

Brintons



Commercial Division

Cleaning and Maintenance Guidelines

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Adding to the beauty of the installation

In any prestigious location, each aspect of the decor adds to the overall image of the installation.

This is especially true of carpet or carpet tiles when used in a large open area. In fact, the carpet is often the most noticeable feature in the installation; it has a powerful psychological impact on visitors and needs to be maintained in peak condition throughout its life.

Aims of this booklet

This brochure is intended to help the Facilities/Installations Manager to understand the requirements of the installation and to draw up, and implement a planned maintenance schedule for the carpet.

We have put some guidelines for this in Section 9: Care & Maintenance Planning.

Caring for your Brintons carpet to achieve optimum appearance and performance

The carpet supplied is inherently soil hiding. However, expert care and maintenance will not only help improve the appearance of the carpet, it can dramatically extend its life by removing damaging dirt and grit from the carpet pile.

It is important therefore to maintain the carpet on a routine basis following the guidelines outlined in this manual.

The first line of defence in carpet maintenance is to identify potential high-risk soiling areas such as entrance points, food preparation areas or areas where vending machines for food and drink are installed. Barrier matting will help reduce soiling in these high-risk areas.

The next consideration is vacuuming. This is the single most important procedure in the care of the carpet. Regular vacuuming with the correctly maintained and type of machine will keep the carpet looking crisp and clean whilst at the same time helping to restore the surface appearance.

It is also very important to identify and remove any spillages or spots on the carpet before they become a stain or are transferred further into the installation. Detailed advice on dealing with spillages can be found in Sections 4 and 8.

By following the simple principals of vacuuming and spillage removal the length of time before interim or intensive cleaning is required on the carpet can be greatly increased. In addition regular maintenance prevents the carpet appearance falling below an acceptable level thus avoiding the necessity for aggressive remedial cleaning techniques.

Details of cleaning systems suitable and not suitable for use on the carpet can be found in Sections 5 and 6.

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1. Understanding the nature of soiling

Soiling can be defined in two ways: real soiling and apparent or visual soiling. The amount of soil actually deposited on the carpet and defined as real soil, will not be influenced by colour, design, type of pile fibre or carpet construction.

Apparent or visual soiling is where a change of colour/appearance takes place on the surface of the carpet causing it to appear dull and dirty. The choice of carpet pile and construction, pattern and colour does have an effect on apparent soiling. Darker, duller colours show soiling less whilst light pastel colours show soiling to a greater extent. Patterned carpets generally show soiling less than plains.

Brintons woven Axminster and Wilton carpets are wool-rich products. Wool has excellent soil hiding characteristics due to the unique, scaly surface of the fibre, which lessens the effect of the soil present. Even though this soiling is not apparent, it still needs to be removed because it has abrasive properties and is a primary cause of premature changes in carpet appearance. If not removed, the gritty soil particles rub against the carpet fibres with every footstep, causing irreversible damage.

Concentrations of soil and types of contamination will vary depending on the area of the installation where the carpet is fitted. Entrances, lift areas and where carpet butts against hard flooring are all particularly vulnerable to high soiling rates. Barrier matting can be fitted at these points to help prevent soil tracking onto the main body of the carpet.

2. Barrier Matting

2.1 Introduction

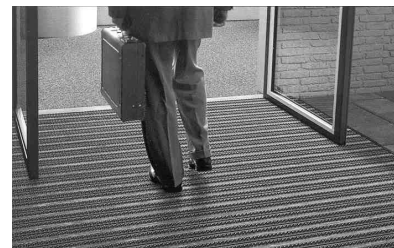
The purpose of an entrance matting system is to reduce the volume of soiling entering the main body of the building. It can reduce the levels of soiling by up to 90%. It does so by creating an intense surface friction with a strong cleaning effect. The brushed off dirt and moisture will be collected in the open spaces in the pile. This results in a concentration of dirt in the barrier matting reducing soiling and associated cleaning in the main carpeted and hard floor areas of the building. Regular collection of dirt and correct maintenance of the barrier matting will ensure its predicted performance.

