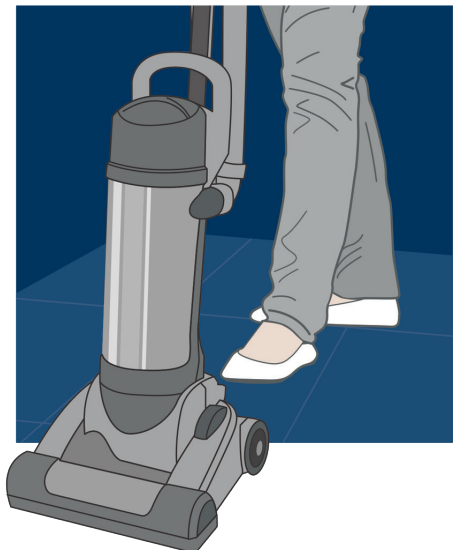
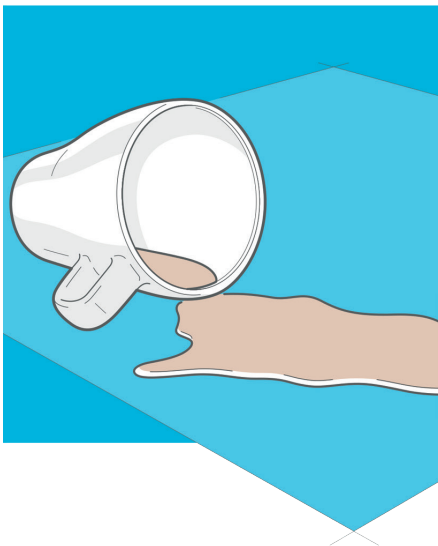


# MAINTENANCE GUIDE

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# MAINTENANCE GUIDE



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## Introduction

Milliken Woven Design Tile is designed and manufactured to make it easy to clean and maintain. Effective maintenance increases the lifespan of your flooring, reducing life cycle costs and environmental impact. Maintenance techniques must, however, be tailored to meet the needs of each location. This guide is designed to help with this. Our Support Service team is on call for advice on any matter concerning the use of the floor.

**Support Service Team:**  
**T 01942 612 735**

## Specifying Flooring for Maintenance Ease

Selecting the right products from the outset greatly influences the ability to maintain appearance with time.

Milliken Woven Design is made using a PVC yarn with a fibreglass core and can easily be cleaned with a diluted detergent and water. Unlike many other floor coverings dirt and stains on this product are removed quickly and easily. A strategic maintenance program is extremely important to maintain the value of a floor covering. The contamination load is dependent on the location of the building. It is imperative to invest in a good dirt collection system, which can collect up to 80% of the dirt.

A collection system consists of three zones:

- **Exterior barrier matting** - catching wet dirt. It should be cleaned periodically with a high pressure device
- **Interior barrier matting** - to remove coarse dirt adhering to the shoes.
- **Entrance matting** - should be replaced and cleaned frequently.

## Benefits of Colour & Pattern

Colour and pattern selection also go a long way in disguising soiling and maintaining an acceptable appearance. Pattern has numerous benefits, including creating mood, adding a textural dimension, and enhancing broadloom appearance. However, one of the most important aspects is the ability to distract from soiling and staining, maintaining an attractive appearance for the life of the product. In this way, pattern and its soil-hiding properties can do more for the environment - by extending the life of the flooring more than any other single design feature. However pattern is created, maintenance benefits can be achieved in the following ways.

- Create tonal variation within colours for the most effective way of hiding soiling/stains.
- Break up larger areas of the floor plane with design to disguise soiling and stains.
- Effectively disguise soiling, whether small or large scale.
- Introducing black within the pattern, even for subtle small elements, will make it more effective at soil and stain hiding.
- Darker, duller colours are most effective at maintaining appearance, whilst very pale, extremely vivid, or extremely dark colours should be avoided.
- Milliken provides light reflectance rating (LRV - Y) values for all products. Generally products with an LRV of between 4 & 12 will provide the most practical solutions for maintainability.

## Entrance Flooring for Preventative Maintenance

It is well documented that 70%-80% of dirt in a commercial or public building has been carried in by pedestrian traffic. As a result, floor covering is undoubtedly the most abused design element in any facility. Good use of entrance flooring helps collect dirt from the outside environment, preventing it being tracked throughout the building – saving on cleaning costs and helping preserve a higher perception of overall cleanliness.

