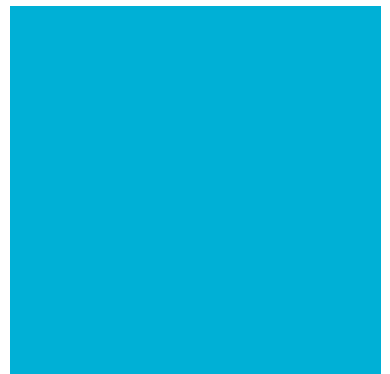


danfloor
An Ulster Group Company

CLEANING GUIDE



A CAREFULLY EXECUTED MAINTENANCE PROGRAMME

This maintenance guide has been developed to help the planning and implementation of an effective carpet care programme. It provides information regarding various recommended cleaning methods and offers advice on how these methods should be carried out.

Regular cleaning and maintenance will protect the aesthetic and functional benefits of a carpet. Such a programme should be planned at the time of carpet selection and at the latest before installation.

Prior to Cleaning

Before using any cleaning solutions on your carpet, always test the solution on an inconspicuous area to make sure it won't damage or discolour the carpet.

Upon installation of your carpet we recommend creating a cleaning and maintenance schedule which details what maintenance activities are to take place, when they are to be done and who is responsible for carrying them out.

It is also good practice to keep a store of approved cleaning solutions and equipment to hand in case they are needed for immediate use.

Regular Maintenance

By implementing routine carpet maintenance, you preserve and maintain your floorcovering and extend the life of your investment.

Vacuuming

Regular vacuuming is the most important component of carpet maintenance. It is the primary means of removing dry soil: the basis of effective soil control. Effective daily vacuuming reduces the frequency of periodic maintenance required to maintain a clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore the carpet pile.

Type of Vacuum

For best results, twin motor upright vacuum cleaners with a roller brush or canister cleaners with a "motor driven power head" should be used. The brush action also helps to restore carpet pile appearance in high traffic areas.

How Often Should you vacuum?

We recommend that high traffic areas like entrances, corridors, reception areas and lobbies should be vacuumed daily and moderate to light traffic areas like conference rooms, offices and storage areas be vacuumed less frequently, but generally at least every other day.

Vacuuming Guidelines

- Select professional equipment that is appropriate to the installation, traffic pattern and volume.
- Use vacuums with fine filters or water scrubbing air filters.
- Adjust the height of the machine setting to suit the pile height of the carpet. (Not available on all machines).
- Vacuum slowly and thoroughly making three to five passes over an area.
- Empty vacuum bags frequently.
- Keep equipment in good repair and maintain an adequate supply of replacement parts.

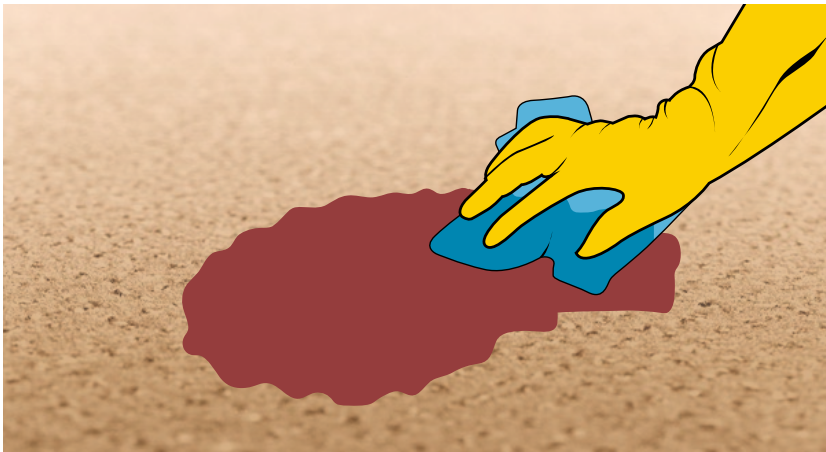
Spotting and Staining

Most stains can be avoided or removed by immediate or at least daily spot treatment. If not, they can become permanent stains.

It is basic good housekeeping to have spot and stain removal products and equipment on hand for immediate use. Our carpet care specialist Traffik UK Ltd can recommend appropriate products for most common spills.