2.2 Types of barrier matting

Different types of barrier matting perform different functions.

Heavy-duty metal bar and brush types will, when used correctly, wipe inside the ridges of shoe soles and heels retaining the larger sized particles, which drop into a well under the matting. These mats are usually placed directly outside the building in doorways.

Heavy-duty barrier matting can consist of: metal grilles, rubber ribs or links, coir, looped vinyl yarns or carpet with stiff nylon brushes in the pile such as the one shown opposite.



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Medium duty mats are usually composed of textile materials, highly absorbent to attract moisture yet rough enough to remove greasy particles as the shoes are wiped. These mats are generally fitted just inside the building between the door and the carpet.

Special types of highly absorbent mats are also available which can be loose laid on top of the carpet during wet weather conditions to prevent moisture damage.

Barrier mats can be made incorporating logos, pictures and messages in many different colour options. There is usually a design to suit every type of installation.

2.3 Choosing the correct size of matting

In this respect a compromise sometimes needs to be reached between providing sufficient matting to fulfil soil removal without spoiling the overriding importance of the "look" of the building. Most matting suppliers will recommend a minimum of 3 metres of matting. In our experience, however, designers are reluctant to incorporate this into their plans and two footfalls is usually allowed. It is important to remember that people seldom walk in a straight line through a door so a semi-circle of matting offers maximum protection at whatever angle the customer chooses to enter.

2.4 Cleaning barrier matting

Barrier matting can get dirty very quickly. Unless this soil is removed, the matting itself becomes a source of dirt to be tracked to all areas of the building. It is important that the daily cleaners of the building are made familiar with the cleaning requirements of the different types of matting fitted and that they ensure that the mats are inspected and vacuumed at least daily. More aggressive cleaning may be required such as hot water extraction and we would always advise that our customers contact the manufacturers of the matting for detailed cleaning instructions as the requirements can vary considerably.

2.5 Hire of barrier matting

Specialist companies also hire barrier matting, offering exchange and maintenance services as part of the package. This saves on initial capital outlay and possible replacement of worn out matting.

2.6 Specialist barrier matting/cleaning companies

Some suppliers of barrier matting also offer a regular cleaning service. Under this service there are usually three mats for every entrance; a mat in use, one clean and one "in the wash". The company calls on an agreed frequency to suit the conditions of the installation, replaces the soiled mat with a clean one and takes the soiled one away to be thoroughly cleaned.

We recommend that you consult a specialist barrier mat supplier for their recommendations for a particular installation.

3. Vacuuming

3.1. Introduction

The removal of loose particles of soil and grit is an essential part of the cleaning and maintenance plan for the carpet. Vacuuming is the most important part of the cleaning routine and can make a major contribution to maintaining the carpet's overall appearance in use. Grit and soil left in the carpet will abrade the pile at every footfall causing premature wear. Vacuuming, carried out correctly using well-maintained and regularly emptied cylindrical brush cleaners, will remove a large proportion of loose particulate soil and grit.

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3.2. Types of vacuum equipment

Tub/canister machines (not recommended for cut pile carpets)

Cylindrical or tub shaped machines with a hose attached are not as efficient as upright machines for removing grit, lifting the pile and maintaining the appearance of the carpet. They should not be used for general vacuuming except in difficult to reach areas where uprights cannot be used. Occasionally cut pile carpets are specified for commercial situations and these should ONLY be vacuumed with a canister machine.

Single and twin motor upright (recommended for Brintons cut pile carpets)

These are electrically driven single or twin motor machines with cylindrical rotating brushes, which restore the surface appearance of the pile as well as removing surface debris.

Sit & ride

Sit and ride machines with wide working heads, which are especially suitable for large open areas, may also be used.

Pile lifting machines

Pile lifting machines have been specially developed for the commercial market where heavy soiling and pile flattening are most likely to occur. Pile lifters contain counter rotating cylindrical brushes, which lift the pile and open it up in order that the particulate soil can be removed. The area treated should then be vacuumed. Pile lifters are very powerful machines and should be used with care.

