

Carpet Maintenance Recommendations

For All Milliken Flooring Carpet Solutions

Milliken

MAINTENANCE BENEFITS



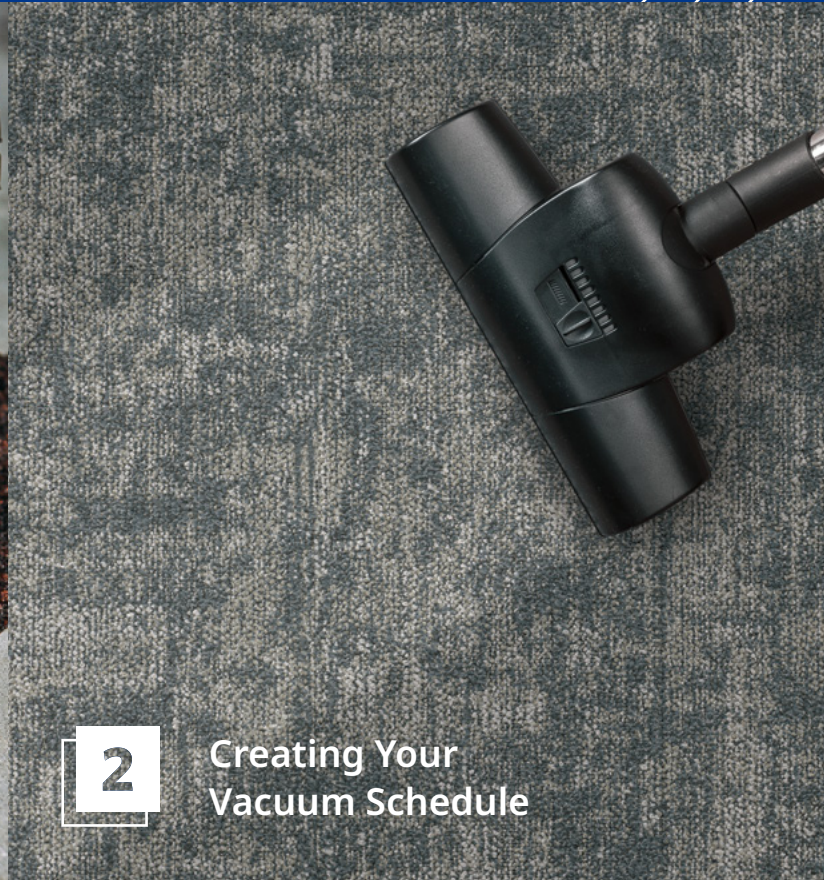
Benefits of Proper Carpet Maintenance

- Preserves the fresh appearance of your flooring system.
- Ensures optimal performance of your flooring system throughout its lifespan.
- Prevents premature wear and aging and minimizes the formation of traffic lines.
- Guards against staining, discoloration, soiling, and odors while maintaining Texture Appearance Retention Rating (TARR) standards.
- Reduces the risk of indoor air quality issues.
- Lowers the total life cycle cost of your flooring system.

FOUR VITAL STEPS OF PROPER CARPET MAINTENANCE



1 Protecting Your Flooring



2 Creating Your Vacuum Schedule



3 Spot Cleaning Best Practices



4 Deep and Restorative Cleaning

1 Protecting Your Flooring

Stop Dirt at the Door

The entryway is one of the most critical areas of your facility. The high traffic volume significantly impacts the life and condition of your flooring.

