

MILLIKEN

Maintenance Instructions



A carbon Neutral
Manufacturer

MILLIKEN MAINTENANCE GUIDE

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Introduction

Milliken modular carpet is designed and manufactured to cope with the most demanding of working environments and has an extended life span. However, like any contract carpet, it will begin to lose its original appearance unless it is properly maintained. Effective maintenance increases the lifespan of your flooring, reducing life cycle costs and environmental impact. Maintenance techniques must however be tailored to meet the needs of each location. This guide is designed to help with this. Our Support Service team is on call for advice on any matter concerning the use of the carpet.

Specifying Carpet for Maintenance Ease

Selecting the right products from the outset greatly influences the ability to maintain appearance with time. Milliken Modular Carpet incorporates the following features for ease of maintenance

Yarn Type

Nylon 6,6

This is a highly crystalline polymer; the fibres made from this are so hard that it is difficult for dirt particles to penetrate the surface. The fibre used in the carpet is a decisive factor in how much dirt can adhere to the carpet.

Nylon 6

This is a slightly less crystalline, softer polymer than Nylon 6,6. However it is still able

to give contract performance, and offers considerably higher levels of soil resistance than polypropylene fibre which is subject to rapid loss of appearance.

Treatment

Stainsmart®

This combines fluorochemical treatment, with a stain blocker and nano particle technology which is then heat set onto the fibres for maximum durability and efficacy. This unique surface treatment acts in many ways;

- helps prevent dry re-soiling of the fibre from dust and dirt.
- improves soil repellence so that oily and food spills will be able to be re-cleaned easier when they first occur.
- keeps liquid spills on the surface for ease of removal.
- assists “stain blocking” by taking up the available dye sites onto which stains can lock onto the fibres, so as to resist permanent staining.

Milliguard Plus™

- this fluorochemical treatment provides soil resistance, and liquid spill repellence.

AlphaSan® Antimicrobial protection

- inhibits the growth of bacteria in spills preventing the build up of unpleasant odours

Product	Fibre Type	Standard Protective Treatment
Premium Cut Pile - Plain	Nylon 6, 6	Milliguard™
Premium Cut Pile Patterned	Nylon 6, 6	StainSmart®
High Performance Loop Comfort Plus2	Nylon 6, 6	StainSmart® AlphaSan®
Design Essentials Value Loop Pile	Nylon 6, 6	Milliguard Plus™ Milliken Anti microbial
Essentials Colours Value Loop Pile	Nylon 6	Milliguard Plus™ Milliken Anti microbial

Benefits of Colour & Pattern

Colour and pattern selection also go a long way to disguising soiling and maintaining an acceptable appearance. Pattern has numerous benefits including creating mood, adding a textural dimension, and enhancing broadloom appearance. However one of the most important aspects is the ability to distract from soiling and staining, maintaining an attractive appearance for the life of the product. In this way, pattern and its soil hiding properties can do more for the environment by extending the life of the carpet than any other single design feature. **Millitron™** patterning technology offers this at no extra cost

- Darker duller colours are most effective at maintaining appearance whilst very pale, extremely vivid or extremely dark colours should be avoided.
- Through **Millitron™** digital colour placement tones of colour can be blended. Incorporating tonal variation within the colours is most effective as a monotone pattern will not hide stains or soiling.
- **Millitron™** dye injected patterns can have a “visual texture” to break up larger areas in the design. This will also disguise soiling and stains.
- Pattern can be effective at disguising soiling whether small scale or large scale, with subtle randomised patterns also being possible.
- Using black within the pattern, even for subtle small elements will make it most effective for soil and stain hiding.

Barrier Matting for Preventative Maintenance

It is well documented that 70%-80% of dirt in a commercial or public building has been carried in by pedestrian traffic. As a result, floor covering is undoubtedly the most abused design element in any facility. Good Use of

Barrier matting helps collect dirt from the outside environment preventing it being tracked throughout the building, saving on cleaning costs and helping preserve a higher perception of overall cleanliness.

Research shows that a textile mat of 7metres in length will typically remove 92% of the dirt from shoes. Not all entrances will allow for this but never the less sensible actions can be taken.

