

## Wall to Wall (Broadloom) Carpet Care and Maintenance Spec Sheet

**(a) Daily Vacuuming and Spotting:** A daily routine vacuuming of the total area must be carried out to ensure removal of 75 to 80% fresh soil deposits. A round of spotting alongside should be done to ensure removal of fresh stains and marks. One should also ensure elimination of loose soil on the carpet surface which in turn will considerably control the air borne particulate ppm level. Since this is a dry process, there is no down time of the area.

**(b) Interim Cleaning by Encapsulation (Only High Traffic):** The process starts with intense vacuuming and spotting to ensure removal of settled soil at the bottom of the carpet pile. The spotting process should be done by slightly more stronger removers. This will ensure removal of most spots which, are the leftover of daily spotting and which couldn't be removed by routine process. Thereafter a spray of pH neutralizer should be sprayed to make the carpet receptive to the encapsulation care chemical. The encapsulation process basically encapsulates the soiling around the tufts of the pile and loosening it and this is picked up by the wet pick up process. This process should be carried out by the special machine with multiple cylindrical brushes only. This process also lifts the pile. The drying time or the down time of the area on completion of this process is 45 to 75 minutes.

**(c) Deep Cleaning by Hot water Extraction process:** This process alike (a) must start with intense vacuuming and spotting to ensure removal of settled soil at the bottom of the carpet pile and removal of most spots. And here again a spray of pH neutralizer should be sprayed to make the carpet receptive to the IE process care chemical. Thereafter, the IE care chemical in concentrated form should be sprayed and left on the pile as per required time. This should be done for 5-30 min. For example, the area around the pantry or the meal area or the area around wash rooms could require the maximum time for the IE spray to react to give satisfactory results. Thereafter the IE machine should inject the IE care chemical in diluted form through spray nozzles of the machine to ensure the liquid reaches the bottom of the pile, loosens the soil and in the last stage the liquid should be used as the medium to take out the settled soil from the bottom of the carpet in emulsified form. The pile is also lifted by this process. The drying or the down time of the completion of the job is 04 to 06 hours. -- Need to discuss with Installation team.

Generally, the process (b) or (c) should be carried out monthly in high traffic areas and minimum every three months in other areas. In this pattern generally the two procedures- (b) is followed by the third process (c).

## Caring For Your Carpets – DOs and DON'Ts

### DOs

- Entire carpet area to be vacuum cleaned daily.
- All entry and exit points should be focused while vacuuming so that all dust is removed regularly.
- Effective Entry Mats should be generously laid on all entry points and on the main entrance of the building.
- All entry mats should be cleaned daily.
- Stains should be removed from the carpets at the earliest, i.e. all stain removing complaints to be attended immediately.
- Stain removing to be done using white cotton cloth and recommended stain removing solutions.
- Periodical cleaning service (Encapsulation/hot water extraction) to be done using a professional carpet cleaning machinery with cleaning solution of PH value less than 9.5.

### DON'TS

- Vacuum cleaners should not be used with dirty dust bags or broken accessories.
- Do not use solvents for stain removing.
- Do not use hard bristled brushes or metallic bristles for stain removing.
- No furniture or heavy objects should be dragged over the carpet (Lift & Transfer).
- Carpet area should not be used until completely dry after the periodical cleaning service.
- Avoid bringing in foods as well as consuming foods at the workstation areas.
- Do not use Bonnet cleaning method as a regular carpet maintenance method, it wears the carpet faster.

## Maintenance Spec Sheet

**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 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.

The amount of vacuuming performed should be in direct proportion to the amount and location of traffic. Areas near entryways, lobbies, elevators, and ground floors are considered heavy soiling areas and require more frequent vacuuming. By spending more time on heavily trafficked areas with a vacuum program, less soil is tracked farther into the building. Vacuum heavily trafficked areas with regularity, even if soil is not visible.

The upright vacuum machine with brush action is effective for soil removal. The action of the brush agitates the pile surface of the carpet and brushes soil from the fibres. The vacuum motor and suction then remove the soil from the carpet.

Vacuum bags should be emptied frequently, and never allowed to become more than one quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often.

Top fill vacuums are more efficient than other types.

Typical vacuuming frequencies are as follows:

**High Traffic:** Every full workday. 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.

**Medium Traffic:** Every other workday. All secondary corridors, conference rooms, private Offices.

**Low Traffic:** One to Two times a week. Minimal use corridors, rarely used conference rooms and training rooms.

Daily vacuuming of high traffic areas should be performed with a two motor top fill upright with nylon bristle brushes. The following vacuums are suggested.

Recommended specifications for Vacuums

Total Wattage - 900 watt

Vacuum Motor - 750 watt, one horsepower

Brush Motor - 150 watt

Vacuum Performance - 69 inches

Air Volume - 91 CFM

Cable - 40 foot, 18 gauge

Bag Fill Location - Top Fill

Bag Capacity - 300 cubic inches

Housing Injection - moulded, high-impact ABS plastic

Filtration system: Minimum 95% efficiency for dust and contaminants to 0.3 microns in size

**Pile Brushing** - Pile brushing is a recommended supplement to routine vacuuming in high traffic areas, under chairs and in pivot point areas. The pile brush lifts the carpet fibres to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas.