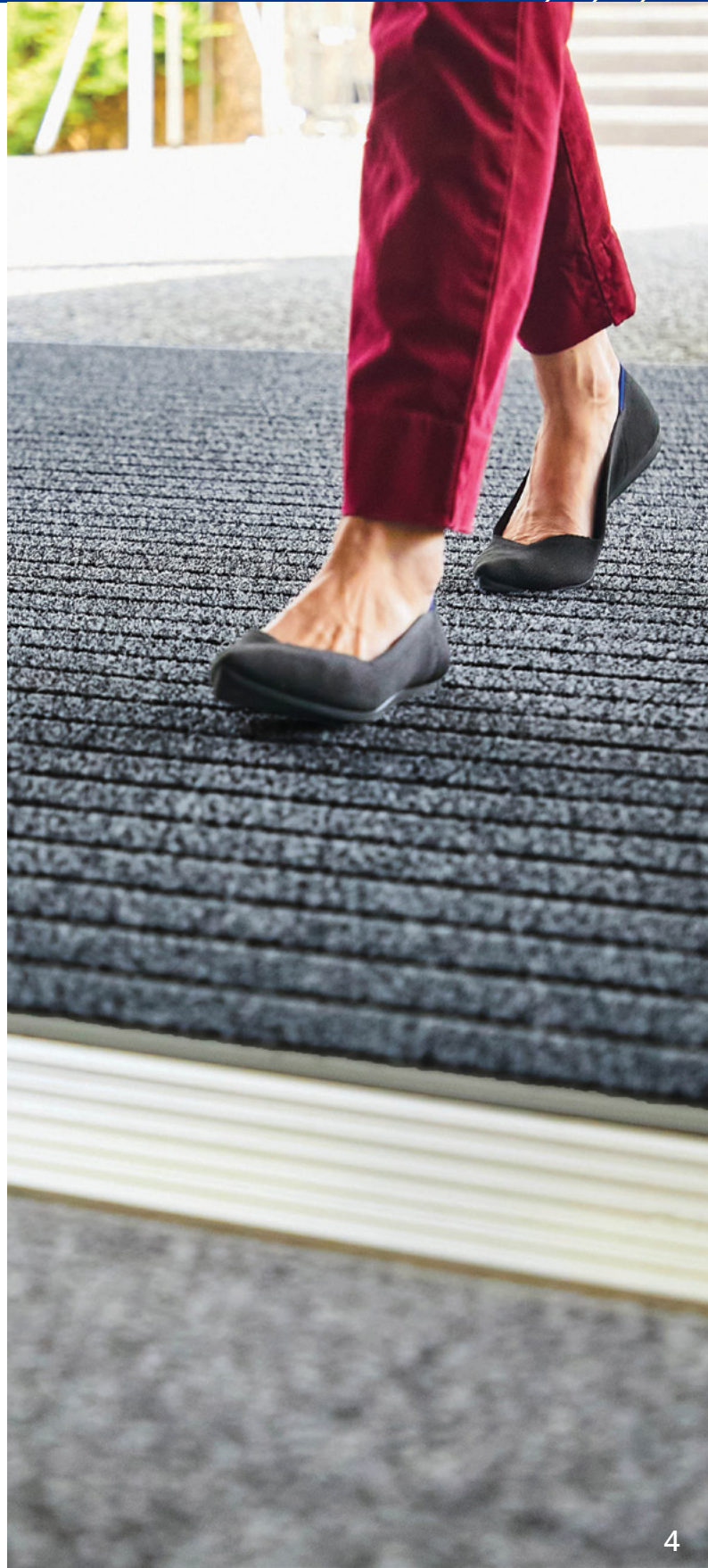
KEY CONSIDERATIONS

-  *Occupancy Level*
(volume of foot traffic)
-  *Environmental Factors*
(climate and weather conditions)
-  *Amount of Entrance Flooring*
(linear distance of effective product)
-  *Choosing the Right Product*
(materials, construction, and cleanability)

ENTRY SYSTEM PROTECTION

Consider [*OBEX™ Entrance Protective Flooring by Milliken](https://www.milliken.com/en-us/businesses/floor-covering/technical/entrance-flooring):

Ensure incoming visitors' feet make a minimum of **three contacts** with the mat surface per foot to effectively remove 85-90% of debris. The average stride is 2.5 ft per step, meaning a minimum of 12-15 ft of matting is required to achieve this.



*<https://www.milliken.com/en-us/businesses/floor-covering/technical/entrance-flooring>

1 Protecting Your Flooring *Stop Dirt at the Door*

PROTECT YOUR FLOORING INVESTMENTS

Without an OBEX system, the first 6 ft of your entrance floor's finish will sustain up to **42%** damage.



A KEY TO STOPPING DIRT **IS DISTANCE**

The effectiveness of an entryway system is determined by choosing the right product and using enough of it to be impactful. We recommend 20-39 feet of protective flooring for maximum benefit.



