Mannington Commercial Maintenance Guidelines

Modular Carpet
Broadloom Carpet
Entryway Systems

Mannington®
COMMERCIAL

Introduction

THE IMPORTANCE OF CARE AND MAINTENANCE

Your Mannington Commercial carpet installation is a significant investment, both in monetary terms and image. All Mannington carpet can be easily cleaned and maintained with the proper T.A.C.T. (Time, Agitation, Chemical, Temperature). To help keep carpet products performing at their best, designing and implementing a maintenance plan is very important. Following a regular maintenance schedule will aid in the appearance of your carpet.

Maintenance is the regularly scheduled plan for the removal of everyday soil. It includes daily vacuuming, interim cleaning and routine extraction with pile lifting. Entryway systems will help minimize the requirements of maintenance cleaning. If maintenance cleaning is done properly, the need for restorative cleaning will be greatly reduced.

Mannington adheres to the Carpet and Rug Institute's (CRI) Carpet Maintenance Guidelines and Seal of Approval (SOA) for Commercial Carpet. Mannington's Commercial Carpet Maintenance Guidelines provide additional details. The CRI's SOA Program is an excellent source for information on equipment, chemicals, and spot removal. See CRI listings at www.carpet-rug.org.

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Maintenance Schedule

Follow this schedule of different maintenance procedures based on the amount of daily traffic on your facility's carpet.

SUGGESTED FREQUENCY OF CLEANING

Amount of Daily Foot Traffic

	Vacuum	Spot Cleaning	Pile Lifting	Interim	Restorative
Light (less than 400)	Daily	Daily	Quarterly	Quarterly	As required
Medium (400 to 800)	Daily	Daily	2 months	2-3 months	Annually
Heavy (800 plus)	Daily	Daily	2 weeks	Monthly	Quarterly

SAMPLE FREQUENCY CHART



Preventive Maintenance

Focus on cleaning your facility's entry areas: by keeping the matting and entryway carpets clean, you will prevent the migration of soil elsewhere in the facility.

Entryway Systems

The first few steps into any building are critical to the performance of the flooring throughout the facility. By using an entryway system, you trap excess dirt and moisture at the door, which helps preserve the appearance of the entire facility, reduces maintenance costs, extends the life of the floor and increases the safety of the building occupants.

Purpose of Entryway System

- Trap excess dirt and moisture at the door.
- Collect soil and water so it can be easily removed.
- Improve safety by providing traction in an area that could otherwise be slippery.



Proper System Length

- Adequate entryway systems/walk-off products are roughly 10 to 15 feet in length and have been proven effective in trapping 80% of soil that can collect in carpet.
- Scraper mats at entrances remove larger soil particles, reducing the amount of soil that gets transferred onto carpet, therefore reducing soil migration.
- 10 to 15 feet covers the equivalent of 6 to 8 footfalls, which allows optimal soil removal.
- Entryway systems/walk-off products or mats can also be placed in kitchen areas, manufacturing areas, elevator lobbies, garbage holding areas, parking garage entrances, maintenance supply closets and janitorial closet areas. In addition to reducing the spread of soil, they can help reduce slips, trips and falls.
- Vacuum entryway/walk-off areas daily to maintain their effectiveness. Failure to remove the excess soil will cause the mats to be ineffective in soil migration and will prove to be costly in the long run.

The 80/20 Rule

- 80% of your time and resources should be spent on 20% of your carpet: the carpet in entryways, lobbies and main traffic lanes.
- Properly cleaning the carpet in entryways, lobbies and main traffic lanes will keep soil from migrating into the rest of the building.
- Follow the 80/20 Rule to ensure the longevity of flooring throughout the facility.

Daily, Routine Cleaning

Regular cleaning is essential to the longevity of your facility's carpet. The following procedures can be used daily or as needed to keep the carpet in top shape and extend its life and appearance retention.

Vacuuming Guidelines

- Most commercial facilities' high traffic areas should be vacuumed daily.
- Give the most attention to entryways, lobby areas and main traffic lanes.
- Vacuuming can reduce 80% of the dry soil load on a daily basis.
- Use a dual-motor upright canister or a backpack with power heads.
- Ensure the vacuum is equipped with a quality HEPA filter.
- Vacuum bags should be changed when they become 1/2 full, to ensure maximum lift.

Spot Cleaning Guidelines

- Remove spots and stains as they occur.
- Always clean an area 3 to 4 times larger than the stain.
- Flush out the stain from the backing, or the stain may seep back up ("wick") into the fiber.
- Use a spot cleaner that dries to a brittle substance, which can be easily vacuumed up. Do NOT use a spot cleaner that dries to a tacky or sticky substance.
- If the spot cleaner is not premixed, use the exact dilution rate recommended. A higher concentration is NOT better.
- Use a neutral-pH cleaner.
- Liquid Spills – blot thoroughly with white cotton toweling, or use a "mini" extractor to remove spills.
- Dry Stains - gently break up dry soil with a spoon, and then vacuum. Moisten the area with a pre-tested spotter. Gently agitate the area using clean white cotton toweling. Thoroughly blot dry with dry cotton toweling. Repeat these steps until the spot is removed.
- Difficult Spots - oils, grease, ink, fruit drinks, wine, urine, toilet bowl cleaner, dyes, drain cleaners, mildew removers, insecticides, medicines, acids, etc., may damage the carpet fibers or require specialty spotters for removal.

Prevent wicking: Most spills on carpet can penetrate the surface fiber and then spread across the backing. Ensure you completely clean and flush out the stain from the backing, so that it will not wick back onto the surface of the carpet.