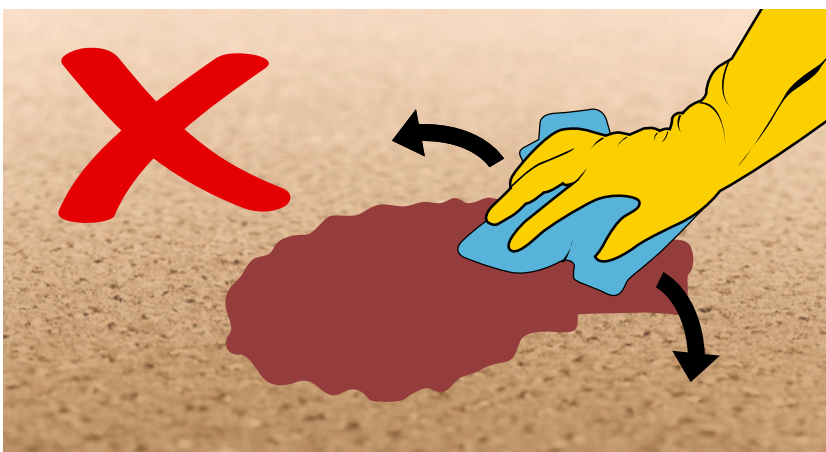
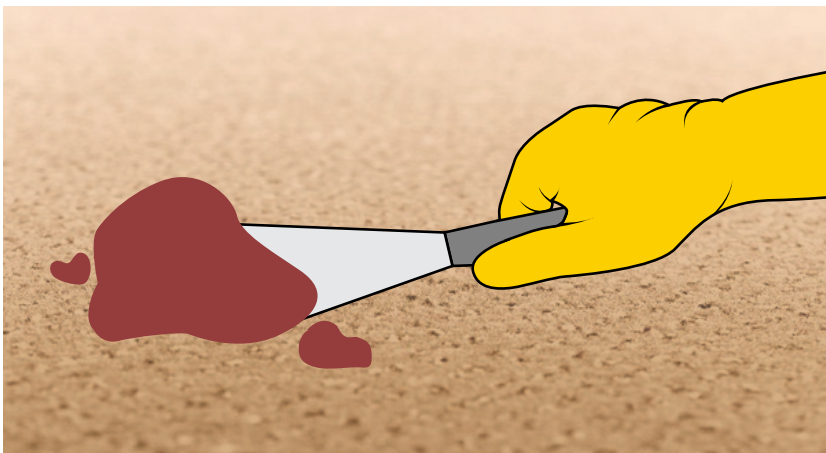
It is important to use solutions that are appropriate for the specific type of spot or spill, water based, oil based or specifically for gum. If the nature of the spill is unknown, start with clean warm water or a mild crystallising carpet cleaning shampoo. If the stain persists, a specialised spot cleaning product should be used.

Spotting and Staining Guidelines



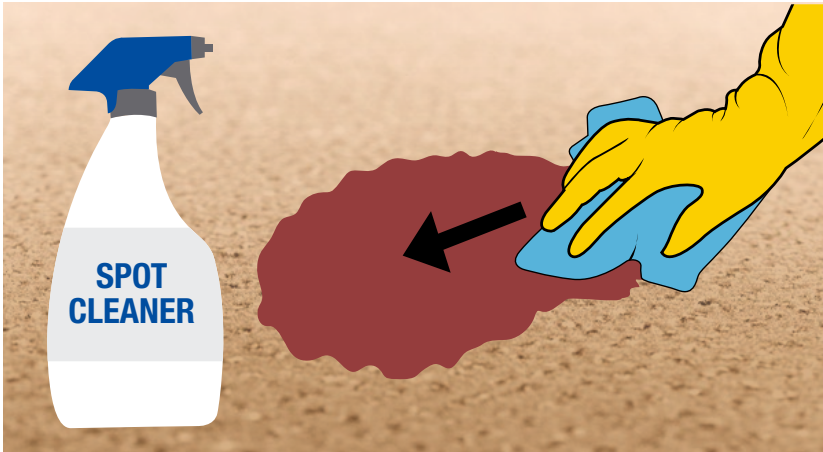
STEP 1

Carefully blot or scrape the entire area before applying any cleaning solution. Remove as much of the spill as possible.



STEP 2

Do not rub the spill -- that might spread the problem to a larger area.