6' STOPS **40%** OF DIRT



20' STOPS **80%** OF DIRT



39' STOPS **98%** OF DIRT

EXTEND YOUR COVERAGE **OPTIMIZE YOUR SPACE**

Entryways and vestibules that are limited in length can still achieve maximum performance by using a zoned approach. Extend OBEX into the interior space with high performance flooring that looks and feels like interior carpet.



ZONE
03

Extended to the interior, past the vestibule, both **Cut** and **Loop** materials are recommended for this area for their flexible style and comfortable feel.

ZONE
02

The ideal starting point for building an effective system. Utilize space assigned for stopping dirt and moisture first. **CutX** materials are recommended for use in this area.

ZONE
01

This supplementary outdoor area's primary focus is on removing large particles of dirt. We recommend our range of **OBEX Bar** and **Grid** products.

2 Creating Your Vacuum Schedule *Building Your Program*

To ensure the removal of any contamination from the carpet, regular vacuuming is essential. Keep reading for our recommendations on building a vacuum schedule.

VACUUMING EQUIPMENT

Use an upright or rider vacuum machine with counter-rotating brushing (CRB) action for effective soil removal. We recommend avoiding backpack units.

CERTIFIED EQUIPMENT

We only endorse vacuum machines recommended by the Carpet and Rug Institute's Seal of Approval (SoA) program. Learn more at <https://carpet-rug.org/testing/seal-of-approval-program/>.

FREQUENCY

Develop an appropriate vacuuming schedule for each area based on its application and traffic level.

MAINTENANCE

Regularly maintain vacuum equipment, including bags, brushes, and belts, to ensure optimal performance. Vacuum maintenance is vital for maintaining the quality and longevity of your carpet.



2 Creating Your Vacuum Schedule *Building Your Program*

RECOMMENDED MAINTENANCE

Vacuuming Frequency by Traffic Level

High Traffic

For high traffic areas such as entrances, exits, lobbies, food service areas, main corridors, elevators, and funnel and pivot points, vacuuming should be performed daily. Ensure the vacuum makes at least three passes in all high traffic areas to maintain cleanliness.

Medium Traffic

For medium traffic areas, including secondary corridors, conference rooms, and private offices, vacuum every other day to keep these spaces clean.

Low Traffic

For low traffic areas, such as minimal use corridors and seldom used conference rooms and training rooms, a weekly vacuuming schedule will suffice.

RECOMMENDED VACUUM CLEANERS*



[Versamatic 18 Inch Upright Vacuum](#)

windsorvacuums.com



[Chariot Rider Vacuum](#)

windsorvacuums.com



[Kirby Upright Vacuum](#)

kirby.com



[Hoover Upright Vacuum](#)

hoover.com

Note: The above list includes examples of products that can be used for vacuuming. This list is not exhaustive, and there are other products available on the market that may also be suitable. The inclusion of specific products does not constitute an endorsement or warranty of their performance or suitability for any particular purpose. Milliken only endorses vacuum machines recommended by the Carpet and Rug Institute Seal of Approval (SoA) Program. See CRI website for full selection of approved vacuum cleaners.

3 Spot Cleaning Best Practices *Protocol Recommendations*

Spot cleaning is an essential component of a comprehensive maintenance program. Carpets can encounter a variety of spots and stains from multiple sources. Read below for the keys to effective spot cleaning.

PROMPT ATTENTION

Address spot stains immediately. The longer a spot remains unattended, the higher the chance it will become permanent.

DAILY ROUTINE

Integrate spot cleaning into your daily maintenance routine, ideally alongside the vacuuming process.

TAILORED APPROACH

Each spot is unique. Use the appropriate spot cleaning method for each specific stain.

BLOT, DON'T RUB

Quickly blot up the contaminant (avoid scrubbing or rubbing) just before starting the cleaning process.

CLEANING AND SPOTTING: A TWO STEP PROCESS

Step One: Absorb the Spill

- **Blot Liquids:** Use a dry, white absorbent cloth or plain white paper towels (no prints or colors) to blot liquids. Printed or colored materials may transfer ink or dye to your damp carpet. Continue blotting until the area is barely damp. For semi-solids like food spills, scoop them up with a spoon. Solid, dried bits can be vacuumed.
- **Avoid Scrubbing:** Do not scrub or use a brush, as bristles and scrubbing can damage the carpet, leading to fraying and texture changes.
- **Use Small Extraction Units:** Small extraction units, such as the Bissell Little Green, can be very helpful for tough spots.