- Barrier matting in front of entrance doors must extend over the full width of the door so that they cannot be bypassed. As a minimum barriers should be large enough to allow for 5 steps across the matting to remove as much soil and moisture as possible. Typically this will be at least 2.5meters, and should follow the pattern of traffic
- Placing barrier matting in revolving doors is particularly effective as people tend to shuffle their feet, or at least take short steps when entering such doors.
- Placing barrier mats inside lifts, or at the top and bottom of escalators will prevent dirt ingress into upper floors of a building.
- Using entrance mats in all restaurants / cafeterias, just inside the kitchen area prevents staff tracking kitchen bourne grease onto the dining area carpet.
- Barrier mats must also be vacuumed regularly to maintain their efficacy

In order to protect your carpet from damaging grit, dust, dirt and moisture, Milliken has developed a system of barrier matting products - '**Milliken Obex**'.

External Matwells

'**Prior**' a flexible modular matting product installed as primary matting within a matwell. The overlapping heel safe parallel circle design, incorporating resilient scrapers, makes the product extremely durable and highly effective at trapping dirt and draining water.

Internal Matwells

'Forma' combines the flexible Prior module with the Milliken Obex textile. Forma ideally fits into matwells with a minimum of waste. The combination of the heel safe open circle design and the unique textile construction makes it truly efficient in trapping dirt and moisture.

Zone Textile Matting

'Atrium' is available in roll form and is suitable in areas where a textile scraper matting product is preferred. Atrium can be installed alongside Milliken carpet in staff entrances, circulation zones, vending areas or main entrances, where there is no matwell. Without equal in scraping, absorbing and concealing dirt and moisture, Atrium is aesthetically pleasing and has excellent function.

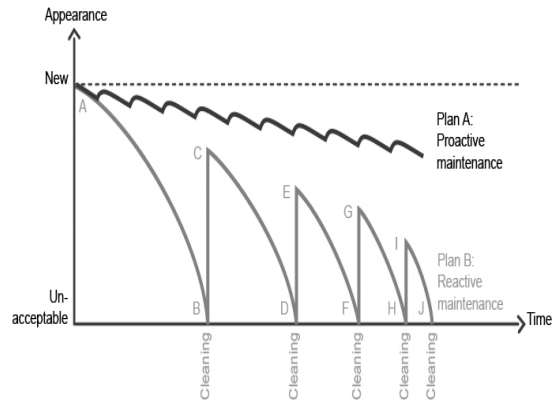
Individual Loose Lay Mats

'Tutari' is suitable when individual mats are preferred. This is a flexible mat for protecting floor coverings throughout a building. Tutari mats are made from the same textile as Atrium, but with a nitrile rubber backing, and a gripper that minimises mat movement. Mats are available in 9 standard sizes.

HOW TO LOOK AFTER YOUR CARPET

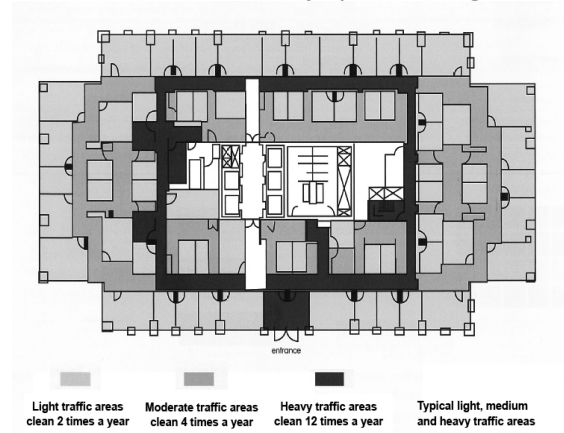
Proactive Maintenance

Proactive, regularly scheduled maintenance removes soil before it can build up and cause damage to the carpet fibres. This can actually extend the life of the carpet by maintaining an acceptable appearance for longer. Reactive maintenance, which is only carried out after a carpet has deteriorated with heavy soiling, cannot fully restore a carpet to like new appearance



Identifying Your Maintenance Needs

Different areas of your interior are subject to different types and levels of use, and this will determine the level and frequency of maintenance needed. For example areas of heavy traffic will be soiled more quickly and more severely than areas of light usage, and will need daily vacuuming. Similarly areas around drinks vending machines and within restaurants will need daily spot cleaning.