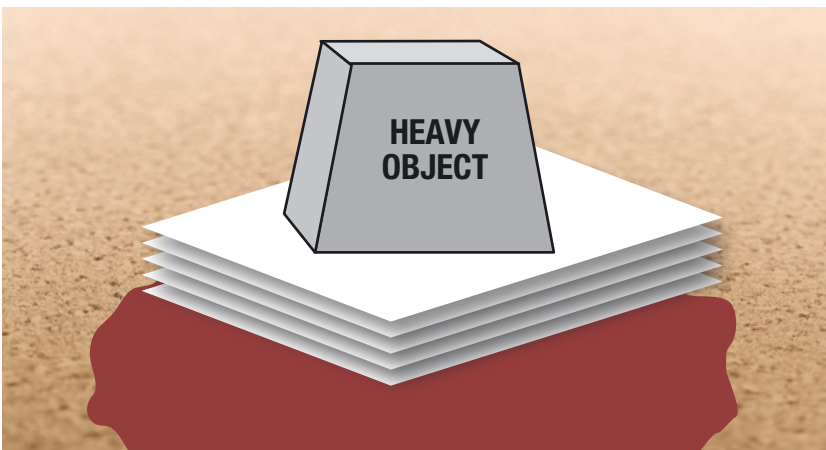
STEP 3

When you apply spot cleaner, work from the outside of the stain toward the inside to avoid spreading the stain. After applying a cleaning solution rinse with clean water.



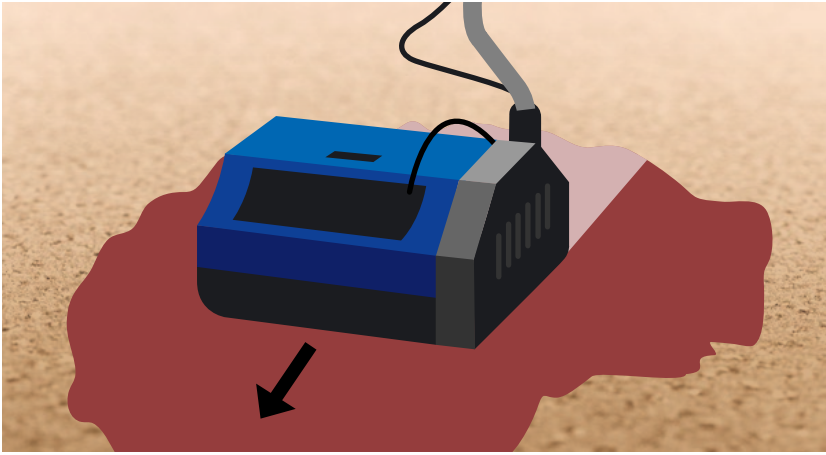
STEP 4

Then blot up all the moisture. White terry towel rags are ideal, but if not available clean white paper towels are also good for drying carpet and brushing the pile back up to a standing position.



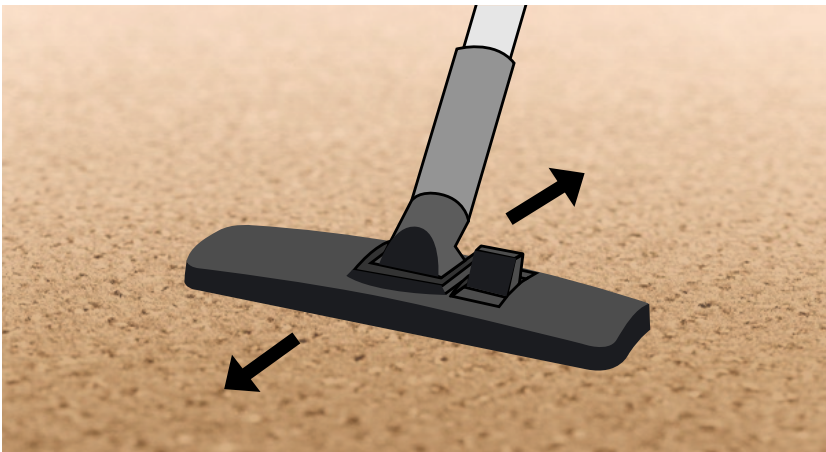
STEP 5

If you feel that there is still too much moisture after blotting the carpet, stand on the towelling to apply pressure to bring the moisture out of the fibres.



STEP 6

Alternatively after blotting the stain if you have use of cleaning machinery or equipment you can use this to give the area a more thorough clean.



STEP 7

When dry, the carpet should be thoroughly vacuumed to restore the pile.

Interim Maintenance

Preventative measures and regular maintenance techniques can never be 100% effective, therefore a carpet care programme must include additional interim maintenance procedures.

Interim maintenance is usually carried out in 'high traffic' or 'funnel areas' to restore clean carpet appearance, prevent soil build up and minimise periodic deep cleaning requirements.

There are several techniques for restoring carpet colour and appearance, however not all of these are likely to remove dirt which may have accumulated at the bottom of the carpet pile.

Two methods we recommend are:

- Pile lifting, also called power brushing.
- Absorbent powder cleaning or dry extraction cleaning.
- Oztek encapsulation cleaning or ECA Water Pad Extraction.