Step Two: Treat the Spot or Stain

- **Choose the Right Product:** Use a CRI Certified Seal of Approval carpet cleaning product. Even though these products have been laboratory tested, always pretest any cleaner on a scrap of carpet or an inconspicuous area of your carpet.
- **Follow Directions:** Follow the product's directions carefully. Apply a small amount of the cleaner to a white cloth and gently work from the edges to the center of the stain. Blot, don't scrub. This process may need to be repeated several times to fully remove the spot. After the spot is gone, blot the area with clear water one or more times to remove any remaining product.

* The equipment mentioned above are examples of tools that can be used for floor cleaning. There are other options available on the market that may also be effective. The inclusion of specific products does not imply an endorsement or guarantee of their performance or suitability for any particular application.

3 Spot Cleaning Best Practices Protocol Recommendations

RECOMMENDED SPOT REMOVAL PRODUCTS



- Visit carpet-rug.org/spot-solver for 300+ approved products from 100+ companies.
- Look for CRI's Seal of Approval on your product. If it has this green seal, it is approved to use on a Milliken product.

EXAMPLES OF SPECIALTY CLEANERS*

Capture Products



[Capture Carpet Spot and Stain Remover Spray](#)

www.captureclean.com
OR www.millicare.com



[Capture Carpet Dry Cleaning Kit](#)

www.captureclean.com
OR www.millicare.com

Spot Removers



[XL North Carpet Spotter](#)

xlnorth.com



[Chem-Dry's Professional Strength Spot Remover](#)

chemdry.com

Grease, Oil, and More



[XL North Specialty Spotting Kit](#)

xlnorth.com



[ZenaFreez Chewing Gum Remover](#)

zenexint.com

*The products listed above are examples of recommended spot removal and specialty cleaners for carpet. This list is not exhaustive, and other products may also be suitable for these purposes. The inclusion of specific products does not imply an endorsement or guarantee of their performance or suitability for any particular application. Always follow the manufacturer's recommendations for the specific flooring type and cleaner. Test any cleaning product on a small, inconspicuous area before full application to ensure compatibility with the flooring material. Always refer back to the manufacturer's guidelines for specific cleaning product application and use.

4 Deep and Restorative Cleaning *Best Practices*

WHY YOU SHOULD DEEP CLEAN

- **Remove Residual Cleaning Agents:** Eliminate any leftover cleaning products or contaminants from previous cleanings.
- **Remove Heavy Soiling:** Address significant dirt build-up in high-traffic areas such as entryways and corridors.
- **Remove Soiling and Grease:** Effectively clean grease and heavy soiling in food service areas.

RECOMMENDED RESTORATIVE PROCESS

1. **Vacuum:** Thoroughly vacuum or pile lift the area to remove loose dirt and debris.
2. **Pre-spray with Degreaser:** Apply a pre-spray with a degreasing agent to break down tough grease and grime.
3. **Agitate/Brush/Dwell:** Agitate or brush the area and allow the cleaning solution to dwell for 15 minutes.
4. **Hot Water Extract:** Perform hot water extraction to remove deep-seated dirt and contaminants. If a degreaser was

In regions experiencing heavy snowfall, natural evaporation may not adequately manage moisture levels. As a result, it may be necessary to perform manual extraction of excess moisture more frequently during these months to prevent saturation.

5. **Dry Pass Without Water:** Conduct a dry pass to remove excess moisture.
6. **Floor Blowers:** Use floor blowers to assist with drying the carpet.
7. **Repeat as Needed:** Repeat the process as necessary, watching for wickback to ensure thorough cleaning.

Note: The equipment and brushes mentioned above are examples of tools that can be used for floor cleaning. There are other options available on the market that may also be effective. The inclusion of specific products does not imply an endorsement or guarantee of their performance or suitability for any particular application.



4 Deep and Restorative Cleaning *Pile Lifting Recommendations*

PILE LIFTING

For pile lifting, we recommend any CRB (Counter Rotating Brush) machine.*

- Some brands we recommend are *Mytee*, *HydroForce*, and *Brush Pro*.
- Be sure to follow the manufacturing guidelines when using it.