Research shows that an area of 7 metres in length will typically remove 92% of the dirt from shoes. Not all entrances will allow for this, but nevertheless, sensible actions can be taken.

- Entrance flooring in front of entrance doors must extend over the full width of the door so that they cannot be bypassed. As a minimum, barriers should be large enough to allow for 5 steps across to remove as much soil and moisture as possible. Typically, this will be at least 2.5 meters, and should follow the pattern of traffic.
- Placing entrance flooring in revolving doors is particularly effective, as people tend to shuffle their feet, or at least take short steps, when entering such doors.
- Placing entrance flooring inside lifts, or at the top and bottom of escalators will prevent dirt ingress into upper floors of a building.
- Using entrance flooring in all restaurants / cafeterias, just inside the kitchen area, prevents staff tracking kitchen bourn grease onto the dining area flooring.
- Entrance flooring must be vacuumed regularly to maintain their efficacy.
- In order to protect your flooring from damaging grit, dust, dirt and moisture, Milliken has developed a system of entrance flooring products - 'OBEX'.

**External Matwells: 'OBEX Grid Vinyl'** is a modular product installed as primary flooring within a matwell or surface mounted with a secured edging system. The overlapping heel-safe parallel circle design, incorporating resilient scrapers, makes the product extremely durable and highly effective at trapping dirt and draining water.

**Internal Matwells: 'OBEX Grid Mono and Cut'** combine the flexible Grid module with the Milliken Mono or Cut textile. This ideally fits into matwells with a minimum of waste, or can be surface mounted with a secured edging system. The combination of the heel-safe open circle design and the unique textile construction makes it truly efficient in trapping dirt and moisture.

**Zone 3 Entrance Flooring: 'OBEX Tile Cut'** is the OBEX Textile in a 50x50cm tile form and is suitable in areas where a textile scraper product is preferred. It can be installed alongside Milliken floor coverings in staff entrances, circulation zones, vending areas or main entrances, where there is no matwell. OBEX Tile is aesthetically pleasing and has excellent function, with unparalleled performance in scraping, absorbing and concealing dirt and moisture.

## OBEX Maintenance

### General

The OBEX textiles are specifically designed to remove the maximum amount of tracked in dirt particles. The high twist and heat set fibres tufted in an open pile construction are excellent at trapping soil and moisture and therefore thorough cleaning is essential to ensure optimum performance and to extend the life of the product. The textiles will by their nature be the most abused of all floor covering finishes within the building. We therefore recommend the following maintenance regime.

### Daily Cleaning

Daily use of a powerful upright vacuum cleaner will remove loose dirt thanks to its rotary brush action. We do not recommend the use of a suction only machine such as a tub vacuum cleaner because it cannot successfully remove dirt.

### Periodic Cleaning

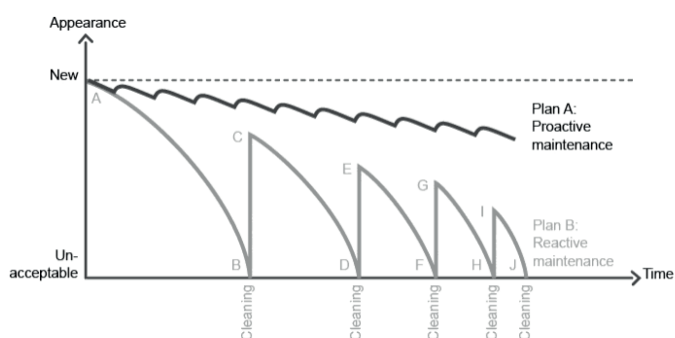
The frequency of deep cleaning will depend upon site conditions and the volume of traffic over the entry system, as well as evidence of soiling patterns.

Vacuum thoroughly before using a hot water extraction machine. The water temperature should not exceed 122°F.