Wet suction machines

Wet suction tub machines are very useful for liquid spillages. We recommend that at least one of these machines is made available for each area where spillages are likely to occur. Please see Section 8.

3.3 Brintons recommended vacuum cleaning machines

Brintons prefer the use of machines with integral cylindrically rotating brushes for cut pile carpets. These help lift the pile and restore surface appearance. Generally these are upright machines although tub vacuums with fixed power brush attachments are also effective. For loop pile carpets we recommend the use of suction only machines or upright machines, which have the facility to raise the brushing action clear of the carpet or turn it off completely.



3.4 Vacuuming procedures

In most installations, only a proportion of the floor area is regularly walked on. It is very important therefore to concentrate the major proportion of the vacuum cleaning to these areas. However the areas which are not walked on regularly and even though they do not appear dirty, also need vacuuming. This will help remove any grease-laden particles present in the air and prevent them building up in the pile thereby increasing any flattening tendency.

Vacuum cleaning should be carried out both before and after other cleaning techniques such as hot water extraction, foam shampooing and absorbent powder cleaning. A powerful brushing action vacuum cleaner is particularly important when absorbent powders are used in order to prevent any build up of powder in the pile.

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3.5 Repair and maintenance of machines

Machines need to be cleaned free from cotton and other threads, which inevitably become wound round the rollers and brushes preventing them working effectively. Belts can break and, if not repaired, the brushing action is lost making the cleaner useless. It is also important to use the correct setting if there is one on the machine.

The brushes should just rest into the pile, too deep and the motor will be laboured, too shallow and the cleaning efficiency is lost. Warning lights should not be ignored and bags must be emptied regularly. It is advisable to empty them when only half full as the performance of bottom fill bags is reduced as they fill. It is also important to change the paper bags in accordance with the manufacturers' instructions. Small particles block up the finest air holes and gradually reduce the efficiency and labour the motor leading to premature replacement

A new carpet will contain loose short fibres (shedding), which should be removed by regular vacuuming. The amount of short fibre, which is removed from the carpet in the first few weeks after installation, represents a very small proportion of the pile weight and will in no way affect the carpet's long-term performance.

4. Spot Cleaning

4.1 Introduction

Spot cleaning is a very important procedure in maintaining the overall appearance of the carpet. Carpet with spots on looks very dirty, clean the spots and immediately the appearance of the carpet is transformed. By regularly checking and tackling spillages as soon as possible after they have happened it is possible to delay overall intensive, disruptive and expensive overall cleaning of the installation.

4.2 Types of spot cleaners

Solvent based spot cleaners

These are used to remove greasy stains such as butter or oil-based products from the carpet. Absorbent powder with encapsulated solvents can be used for small areas and are particularly useful as they do not spread the stain. Solvent cleaners are available to boost the cleaning power of normal shampoo solutions. Due to the nature of solvent cleaners they are not always Wooolsafe approved. If in doubt, please ask for advice.

Please see our recommended methods for stain removal in Section 7.2

Water based spot cleaners

These are recommended for use on wet spillages such as coffee, tea, red wine or any spillage which contains a high proportion of sugar. These spillages need to be removed completely from the carpet or the sticky sugar will attract soil causing a dirty mark to appear. Please see our recommended methods for stain removal in Section 7.3.

Specialised cleaning products

It is possible to buy a wide variety of specialised cleaning product many of which offer astonishing promises. In our experience a large number of products are not really necessary. We believe in "keeping it simple" and using a restricted number of products all of which should be Wooolsafe approved.