For best results, pile brushing should be performed with a Certified Pile Brush.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

**Spot Cleaning** - Spots and stains are one of the biggest detriments 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. All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. **Needs to be Bleach free.**
3. Be proven to leave minimal amounts of residue on the fibre of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibres, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide an even, overall appearance to the carpet. Place emphasis on actually removing the spot during the process. Keep the carpet as dry as possible. If loosened too quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibres deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots that only a professional cleaner should attempt, either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rust, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

**Pre-test Every Cleaning Agent-**

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any colour change before proceeding. If there is a colour change, do not continue. Pre-test additional products until a safe spotting agent are found or call a professional cleaning technician.
2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.
3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry cleaning compound.

**Wet Spotting -**

1. The general rule is that unless you know the origin of the stain (Exp.-Oil/Coffee/Ink) and have determined that a wet spotter is required, you should always start with a non-flammable dry cleaning solvent. Work from the outer edge of the spot toward the centre to avoid enlarging the spot. Never pour any dry cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.
2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colours a slight “white halo” may remain. Immediately vacuum with wet/dry vacuum. Blot with a stack of white paper towels until the moisture is absorbed.

**Gum Removal** - An Aerosol Gum Remover should be used for removal of chewing gum. Mildly Spray gum remover on the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive “fuzzing”.

**Hot Water Extraction –**

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment.
4. Extract the area with warm water only (not exceeding 135 degrees Fahrenheit). Continue extraction until clear water is being recovered from the carpet. CAUTION – Do not over wet the carpet.
5. Allow time for the area to completely dry.
6. Additional pile-lifting may be necessary in areas that still show signs of Crushing.
7. Move chairs and small furnishing back to original positions.

Note: This complete cleaning process may need to be accomplished on multiple (or consecutive days) at the cleaning site due to the time required for the carpet to completely dry before the final cleaning. If the area to be cleaned is heavily soiled with any oily or greasy substance, then spray a fine mist of precondition over the area five to ten minutes prior to extraction cleaning. Hot water extraction injects the carpet face yarn under pressure, then immediately extracts the dirt and grime. Very little moisture is left in the carpet to air dry. The cleaning solution nozzle pressure should be a maximum of 400 P.S.I., which is gentle enough not to damage the carpet pile yarn and low enough not to inject water under carpet modules. The maximum dry time is 2 – 4 hours.

### **Warranty Terms and Conditions:**

The following terms and conditions (the “Warranty Terms and Conditions”) apply to all the warranties made by Welspan Living Ltd for Wall to Wall (Broadloom) carpet sold by Welspan Living Ltd.

These warranties are subject to the limitations and exclusions set forth in these Warranty Terms and Conditions and in the individual warranties.

**These warranties only apply** to carpet maintained and installed in accordance with Welspan’s then current published instructions for installation, orientation, and maintenance (which are specific for each carpet product), installed in an indoor environment and properly maintained in accordance with the Welspan’s **Carpet Care and Maintenance Spec Sheet and maintenance records will be demanded upon warranty claim.**

These warranties shall not apply to carpet which has been placed in storage for extended periods, exposed to temperature extremes, or bent or deformed.

To qualify for the coverage under all limited warranties outlined in this warranty brochure, you must have to strictly follow the Dos and Don’ts as specified in our **Wall to Wall (Broadloom) Carpet Care and Maintenance Spec Sheet.** Failing to do so will void your warranty coverage.

Additionally, these warranties do not cover damage arising from any use that is different from the normal, intended use of carpet, including, but not limited to,

- (i) Damage caused by chlorinated or any other solvent-based cleaning agents.
- (ii) Damage caused by exposure to substances or contaminants which degrade or destroy colour in carpet.
- (iii) Damage caused by use of inappropriate maintenance methods or unapproved maintenance service providers.
- (iv) Damage caused by sharp objects and the like.
- (v) Damage caused by the installer or the workmanship of the installer (if not installed by Welspan)
- (vi) Damage arising from the condition of the sub-floor (i.e. undue moisture).

Pile crushing or damage due to the impact of heavy object dragging or any other related abuse are not warranted.

Warranty coverage begins on the date of purchase and continues up to the time period as specified in the warranty package.

Purchaser’s exclusive remedy for any and all losses or damages resulting from defective carpet shall be the repair or replacement of the carpet in the affected area, as determined by Welspan in its sole discretion. The selected remedy shall reflect the previous usage of the carpet and may take the form of credit toward future purchases. This shall be the purchaser’s sole remedy. If replacement is chosen by Welspan as the appropriate remedy, Welspan will not be responsible for additional expenses including but not limited to:

- (i) Labor
- (ii) The removal of furniture, partitions, temporary walls and the like which are located on, above, or around the carpet installation.
- (iii) Any ancillary fees or costs, including, but not limited to building charges for use of elevators, air conditioning, utilities, after-hours access or charges for freight, shipping or handling.

These additional expenses shall be borne by the purchaser. Replacement will be made with a current, comparable Welspan carpet.

Warranty coverage is limited to the original purchaser of the carpet (which includes anyone purchasing carpet through a dealer), and is not transferable. Welspan requires the original sales receipt or other documentation as proof of warranty coverage.

**Obligations of Purchaser-Owner:**

Purchaser/Owner must submit notice of all claims under this warranty within the warranty period and comply with any other obligations under the warranty.

Claims must be submitted in writing and delivered to Welspan .

All areas in which carpet is to be replaced must be cleared of all furnishings and other items or materials that had been installed over the affected carpet at Purchaser/Owner's expense.

For answers to questions about the warranties and/or test procedures supporting these warranties please contact Welspan.