Typical areas of heavy traffic for daily vacuuming include:-

- Entrances, lifts, reception areas, busy corridors, cafeterias, vending machine areas, employee lounges

Typical areas of light traffic should be vacuumed about twice per week including:-

- low occupancy offices, conference rooms

Effective Daily Maintenance

Vacuum Cleaning

An effective vacuum cleaning program is essential to the success of any maintenance plan. Vacuuming removes abrasive dirt particles preventing them from abrading fibres and causing permanent damage.

- We recommend an upright dual motor vacuum cleaner. These machines, with independent motors for suction and brushing, are the most effective. The rotary brush action knocks the dirt loose for the vacuum to lift the dirt out of the carpet. The brushes should be set so that they are in contact with the pile surface. An additional benefit of this brush action is to groom the carpet pile, thus helping to reduce pile flattening.
- It is preferable not to use single motor suction-only machine, such as a tub vac, as these will only remove surface debris, and not embedded dirt which can contribute to pile flattening. Tub vacuums are ineffective with modular carpet constructions due to the dense pile and impervious backing which prevent air flow through the product.
- Vacuum bags should be emptied regularly and all housekeeping personnel should be made aware of this.

Spot and Stain Removal

Daily removal of spots and spills helps to maintain the carpets appearance between scheduled cleaning. Since spots are unsightly and detract from the carpet appearance it is worth taking quick action against these. This also reduces the likelihood of a permanent stain.

Water based stains

Most spots and stains are water based (e.g. tea, coffee, cola, wine) and can be removed using Milliken **Easi-Step prespray** and **Capture** soil absorbent powder

- Ideally the stain should not be allowed to dry, and as much of the liquid should be removed as possible (for semi solid spills, firstly remove the majority of the substance with a spoon or spatula)
- Blot the stain with absorbent paper towels or cloth to allow the liquid to wick up as much as possible. When no more liquid is removed mist with Milliken Easi-Step to rehydrate and dilute the residue of the spill and repeat.
- Avoid harsh rubbing of the carpet.
- Any residual stain can then be treated as part of a daily removal procedure. Where it is not practical to catch all spills as they happen it is preferable to adopt a daily regular spot removal procedure. This can quickly and easily be done prior to daily vacuum cleaning.
- Apply prespray to the dry stain and brush in. Allow 30 seconds to activate then remove by blotting with a dry cloth.
- Apply **Capture** dry cleaning powder to the presprayed carpet and brush in, leave to absorb the stain for several minutes, and vacuum out as part of the standard vacuum cleaning regime.
- If alternative removal products are used a test should be done to check for colour bleed from the carpet fibres.
- Any alternative prespray product should have a pH between 6.5 and 8.5, after cleaning the carpet should be left with a Neutral pH 7. Acidic products may degrade the Nylon fibres, strongly alkaline products may adversely effect colour.
- We recommend you look for products that have been tested and approved by the Woolsafe organisation www.woolsafe.org.
- Chlorine Bleach should NEVER be used

- Milliken does not accept liability for colour loss or fibre damage due to use of incorrect cleaning solutions.

Oil based stains

Certain oily or grease stains should be treated with a solvent based removal product such as Prochem Solvall, followed by **Capture®** powder.

- Apply to a cloth, dab gently from the outside to avoid spreading the stain.
- A test should be done on the solvent prior to use to check for colour bleed.

Chewing gum

To remove chewing gum a specialist spray removal product should be used to freeze the gum prior to scraping it off using a spatula or blunt knife.

Appearance Management

Most areas never need wet cleaning, and it is a waste of effort and resources to do so. There are many places in every location where soiling levels are only light. You will know where these areas are in your own establishment but typically they include conference rooms, internal corridors, and offices. However, there is no doubt that periodically, it will be necessary to carry out light maintenance of carpets in these areas, simply to brighten the colours.

