the same time, a high-powered vacuum removes the hot water containing all dirt and stain particles.

Please refer to AS/NZS 3733:2018 Textile floor coverings standard for cleaning maintenance of residential and commercial carpeting - AS/NZS 3733 not only contains detailed information on a number of cleaning methods and apparatus used but also provides a guide to planning a maintenance program and instructions to save carpet from inappropriate cleaning methods and chemicals.

---

## CONTACT US

Milliken is committed to service and quality.

We believe that maintenance is an integral part of specifying and purchasing a carpet, and so offer a dedicated Support Service Team, experienced in technical and practical aspects of carpet management.

To receive further information, please contact our Customer Service team on:

Australia: 1800 668 372

New Zealand: 0800 668 372

[millikenanzcs@milliken.com](mailto:millikenanzcs@milliken.com)

[www.millikenfloors.com.au](http://www.millikenfloors.com.au)