4.3 Wooolsafe Approved Products

These are recommended for use on Brintons wool rich carpets as they have been tested and approved by the Wooolsafe Organisation to ensure they do not damage the wool used in our carpets and do not bleach or



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attract further soil to the carpet. Please visit the Woolsafe website: www.woolsafe.org
Please note that Woolsafe approved products are also safe to use on our 100% nylon carpets

5. Interim maintenance

5.1 Interim cleaning systems suitable for Brintons carpets

Absorbent powder compound

This is a very effective dry carpet cleaning system. The compound is made up of a mixture of processed organic fibres moistened with a water/detergent/solvent emulsion. Its purpose is to break down and absorb particles of soil from the carpet pile. The absorbent powder compound is sprinkled evenly over the carpet and brushed in using a special counter rotating brush machine. The brushes help to lift the pile and restore surface appearance as well cleaning the fibres. After the powder has dried (approximately 30 minutes) it should be removed from the pile of the carpet using a powerful upright vacuum cleaner.

Absorbent powder cleaning has the advantage that only the badly soiled areas of the carpet need be cleaned. These areas can then be blended in with the rest of the carpet by brushing the powder slightly into the unsoiled areas to provide a good appearance overall.

The correct amount of cleaning compound should be used, in strict accordance with the manufacturer's instructions. A slight misting of traffic lane cleaner before application of the powder can improve performance in heavily soiled areas it is also imperative that a very good brushing action vacuum cleaner is used after the compound has dried, in order that the compound is completely removed from the carpet pile.



Failure to carry out these recommendations may result in an unwanted build up of compound in the carpet pile, which can be difficult to remove and eventually may affect the overall colour of the carpet. The powder is very safe in use and there is no requirement for personnel to be excluded from the area during cleaning. Absorbent powder compounds are not suitable for use in areas where the carpet is already wet or likely to get wet during the cleaning operation. Some machines are available which apply the powder and also vacuum it back up.

Crystallising shampoo or dry foam cylindrical application

In this method, a high-foam, low soil crystallising shampoo solution is fed from a container onto cylindrically rotating brushes, which brush the foam into the carpet pile. At the same time, as well as cleaning the carpet pile, the brushing action helps to lift the pile and restore surface appearance.



This system is relatively easy and cheap to operate. The foam dries very quickly but the dried crystals need to be removed from the carpet pile using a powerful vacuum cleaner. Shampoo residues can build up in the pile if they are not completely removed so hot water extraction is recommended at regular intervals.

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5.2 Types of interim cleaning systems *not* suitable for Brintons carpets

Bonnet buffing and bonnet brushing machines

A bonnet moistened with shampoo solution skims over the surface of the carpet like a disc picking up soil. The bonnets are changed and washed regularly during the cleaning operation.



Bonnet brushing is a spinning brush machine, which again spins over the carpet like a disc. Crystallising shampoo is fed down onto the brushes to create foam. After drying the crystals are vacuumed away.

NEITHER ARE RECOMMENDED FOR BRINTONS CARPETS

6. Intensive deep cleaning

However carefully the vacuuming, spot cleaning and interim cleaning methods are carried out, there will come a time when overall deep cleaning is necessary. Hot water extraction is one of the best deep cleaning methods available as it effectively flushes soil, grit and other debris from the pile of the carpet.

6.1. Types of deep cleaning systems

Hot water extraction - spray extract system



Hot water extraction machines work on the principle of spraying jets of water/cleaning solution into the carpet pile and extracting with a vacuum head, which follows behind the jets.

Hot water extraction – spray brush extract system

Some machines incorporate a brushing action between the spray head and vacuum. Various sizes of machines are available and single machines can be joined together in tandem to increase efficiency.

Hot water extraction – rotary extraction system

In this system individual spray jets slowly rotate delivering shampoo solution to the carpet pile and immediately vacuuming it back out again.

Truck mounted machines

These are very powerful machines usually operating outside the building from a van or trailer. Long hoses snake into the installation delivering pressurised shampoo solution, which is immediately vacuumed up again. Either one of the types of head outlined above (spray/extract, spray/brush extract or rotary extract) can be used with this system.

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Sit & ride machines

Hot water extraction machines for very large areas can also be used. These are generally sit and ride or sometimes walk behind machines.