Atmospheric pollution contains grease borne soils, which tend to make colours less vivid and generally reduce the vibrancy of the carpet. These soils can easily be removed, and the colours thus significantly brightened by implementing a programme of cleaning with Milliken's **Capture**. Use of Capture offers excellent cleaning with rapid drying and minimum interference to your guests and your normal day to day operations. It is also one of the quieter cleaning procedures available.

- Capture extraction powder compounds are made up of synthetic polymers or organic soil absorbent substances and act like micro sponges attracting and absorbing small particles of soil including oily soils which are then removed with the powder on vacuuming.

- In addition to being a highly effective cleaning method, Capture cleaning with dry powder extraction uses significantly less water and energy than the alternative methods listed, which is better for the environment.

Restorative Maintenance

Inevitably, there are some areas that will need more aggressive cleaning. These include all areas where food and beverages are consumed, and areas in close proximity to external doors.

In areas close to doors, begin by pile lifting. This makes use of a two motor vacuum cleaner – one to drive the brush and the other to provide the suction. A pile lifter resembles a conventional upright vacuum cleaner except that it is pulled backwards over the carpet, towards the operative and against the lay of the carpet. In this way, the pile is opened up, and large amounts of particulate dirt, left behind by inefficient daily cleaning, can be removed from the base of the pile where it is likely to cause abrasive damage.

Where food and beverages spillages are concerned, the first step should always be concerned with stain removal. Hopefully, if you have implemented the good housekeeping and daily maintenance procedures which we have recommended earlier, spot and stain removal should require a minimum of effort at this stage.

Hot Water Spray Extraction Cleaning

This method offers a very effective way to remove heavy soiling,

- Hot or warm water and detergent are sprayed onto the carpet tiles under high pressure; the same machine is then used to vacuum up the excess water, detergent and soil. The carpet tiles then need up to 24 hours

to dry and the carpet tiles should not be walked on until they are completely dry.

- Begin by using a prespray over *all* areas to be cleaned. This increases the contact time of the detergent and increases cleaning efficiency.
- We recommend the use of a prespray which has been tested and approved by the Woolsafe organisation (www.woolsafe.org). Allow the prespray to remain in contact with the pile for approximately ten minutes before extracting with a good spray extraction machine. (Ten minutes is the recommended time to obtain maximum efficiency; more than this and the prespray will begin to dry out, reducing its effectiveness).
- A system of working should be developed whereby one area of the room is presprayed, awaiting cleaning, whilst an adjacent area is being cleaned.
- Drying rates can be improved by increasing ventilation or using air movers

This method can be effective when carried out correctly however the following disadvantages can be associated with this method: -

- Over-wetting the carpet tiles can lead to tile curling, rapid re-soiling or mildew and odour where the carpet tiles take a long period to dry out.
- It raises the humidity within the room, making this method unsuitable for computer rooms.
- It is also unsuitable for raised access flooring, as the flooring is not guaranteed to be watertight, and the electric cables can be affected.
- Adhesives, which may be used during the laying of the carpet tiles can sometimes be affected by water.

Milliken cannot be held responsible for any damage caused by over wetting.

- As detergent may be used with these methods there may also be a tendency for inexperienced operators to over apply detergent in the belief that this will provide a more effective clean. Over application of detergent can lead to a detergent residue being left on the fibres which will attract more rapid resoiling, causing loss of appearance.
 - Any detergent used should be between pH 6.5 and 8.5 and the carpet at the end of the clean should be left pH neutral.

Please note that Bonnet cleaning is NOT an approved cleaning method for Milliken Carpets. The rotary action of this method can cause permanent damage to face of the carpet, and will invalidate Milliken Warranties

Who to call for assistance

Milliken is committed to service and quality. Milliken believes that maintenance is an integral part of specifying and purchasing a carpet. With this in mind, Milliken has a dedicated Support Service team, who are experienced in technical and practical aspects of carpet management

To obtain cleaning products please contact our Support Service Team on 01942 612735

For more information contact our Support Service Group on:

**Tel: 01942 612 735
Fax: 01942 826 570
Email: enquiries@millikencarpeteurope.com**

For more information on Obex matting:

**Tel: 0800 964 569
E mail : info@milliken.dk
Web site : www.millikenwom.com**