

Milliken Recommended Carpet Maintenance

1. **Barrier Mats** - Barrier mats should be placed at all entrance ways into the facility and at locations where there is a transition from hard surface flooring onto the carpet if possible. This will help prevent soil from being tracked onto the carpet, improving its appearance and extending its life. Barrier mats should be vacuumed daily and cleaned or replaced frequently depending on the weather and use.
2. **Vacuuming** - Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems.

The janitorial / housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

A commercial upright vacuum with a beater brush approved under the CRI Seal of Approval Green Label program is recommended for vacuuming of all carpet. For a list of approved vacuums visit www.carpet-rug.org. Regular maintenance of vacuums is also essential. Vacuums should be emptied and inspected after every use. Particular attention should be paid to the condition of the brushes. Also, make sure that there is no material obstructing the air-flow channel. Typical vacuuming frequencies are as follows:

- | | |
|---------------|---|
| High traffic: | Every full work day. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas. |
| Med. traffic: | Every other work day. All secondary corridors, conference rooms, private offices. |
| Low traffic: | Once a week. Minimal use corridors, rarely used conference rooms and training rooms. |

3. **Spot Cleaning** - Spots and stains are one of the biggest detractors to high appearance levels. In order to maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. Milliken recommends the use of a Capture® Spot Kit for treating most spots, following these procedures:

- spot cleaning continued -

1. Remove as much excess material as possible prior to spot removal. Blot up liquids with a clean white terry cloth, vacuum up soil and gently scrap up encrusted material.
2. Spray Capture Pre-mist onto a clean, white terry towel and work in gently. Do not scrub. Blot, absorbing as much of the spot into the towel as possible. Work from the outside edge of the spot into the center to prevent spreading.
3. Apply Capture dry carpet cleaner to the spot. Gently agitate with a brush, wait 30 mins. and vacuum.

Note: Milliken does not recommend using any spotting agents containing solvents as they can leave residue that contributes to resoiling and can possibly damage the carpet.

4. Regular Cleaning

- Regular cleaning of the carpet is required to remove ground in soil and soil that is bonded to the fiber. Milliken recommends hiring a Millicare Floor and Textile Care® specialist for this purpose.
- Milliken does not recommend any cleaning system consisting of detergent or solvent-based products. Our studies have revealed that excessive re-soiling occurs from residues left on the carpet fibers when using these systems. In addition to excessive re-soiling problems, we have experienced texture damage to fibers, de-twisting of yarns, as well as matting and crushing of the carpet pile from surface cleaning procedures such as spin pad cleaning.
- Where customers choose not to use MilliCare or a MilliCare specialist is not available in the area hot water extraction is an acceptable alternative using the following procedure.
 - o An appropriate pre-mist should be sprayed and brushed thoroughly into the carpet using a dual cylindrical brush type scrubber and allowed to work for the recommended dwell time. This should be followed by flushing with the Hot Water Extractor.
- For restorative cleaning where detergent residues were left in the carpet a mild acid (5.0 pH) type pre-mist mixed per label directions with water should be used.
 - o For greasy, oily soil conditions, a higher pH product (8.5 or 9.0 pH) mixed with water per label directions should be used as the pre-mist.
 - o The Hot Water Extractor should be filled with plain hot tap water containing 5.0 oz. of acid rinse/gallon in the tank at a temperature not to exceed 140° F. This procedure should remove as much detergent residue, soil and/or debris as possible.
 - o The carpet should be allowed to fully dry using blowers and fans and be examined for wickback. (Wickback is a condition where soil moves from the lower part of the fiber to the tips as the carpet dries). If wickback is evident, repeat the pre-mist extraction process and again allow the carpet to fully dry. Re-check for wickback and repeat above procedure until there is no evidence of wickback.
 - o Once restored, the carpet should then be thoroughly vacuumed, and spot cleaned on a regular frequency in accordance with Milliken Approved Carpet Maintenance Procedures.

Milliken recommends the use of cleaning products and hot water extraction equipment that have been approved by the Carpet and Rug Institute Seal of Approval. For a list of approved products and equipment visit www.carpet-rug.org.