## HOW TO LOOK AFTER YOUR FLOOR

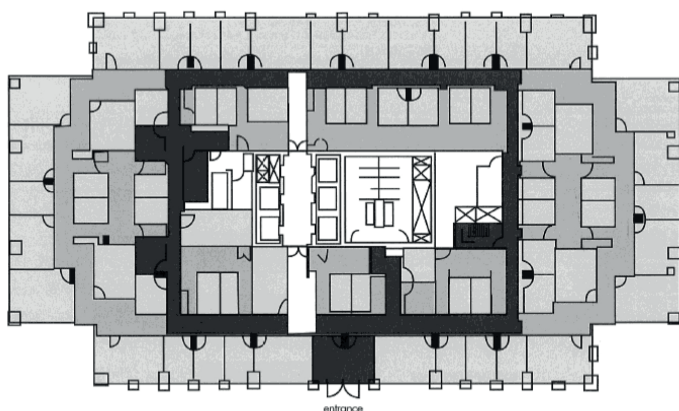
### Proactive Maintenance

Proactive, regularly scheduled maintenance removes soil before it can build up and cause damage to the woven fibres. This can actually extend the life of the floor by maintaining an acceptable appearance for longer. Reactive maintenance, which is only carried out after a floor has deteriorated with heavy soiling, cannot fully restore a floor to 'like new' appearance.



### Identifying Your Maintenance Needs

Different areas of your interior are subject to different types and levels of use, and this will determine the level and frequency of maintenance needed. For example, areas of heavy traffic will be soiled more quickly, and more severely than areas of light usage, and will need daily vacuuming. Similarly, areas around drinks vending machines and within restaurants will need daily spot cleaning.



Light traffic areas clean 2 times a year    Moderate traffic areas clean 4 times a year    Heavy traffic areas clean 12 times a year    Typical light, medium and heavy traffic areas

Heavy traffic areas include: entrances, lifts, reception areas, busy corridors, cafeterias, vending machine areas, employee lounges.

Light traffic areas should be vacuumed about twice per week (low occupancy offices, conference rooms, etc).

### Effective Daily 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 abrading fibres and causing permanent damage.

- We recommend an upright dual motor vacuum cleaner. These machines, with independent motors for suction and brushing, are the most effective. The rotary brush action knocks the dirt loose so that the vacuum can lift it out of the flooring. The brushes should be set so that they are in contact with the surface.
- It is preferable not to use single motor suction-only machines, such as a tub vac, as these will only remove surface debris, and not embedded dirt.
- Vacuum bags should be emptied regularly and all housekeeping personnel should be made aware of this.

**Note:** Milliken Woven Design should NOT be cleaned using washing or mopping. Using these methods, the dirty water is not extracted and dries up in the structure, causing smudges and aureoles. A Bonnet Buffing type machine should not be used. The rotary action of this method can cause permanent damage to the face of the product, and will invalidate Milliken Warranties.

#### Spot and Stain Removal

Daily removal of spots and spills helps to maintain the floors appearance between scheduled cleaning. Since spots are unsightly and detract from the flooring appearance it is worth taking quick action against these. This also reduces the likelihood of a permanent stain.

#### Interim wet cleaning

Interim cleaning can be carried out using a wet floor cleaner such as the Duplex range of machines. These units have very low water usage and are perfect for installations on moisture sensitive sub-floors.

The area is sprayed with a mild detergent and left to soak for approximately 5 minutes. The Duplex machine sprays a small amount of rinsing water and with counter rotating brushes, dirt and grime is dislodged and removed in the same action, leaving floor completely dry in 30 minutes.

Do not use solvents such as acetone as these will damage the flooring. Most spots and stains are water-based (e.g. tea, coffee, soft drinks, wine) and can be removed using the following procedure.

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## Spot and Stain Removal

- Ideally, avoid letting the spill dry, and remove as much of the liquid as possible by blotting on a dry cloth when the spill first occurs. For thicker spills, remove the majority of the substance with a spoon or spatula first.
- Blot the stain with absorbent paper towels or cloth. When no more liquid is removed, mist with Milliken Easi-Step to rehydrate and dilute the residue of the spill and repeat. Loosen any remaining debris with a brush and rinse with lukewarm water.
- Remove any excess water by blotting with a cotton cloth, or if necessary using a water extraction unit.
- For chewing gum removal, we recommend the use of Bye Bye Gum, Rid A Gum or a similar product. It can also be removed using an ordinary steam cleaning device.

