



WOOL / WOOL BLEND CARPET MAINTENANCE

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1. INTRODUCTION

Correct, regular and systematic maintenance will increase the life span of a carpet by reducing wear caused by dirt in and on the carpet, while helping to maintain its original appearance. Cleaning should be proportional to the amount of soiling to which the carpet is subjected: the more dirt deposited on the carpet, the more intensive the maintenance programme required.

The following are the three basic steps of an adequate maintenance programme:

- Regular vacuuming
- Periodic steam/dry cleaning
- Regular removal of stains and immediate removal of spills.

Specialised equipment is required to carry out this maintenance programme, as well as knowledge on how and when to use it.

2. GENERAL

All maintenance of Tsar carpets should be performed in accordance with Australian Standard AS3733 –(Textile Floor Coverings – Cleaning Maintenance Techniques for Domestic and Commercial Carpeting), however, where provisions of this manual differ from those of AS3733, this manual should prevail.

AS3733 provides detailed information on a wide variety of cleaning methods and equipment, and a guide to planning a maintenance program. Though some sections of AS3733 are mentioned in this manual, it is recommended that both AS3733 and this manual should be read together when planning and carrying out carpet maintenance.

3. CLEANING TECHNIQUES AND SCHEDULES

3.1 Vacuum Cleaning

All carpeted areas should be cleaned with an upright suction cleaner with a pile beater at the following recommended frequencies:

Daily or as required (minimum once a week)

Frequent traffic (as busy offices, shops) Daily or 2-3 times a week

High traffic (as public lobbies, busy shops, clubs) Daily (See also Section 2.1.2 and Table 2.1 of AS3733)

It is recommended that vacuums have an adjustable height beater (which should be checked and adjusted each time the vacuum cleaner is used to ensure carpet pile is not damaged by unnecessary beating) though carpet sweepers and cleaners without beater attachments may be used for surface touch ups (in addition to scheduled cleaning with an upright beater). Pile beaters may be either revolving bristle strips, most suited to direct stick carpets or beater bar/bristle strip combination, more suited to carpets stretched over underlay.

Vacuum cleaning should be carried out in accordance with the procedures set out in Sections 5.2.1 and 5.2.4 and 5.2.4 of AS3733. Several passes should be made over each area to ensure efficient removal of soiling material.

3.2 Spot Cleaning

Spot cleaning should be carried out daily, as set out in Appendix B1 of AS3733. Techniques for specific stains are as set out in Table B1 of AS3733. Highly alkaline spot cleaning chemicals should be avoided.

Spillages, spots and stains should be removed as quickly as possible. If cleaning contractors are used, it may be necessary for building maintenance staff to attend to spot and stain removal rather than waiting for contractors, to avoid the setting of stains. Spotting kits as described in Section 3.4 of AS3733 should be available to maintenance staff for immediate use when necessary.

3.3 Periodic Deep Cleaning

Periodic cleaning should be carried out using "steam cleaning" (hot water injection and extraction) with a smooth wand attachment in accordance with Sections 3.6, 5.4.1 and 5.4.4 of AS3733 at the frequencies set out in Table 2.2 of AS3733. This should be at least yearly for most areas of medium to high traffic flow, though actual frequency may vary depending upon experience.

Please note:

- Detergents and other chemicals used should be of pH8 or lower in their concentrate form, with the sprayed solution being in the range of pH5 to pH7. Carpet pile should not remain in an alkaline condition. If alkaline pre-treatments are used, the hot water injection solution should be at the lower end, using a dilute acid (eg white vinegar or acidic brownout) to adjust pH if necessary.
- The hot water injection solution should be at a maximum of 50°C.
- The vacuum system of the steam cleaning/dry cleaning unit must be sufficient to adequately remove moisture from the carpet (preferably equivalent to a good truck mounted unit)
- Solution application must be uniform, being the minimum required to clean the carpet, left for the minimum time possible on the carpet before extraction
- Extract the solution evenly and thoroughly so after cleaning, the moisture content of the pile is even and as low as possible to assist drying.
- Airconditioning should be run at 20°C to 25°C and relative humidity should not exceed 55% to 60% while the carpet is being cleaned and 24 hours after cleaning to ensure an adequate flow of drying air to allow the carpet to fully dry

To achieve optimal results:

- Clean in straight lines, overlapping each stroke by at least a third of the wand/head width to avoid lines
- Clean in approximately 1.5m by 2.0m rectangular sections:
 - o The first pass should be towards the operator with both the solution spray and vacuum operating within the head/wand
 - o Then make a second pass over the same area away from the operator with just the vacuum (no sprays) ensuring the vacuum nozzle passes over the whole area sprayed
 - o Give 2 more passes (one in each direction) with only vacuum operating
- Subsequent 1.5m by 2.0m areas should half overlap the previous area along the length and just touch adjacent areas along the width with minimal overlap
- Each area should be cleaned and thoroughly extracted twice

4. PREVENTION

Preventative maintenance is easier and more economical than cleaning soiled carpet. Here are a few easy guidelines to help add years to the life of your woven carpet :

Keeping out the outside - Carpet will last a lot longer, look and perform better if the potential for soil pickup is minimised.

This means keeping outside areas such as driveways, parking areas and paths as clean as possible to limit the amount of soil tracked into the building. Asphalt residue can be a problem. Ideally, visitors should walk some distance on non asphalt areas to reduce the amount of bitumen brought into the building.

Soil control matting - Soil control matting placed at strategic entry points is one of the most efficient ways to reduce carpet damage.

Ideally, in commercial installations, mats should allow for at least six footsteps or approximately a distance of five metres, which is enough to trap 80 percent of soil before it gets transferred onto the carpet.

Soil control mats should be considered for all entries, lift and stairwell entries, vending machines, high spillage areas (e.g. dining rooms), foyers and hallways etc..

Carpets in lifts can also act as a barrier to the soiling of main carpeted areas, if cleaned and replaced regularly.

Maintenance of soil control matting is just as important as carpet maintenance. Mats should be cleaned regularly as part of programmed maintenance and, once mats have become soiled they should be replaced.

During any periods of building maintenance or refurbishment carpet must be protected by a suitable covering to prevent the ingress of soiling material and moisture. Covers should be inspected regularly to ensure condensation does not collect under the cover.

Chair pads - Do not place chairs or trolleys with rollers or castors on carpet without a chair pad. Continued use without a chair pad can crush the pile and cause irreversible damage to the carpet.

Direct Sunlight – Carpet should be protected from prolonged periods of direct sunlight with curtains, blinds or awnings.

Chemicals – Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres. Some examples of potentially damaging substances are contained Appendix A of AS3733.

5. OTHER MAINTENANCE

In addition to cleaning, damage to carpet (as burns, tears, cuts, scorches, permanent stains) should be repaired or replaced (if repair is not practical). Such maintenance should be carried out in a professional and workmanlike manner in a way which does not affect the maintenance of the surrounding carpeted areas.

6. SCHEDULES AND RECORDS

A schedule should be prepared and maintained showing cleaning frequencies for all areas conforming with this manual and providing for details of actual work undertaken (including whom, when and details of work). This schedule should be maintained for reference should any cleaning or maintenance problems arise. The schedule should be reviewed if there is any significant change in the pattern of use of any area and updated if necessary.

We're always available to offer more care and maintenance advice, please don't hesitate to contact us:

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