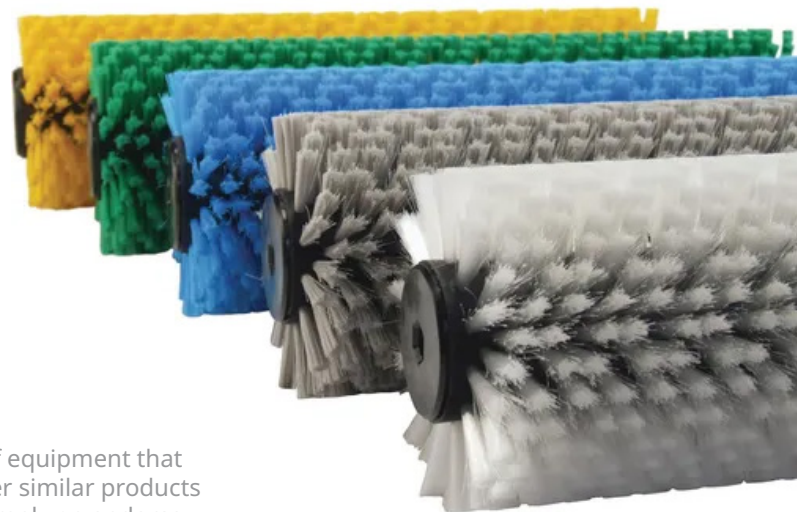


PILE BRUSHES

For pile brushes, different bristle stiffnesses are required depending on the application. The *SmartCare TWIN* brushes are color coded** for easy identification:

- **White:** Use on delicate or natural fibers such as wool, staple cut, or extra deep pile.
- **Gray:** Use on synthetic fiber cut pile or commercial wool loop pile carpets.
- **Blue:** Use on commercial grade carpets, including level loop or low, cut-pile.
- **Green:** Use on commercial synthetic fiber, loop pile only. Not for regular use.
- **Yellow:** Use on severely matted commercial grade low loop pile carpets. Not for regular use. Only use on severe, "one-time" restoration cleaning.

** Colors may vary by manufacturer.



** The equipment and brushes mentioned above are examples of equipment that can be used for floor cleaning. This list is not exhaustive, and other similar products may also be suitable. The inclusion of specific products does not imply an endorsement or guarantee of their performance or suitability for any particular application.

4 Deep and Restorative Cleaning Options

HOT WATER EXTRACTOR (HWE) BRAND RECOMMENDATIONS*

- [Trident by Hillyard EX12 Carpet Extractor](http://hillyard.com)
hillyard.com
- [Tennant Company](http://tenantco.com)
tenantco.com
- [Stanley Steemer](http://stanleysteemer.com)
stanleysteemer.com

Note: Truck Mounted HWE units are the most effective.
* See CRI website for full selection of approved equipment.



MILLCARE: THE FLOOR AND SURFACE CARE EXPERTS



We're Not Just Setting the Standard, We're Redefining It.
Visit captureclean.com or millicare.com.



FOAM CLEANING BRAND RECOMMENDATIONS

Fast Foamer: Lab Tested and CRI Approved. Nearly eliminates stain removal.



* It may still be necessary to perform an annual Hot Water Extraction after a few rounds of using Millicare or the Fast Foamer System.

FINAL OVERVIEW

PRODUCTS TO AVOID

Some products can physically degrade yarn fibers or cause fading. Surfactants, designed to attract dirt, can lead to premature soiling if not completely removed. Additionally, buffing and spin bonnet methods are not highly effective at removing contamination and can physically damage yarn fibers. Please review the following products that we recommend avoiding.

- Products with high pH chemicals
- Bleach or cleaners containing bleach
- Surfactants (soap)
- Buffing processes designed for hard surfaces
- Spin bonnet equipment

Solvent-based solutions are used for many types of spots. Extra care is needed when using them because they can damage carpets. Care should be taken with any spot remover. Test in an inconspicuous location first and follow the manufacturer's recommendations for application.



REFERENCES

1. Information on how to best utilize a Millicare program to meet your needs and service locations in North America can be found at millicare.com.
2. CRI (Carpet and Rug Institute) provides a seal of approval ratings for cleaning equipment and chemicals. Information is available at carpet-rug.org.
3. Starnet Floorcare: starnetflooring.com/floor-care
4. Milliken Quality Assurance can be reached at 1.800.528.8453.