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## Specific stains

- Paint stains should be avoided by covering the floor tiles immediately after installation.
  - *Stains from water-based paints must be removed immediately.*
  - *Stains from oil paints or dried paint stains cannot be removed and should be replaced.*
- After removal, urine stains can be perfectly disinfected with diluted bleach and without damaging the flooring.
- Oil and oil based products penetrate quickly into the fibre and must be removed within 24 hours, if not, the stains will remain permanently visible.

**Milliken does not accept liability for colour loss or fibre damage due to incorrect cleaning solutions.**

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## Appearance Management

Most areas never need wet cleaning, and it is a waste of effort and resources to do so. There are many places in every location where soiling levels are only light. You will know where these areas are in your own establishment, but typically they include conference rooms, internal corridors, and offices. However, there is no doubt that periodically, it will be necessary to carry out light maintenance of carpets in these areas, simply to brighten the colours. Atmospheric pollution contains grease borne soils, which tend to make colours less vivid and generally reduce the vibrancy of the flooring. These soils can easily be removed, and the colours thus significantly brightened by implementing a programme.

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## Use of alternative cleaning products

- If alternative removal products are used, a test should be done to check for colour bleed from the woven fibres. Any alternative prespray or detergent should have a pH between 6.5 and 8.5, and the flooring should be left with a Neutral pH 7 at the end of cleaning. We recommend you look for products that have been tested and approved by the Woolsafe organisation.  
**[www.woolsafe.org](http://www.woolsafe.org)**
- Chlorine bleach must NOT be used on most Milliken products. Contact the Milliken Support Services Team for details of Chlorine bleach resistant product lines.

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## Restorative Maintenance

Inevitably, there are some areas that will need more aggressive cleaning. These include all areas where food and beverages are consumed, and areas in close proximity to external doors.

In areas close to doors, use of a two motor vacuum cleaner is recommended – one motor drives the brush and the other provides the suction. Pull backwards over the floor, towards the operative and against the direction of the flooring. In this way, large amounts of particulate dirt left behind by inefficient daily cleaning, can be removed from the base of the weave where it is difficult to reach.

Where food and beverage spillages are concerned, the first step should always be concerned with stain removal. If you have implemented the good housekeeping and daily maintenance procedures recommended earlier, spot and stain removal should require a minimum of effort at this stage.

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## Hot Water Spray Extraction Cleaning

This method offers a very effective way to remove heavy soiling;

- Hot or warm water and detergent are sprayed onto the tiles under high pressure; the same machine is then used to vacuum up the excess water, detergent and soil. The tiles will need up to 24 hours to dry and should not be walked on until they are completely dry.
- Begin by using a pre-spray over all areas to be cleaned. This increases the contact time of the detergent and increases cleaning efficiency.
- Allow the pre-spray to remain in contact with the pile for approximately ten minutes before extracting with a good spray extraction machine (ten minutes is the recommended time to obtain maximum efficiency; more than this and the pre-spray will begin to dry out, reducing its effectiveness).
- A system of working should be developed, whereby one area of the room is pre-sprayed, awaiting cleaning, whilst an adjacent area is being cleaned.
- Drying rates can be improved by increasing ventilation or using air movers.

This method can be effective when carried out correctly, however potential disadvantages include;

- Over-wetting the flooring can lead to tile curling, rapid resoiling or mildew and odour, where the flooring takes a long period to dry out.

**Note:** this method raises the humidity within the room making it unsuitable for computer rooms. It is also unsuitable for raised access flooring, as the flooring is not guaranteed to be watertight, and the electric cables can be affected. Adhesives, which may be used during the laying of the flooring, can sometimes be affected by water.

***Milliken cannot be held responsible for any damage caused by over-wetting.***

- As detergent may be used with these methods, there may also be a tendency for inexperienced operators to over apply detergent in the belief that this will provide a more effective clean. Over application of detergent can lead to a detergent residue being left on the fibres, which will attract rapid resoiling – causing loss of appearance.

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## Who to call for assistance

Milliken is committed to service and quality. We believe that maintenance is an integral part of specifying and purchasing your flooring, and so offer a dedicated Support Service Team, experienced in technical and practical aspects of flooring management. To obtain cleaning products, or to receive further information, please contact:

**T** +44 (0)1942 612 735

**E** [carpetenquiries@milliken.com](mailto:carpetenquiries@milliken.com)