Interim Cleaning

Perform regular, low-moisture interim cleanings during the periods of time between wet extractions. Interim cleanings can prevent excess soil accumulation in high traffic areas. Interim cleanings also reduce the amount of cleaning required during wet extractions. A low-moisture method ensures little to no down time.

Low-Moisture Method

- Apply liquid crystallizing solution spray and scrub into the carpet with a twin cylindrical, counter-rotating brush machine to open pile and loosen the soil.
- Work the chemical into the carpet to help break down dirt and soil on the carpet fibers.
- The chemical compound will encapsulate the soil and dry, allowing for it to be removed by vacuuming.
- Once carpet is dry, vacuum to remove residual solution and soil from the pile.
- Interim maintenance systems such as Whittaker - GLS Crystal Dry, XL North - Liquid Grab, Nace - Just for Carpet or similar systems encapsulate the soil and do not leave the carpet wet.
- Finding a chemical that doesn't contribute to resoiling is imperative.
- Using the least amount of chemicals possible is always better than adding unnecessary amounts of chemicals.
- Check your chemical by diluting the product to the recommended dilution ratio. Place a small amount in a dish, let it evaporate, then see if there is a sticky residue in the bowl.
- Daily maintenance chemistry can and should consist of general spotting chemicals, mild detergents with encapsulating properties (pH values of 10 or under) and neutralizing or brownout chemicals.
- Use equipment slowly to achieve best results
- To ensure all soil is removed, high traffic areas may have to be cleaned multiple times.

Wet Extractions/Restorative

Follow these guidelines for periodic wet extraction cleaning and/or restorative cleaning.



Hot water extraction protects your carpet from premature wear. The process forcefully injects cleaning solutions and hot water into the carpet, which are then powerfully vacuumed out along with deeply embedded sand and soil. It is the only method to remove soil that is saturated in the fibers of the carpet. Paired with regular interim cleaning (LMC) and pile ilfting, hot water extraction extends the life, performance and appearance of your carpet.

- Hot water extraction can be done with truck-mount, portable or self-contained equipment.
- If soil is not cleaned and removed, the carpet fibers will become matted and abraded.
- Drying times are very important: if the cleaning is performed properly, the carpet should dry in 2 to 4 hours.
- A shorter dry time means more soil was removed and less residue was left in the carpet.
- Residue equals resoiling: residue from cleaning products is the foremost problem in the cleaning industry. Residue attracts dirt and leads to resoiling. Then rinse with water using extractor.

Always pre-spray: Equipment instructions typically tell you to put your chemicals in the tank of the extractor. The cleaning process cannot work this quickly. Instead, you should pre-spray so the chemicals have dwell time to work on the soil.



Chemical Guidelines

- Chemicals may be needed to remove any sticky soil that has bonded to the fiber.
- Chemicals need a dwell time to work properly. This time allows the chemical to emulsify the soil, so it can be rinsed away.
- Pre-spray the chemical and then work it in with a pile lifter. This will help loosen up the soil so it can be rinsed out with water.
- Use cleaning agents with a pH of less than 10.

Restorative Cleaning Process

Restorative cleaning may be required if the maintenance plan was not followed properly. Restorative cleaning will greatly reduce the amount of soil build up. Following a regular maintenance schedule will help prevent fiber damage.

- For optimal results, perform pile lifting first, followed by wet extraction.
- Pre-spray chemical, and work in with a dual counter-rotating cylindrical brush.
- Extract with plain water to remove soap residue.

Do Not Use Bonnet Method

Mannington does not recognize any claims or warranties where damaged carpet is the result of an ongoing maintenance program that employs the Bonnet method. Bonnet cleaning was originally designed for hard surfaces and is an excellent cleaning system for that type of flooring; however, it is not recommended for carpet because it will cause premature abrasion of the carpet fiber.

Equipment

A variety of equipment is available and effective maintenance of your facility's carpet. The following brands and models have proven to work well on carpet by Mannington Commercial. The proper piece of equipment will always depend on the nature of the job at hand.

VACUUMS

- Upright Dual Motor – Clarke Carpet Master 200, ProTeam ProForce, Windsor Versamatic, NaceCare HD14



EXTRACTORS

- NaceCare TP Series, Clarke Clean Track L27, NaceCare Smart Kit, Tennant ReadySpace



PILE LIFTERS

- NaceCare DP420, Whittaker, Windsor iCapsol



General Helpful Hints

Keep the following tips in mind to help ensure the successful maintenance, beauty and performance of your facility's carpet by Mannington Commercial.

1. Use proper signage and safety precautions around the area you are working in.

2. Do not use any type of rotary machine with a bonnet, brush or pad. If these are used, Mannington will not recognize any claim regarding damaged carpet.

3. See what your chemical looks like when dries by pouring it into a dish and let it dehydrate. Is the residue a powdery substance? Is it sticky or adhered to the dish? If it is sticky, resoiling will occur.

4. Select the caster/glide that will work best for the furniture you have selected. Contact area should be smooth, flat and large enough to distribute the load.

5. Exterior conditions have a major impact on soil entering the facility. Keep this in mind when determining walk off matting, cleaning routine, facility use and budget.

6. Perform a site survey to determine the volume of foot traffic in an area and type of soil affecting the area, and base your cleaning methods and frequency on the information gathered.

7. Follow all chemical maintenance instructions and read product Safety Data Sheets.

8. Where carpet meets vinyl flooring, take care to limit the contact of the hard surface cleaning process with the carpet.

Contact Mannington at www.manningtoncommercial.com or 800-241-2262 for assistance.