Pile Lifting

Pile lifting or power brushing is an effective method for lifting crushed pile and loosening dry soil. It makes use of a heavy-duty, twin-motor vacuum cleaner and has the additional advantage of removing dry soil particles that have accumulated in the carpet pile. It should be carried out once a week on cut pile carpets and every second week for loop pile carpets.

Dry Extraction / Absorbent Powder Cleaning

The low moisture dry extraction method is a safe, easy and effective method for handling maintenance on a regular basis. The procedure does not leave the carpet wet and allows for immediate access and traffic. The absorbent powders are made up of a mixture of water, surfactant, organic solvent and fragrance.

Dry Extraction / Absorbent Powder Cleaning Guidelines

- Thoroughly vacuum or pile lift the carpet.
- Sprinkle the absorbent powder onto the pile and brush into the carpet.
- The detergent component of the mixture then releases greasy solids from the surface of the fibre.
- The carpet will then need to be vacuumed again to remove any residual product

Oztek Encapsulation / Extraction Cleaning

The low moisture Oztek encapsulation method is a safe, easy and effective method for handling maintenance on a regular basis. Similar to dry extraction this procedure does not leave the carpet wet and allows for immediate access and traffic.

The encapsulation product absorbs the soiling and crystallises it for removal through vacuuming or into an absorbent pad. The ECA Water method uses activated water and an absorbent pad to remove soiling and disinfect the carpet fibres.

Oztek Encapsulation / Extraction Cleaning Guidelines

- Thoroughly vacuum or pile lift the carpet.
- With either a damp fibre pad or absorbent microfiber pad run the Oztek machine across the carpet to fully clean the pile.
- The encapsulation component releases greasy solids from the surface of the fibre and encapsulates the soiling for removal by the fibre pad and subsequent vacuuming. The ECA Water releases the soiling from the fibres and disinfects the pile to Log 6 (99.9999) outperforming ethanol, virkon and bleach, the soiling is then absorbed by the microfiber pad and removed.

Long Term Maintenance

Long-term or periodic maintenance should be undertaken on a fixed cycle. With correct regular and interim maintenance planning this cycle can be extended, thereby reducing costs and possible disruption.

Long-term maintenance includes a deep cleaning process to remove oily and/or greasy materials that have become bonded to the carpet pile and dirt particles that have been walked into the spaces between pile tufts. This is commonly referred to as "wet cleaning."

Important points to remember

- Before starting, test how the selected cleaning method will affect colour fastness on a hidden carpet area or sample.
- Carpet should always be thoroughly pre-vacuumed.
- Good airflow and ventilation will reduce drying time and minimise possible odour. With proper ventilation, drying should take between 12 and 24 hours.
- Subsequent power brushing (pile lifting) of completely dried carpet will help restore carpet pile and help prevent rapid re-soiling.

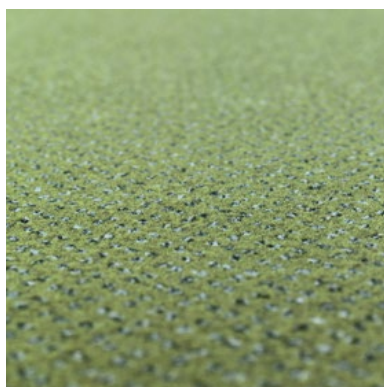
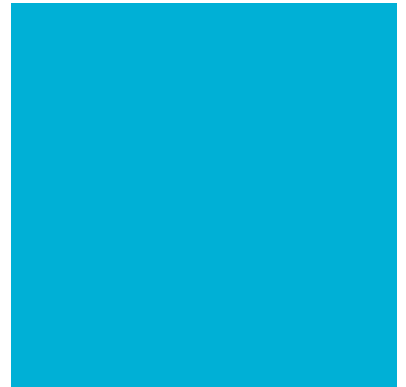
- Periodic maintenance or wet cleaning should only be carried out by carpet cleaning professionals or specially trained in-house staff.

Spray extraction

Spray extraction (also known as hot water extraction) involves spraying detergent onto the carpet, and simultaneously extracting the detergent/soil mixture by suction. Ideally this is followed by several extraction passes to increase water recovery and shorten drying time.

Due to virtual absence of mechanical action this method involves relatively high use of water and therefore requires thorough work practices to ensure complete elimination of detergent residues and avoid over wetting. The advantage of spray extraction is that soil is actually extracted from the carpet at the time of cleaning. It is by far the most commonly used long-term maintenance method.

N.B Long term maintenance can be successfully carried out to an equal or higher standard of clean with the use of the Oztek System.



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