6.2. Operating procedures

The carpet should be thoroughly vacuumed to remove as much debris and soil as possible. Spillages, spots and stains should be removed using the techniques mentioned in Section 8 before intensive cleaning is carried out. This is so that the hot water extraction machine does not have to be run over the same area more than necessary to clean the spots leading to excessive wetting.

6.3. Brintons recommendations

All hot water extraction machines as outlined above are suitable for use on Brintons carpets. Professionally qualified cleaners should always be used. Incorrectly maintained machines and untrained operators could cause too much water to be left in the carpet. This could cause possible shrinkage problems.

6.4. Drying carpet after it has been cleaned

Any carpet, which has been wet-cleaned, needs to be dried as quickly as possible. Experienced cleaners with well-maintained machines should leave the carpet in a good condition so that it dries within approximately 4 hours. However, in confined spaces such as on a ship it may be necessary to use air blowers. These powerful machines create a fast and sometimes heated flow of air over the carpet to speed up the drying process. The cleaning company may have their own machine or it is also possible to hire them.



7. Spillages specific cleaning techniques

Please note: when cleaning the carpet **DO NOT** rub the pile as this will cause it to distort and spoil the surface appearance.

7.1. Dry spillages

Dry spillages of food and other contaminants can be removed using a spatula or, if they are of a powdery nature, vacuumed away using a vacuum cleaner. It should be noted that some dry spillages are also greasy and, if they are not removed as detailed below, they may result in a stain, which attracts soil more quickly than surrounding areas of carpet.

7.2. Oil or grease based stains

These are used to remove greasy stains such as butter or oil-based products from the carpet. Absorbent powder with encapsulated solvents can be used for small areas and are particularly useful as they do not spread the stain. Solvent cleaners are available to boost the cleaning power of normal shampoo solutions. Due to the nature of solvent cleaners they are not always Woolsafe approved. If in doubt, please ask for advice.

If greasy or oily spillages/stains are left in the carpet, they will attract soil and can re-appear as dirty spots, even after overall cleaning has been carried out. Small marks can be removed using a solvent-based product, such as that advised in our Spot Cleaning section chapter 4 Woolsafe approved products.

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The woolsafe approved solvent based stain remover should be sprayed sparingly onto the stain and very gently massaged into the pile to the base of the tufts.

On no account should the carpet be rubbed as this can cause pile distortion.

Once the product has had a few minutes to dwell in the pile it should be removed using the wet suction extraction machine similar to the one in the picture below. Use only water in the tank no chemical is required.



Useful Spray and Extract Cleaning Machine

Repeat as necessary until no more of the stain is being removed.

Finally use the suction only feature without spray action to remove as much as possible of the moisture from the carpet.

Allow to dry naturally before walking on it. This is extremely important or rapid re-soiling will occur

Larger or more numerous greasy marks can be removed with absorbent powder compound and applicator machines, such as those used for interim cleaning. Please see section 5.1. The powder should be sprinkled over the areas concerned and then brushed in with the special applicator. The powder needs to be allowed to dry for about 20 minutes before it is removed with a strong upright vacuum cleaner.

7.3. Water based stains such as coffee, wine, cola or high-sugar drinks

If the spillages have dried to a stain follow steps 2 – 5.

Use a wet suction extraction machine similar to the one in the above picture to remove as much as possible of the spillage.

Spray the affected area sparingly with the water based spot removing spray as recommended in chapter 4 Woolsafe approved products.

Massage gently into the pile to the base of the tufts. On no account should the carpet be rubbed as this can cause pile distortion.

Once the product has had a few minutes to dwell in the pile it should be removed using the wet suction extraction machine, containing water in the tank only. No chemical is added to the water.

Repeat as required until no more of the stain is being removed.

Finally use the suction only feature without spray action to remove as much as possible of the moisture from the carpet.

Allow to dry naturally before walking on it. This is extremely important or rapid re-soiling will occur.

Because of the danger of contamination/infection, blood and urine spillages should be handled with care. Protective gloves should always be used.

Soft drinks such as Cola contain sugar and dry to a stick residue, which will attract soil unless removed from the carpet. It is very important that the above procedures are followed.

Time spent at this stage removing spillages or fresh stains will save considerable time at a later date.

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7.4. Chewing gum

Chewing gum can be removed by using a freezer type spray to chill the gum allowing it to be broken away from the pile, then rinsing the residue with a solvent spotter.

The alternative is to use a gel type solvent. The gel is applied sparingly to the perforated chewing gum and allowed to dwell for 3 or 4 minutes. The dissolved gum is then blotted from the carpet using paper towels. The gel residue must be blotted out with clean water. Take care in use not to over apply the gel or rub the carpet.

7.5. Cigarette burns

Carpets with 80/20% wool/nylon pile are difficult to ignite, slow to burn and have a tendency to self extinguish. Unlike man-made fibres such as nylon, polypropylene and polyester which melt when burnt by cigarettes, leaving a hard black mark, wool/nylon pile yarns only char on the surface leaving a mark which can be easily removed in most instances. Where a cigarette has scorched the pile, the damaged ends can be brushed or rubbed gently with the edge of a coin to remove the burnt tips of the fibres.

If the carpet is light coloured, any remaining discolouration can be removed by cleaning. We would suggest consulting a professional cleaning company

8. Planning for Care & Caintenance

It must be recognised that it is not sufficient to clean the carpet just at the point when it looks dirty. Heavy cumulative soiling not only harms the carpet, it becomes increasingly more difficult, if not impossible, to remove by normal cleaning methods.

It is important to instigate, from day one, a well planned care and maintenance programme identifying the different types of traffic areas in the installation matching their requirements with regular, planned cleaning and maintenance procedures.

This regular daily, weekly and monthly care and maintenance plan will help to achieve the optimum performance and appearance required from the carpet. The maintenance plan should be implemented as soon as the carpet is installed, even if the area is not ready for normal use.

8.1. Responsibility for care & maintenance planning

The responsibility for implementing Care & Maintenance for the installation plan must lie with the Facilities Manager. It is important that they are adequately trained to set up the plan, ensure that it conforms to the cleaning guidelines set out in this manual and then implement it using correctly trained and managed cleaning operators. They should also review the plan on a regular basis to ensure that the correct result is being obtained and where necessary, change it to achieve the required cleaning effect.

8.2. Frequency of cleaning guidelines

Soiling Level	Maintenance required	Spot removal	Vacuum of traffic areas	Full vacuum	Interim maintenance	Intense cleaning
Light	Light	Daily	Daily	Weekly	6-9 months	12-24 months
Medium	Medium	Daily	Daily	2-3 Days	4-6 months	9-15 months
Heavy	Intensive	Daily	Daily	Daily	3-4 months	6-9 months
Very heavy	Very intensive	Daily	Daily	Daily	As required	As required

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It must be recognised that these are guidelines only and trained facilities personnel are required to access and change these guidelines according to the requirements of the installation.

9. Other considerations

In all installations there will be a large number of different cleaning requirements such as hard floors, sinks, chair coverings, curtains and many others besides. Carpet should not be treated as just another surface to clean. Carpet cleaning should be carried out by well trained staff dedicated to ensuring that the carpet looks its best at all times. Cleaning solutions for other areas, in particular hard floor cleaning machines should not be allowed to digress onto the carpeted area. Hard floor cleaning requires very harsh cleaning fluids, which will be very harmful to the carpet and all cleaning personnel should be made aware of the problems, which can arise in the carpet if the hard floor cleaning solutions/machines are not kept away from the carpeted areas.

10. Woolsafe approved Cleaning Companies

Whenever it is necessary to employ outside contractors to clean the carpet it is important to ensure that only Woolsafe approved companies are used. They must use only woolsafe approved cleaning products and methods approved for use by Brintons. Bonnet buffing and rotary brushing are expressly excluded from use.

www.woolsafe.org



For further information please contact Technical Services 01562635446 or e-mail technical@brintons.co.uk