

CAREPLUS CARE AND MAINTENANCE GUIDELINE

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PROACTIVE CLEANING TO MAINTAIN CAREPLUS CARPET

Without regular removal, dirt and soil accumulates to grind and permanently damage fibres, so carpets “ugly out” before their time. Carpet by its very nature, will mask soil, stains and abrasion to a certain degree, unlike hard flooring surfaces that readily reveal these symptoms indicating the need for immediate maintenance. It is for this reason carpet must be proactively maintained before soiling becomes noticeable to prolong the Appearance and life of your carpet. We recommend that all cleaning is undertaken by a professional cleaning company that is a member an industry association such as the AICC (Australian Institute of Carpet Cleaning).

Proactive cleaning is preventive maintenance before the carpet looks dirty, instead of reactive cleaning after the carpet is visibly soiled. It is the foundation of Care Plus Carpet Care Guide that proactive daily, interim and scheduled maintenance can reduce or eliminate the cost and time of reactive restoration required for extreme cases of badly soiled or damaged carpet while extending the life and appearance of the carpet itself.

Reactive restoration involves water extraction with aggressive agitation followed by thorough rinsing and pile grooming. This procedure may need to be performed several times before any improvement is noticeable. Proactive cleaning provides the best possible carpet appearance day after day, extending replacement due to appearance. Not only is the proactive nature of cleaning important, so is the overall environmental friendliness of the process.

Carpet can act as a filter that traps and keeps dust and dirt out of the air. This can be a significant health benefit since most people spend a great deal of their time indoors. When removing contaminants from carpet, it's important to use equipment that will prevent re-circulation of dust back into the air.

This guide is organized by cleaning frequency (daily, interim, and scheduled).

Depending on frequency and traffic, there are different techniques and tools recommended for best results in your particular facility. All chemicals used must have a pH level of less than nine. Do not use chemicals containing optical brighteners or d-limonene (orange terpenes).

DAILY CLEANING

Daily cleaning is necessary for heavy, medium, and light traffic areas, and includes the following:

- Daily vacuuming of walk-off mats
- Daily vacuuming of track-off funnel and main traffic lanes. In some instances, frequency may be greater.
- Immediate spot removal with emulsification and agitation, extraction, or blotting to guard against permanent staining.

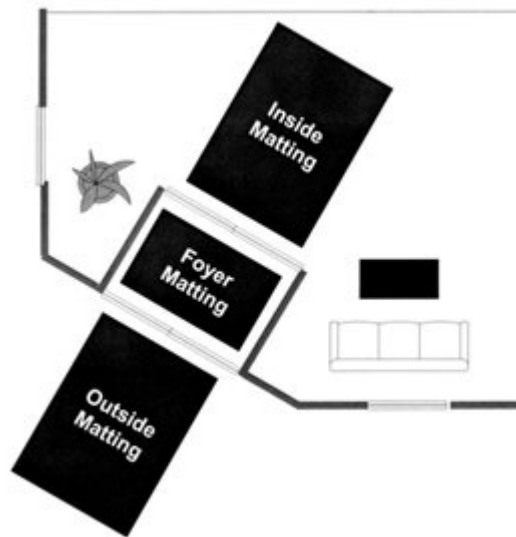
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CLEANING WALK-OFF MATS AS FRONT LINE CARPET PROTECTION

The first step toward a clean carpet is preventing dirt from getting to the carpet.

Since 80% of all carpet soil is brought from outside on the bottom of shoes, Signature Floorcoverings strongly recommends walk-off mats at all entry ways and transition areas where soiling is likely. Mats trap or localize dirt, and the longer the mat, the more dirt trapped. Daily vacuuming and frequent cleaning of mats will optimize mat efficiency and provide front line protection to keep carpets cleaner longer.



VACUUMING EFFICIENTLY AND EFFECTIVELY

Vacuuming - removes 90% of dry soils that accelerates wear and fibre abrasion. Vacuuming is a powerful method for preserving carpet life and appearance. The first step in vacuuming is selecting the equipment best suited to your requirements and preferences.

Two-motor Vacuum

In a two-motor vacuum, there is a separate motor for vacuuming and beater brush drive. Each motor is sized and configured to optimize the specific function. Operation is generally quieter and dirt pick-up more effective than single-motor vacuums. We recommend a two-motor vacuum for all traffic levels.

Scheduled Cleaning

Scheduled periodic overall deep cleaning with hot water extraction cleans to the base of the fibre. It is our recommendation that on new carpet installations hot water extraction be performed only with clean, clear water and when necessary, a pH adjusted rinse (depending on pH of carpet fibres) for best long-term results. This clean should be undertaken by a professional carpet cleaner company that is a member of a register association.

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SCHEDULED DEEP CLEANING METHOD - HOT WATER EXTRACTION

Signature Floorcoverings and other major fibre producers recommend hot water extraction for the periodic deep cleaning maintenance process. Water extraction cleans to the base of the carpet fibres when performed properly; removing any residual dirt and debris. If left uncleaned, fungus, mould, and bacteria could form causing unpleasant odours. For productivity, hot water extraction simultaneously washes, rinses, and vacuums your carpet. A combination of hot water and agitation cleans and rinses the carpet, while a vacuum carries away the soiled water.

Recommended Hot Water Extraction Methods

A pre-spray and neutralizing rinse combination is the most effective method because it allows more time for the chemical action. It also permits the harsh alkalinity of the cleaning chemical to be neutralized in the rinse, leaving the carpet looking brighter and more lustrous. For new installations we recommend following these procedures and extracting with clear, plain water only using a pH adjusting rinse only when necessary. Signature Floorcoverings does not recommend the use of any type of optical brighteners.

Step 1: Pump spray a diluted solution of pre-spray chemical onto the area of carpet to be cleaned about 10-15 minutes before extracting that area.

Step 2: In the solution tank of the extractor, dilute the hot water with a proper amount of neutralizing rinse. Extract the pre-sprayed carpet with this solution. In the machine extraction cleaner is a little quicker and requires just one simple step: dilute the hot water in the solution tank with the proper amount of carpet extraction cleaner. Extract the carpet using this solution. With either method, you can cut dry time in half by making extra dry passes with extractors and directing an air blower on the wet carpet. Do not over wet carpet. Over wetting carpet causes wick back, this will allow the spots to reappear. Carpet must also be 100% dry before foot traffic commences to prevent rapid re-soiling.

WHEN TO USE DEFOAMERS

If foaming occurs, put a small amount of defoamer into the recovery tank of the extractor. Spraying defoamer onto the inner wall of the recovery tank can give faster contact with foam as it enters the tank.

Warning: Never put defoamer into the solution tank. This can clog the spray jets. Also, defoamer residue on the carpet will cause rapid re-soiling.

RECOMMENDED EQUIPMENT & SPOT REMOVAL – 7 RULES FOR BEST RESULTS

Spot removal can be one of the most confusing and frustrating aspects of carpet care. Improperly treated or ignored spots can destroy expensive carpet. The following seven rules can help simplify the challenge.

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Seven Rules of Spot Removal:

The faster you get to a spot the better for removal. At the minimum, spot removal must be a daily routine. Know the fibre make-up of your carpet. Most commercial carpets use either nylon or olefin (polypropylene) fibres, or a blend of both. AICC certified professional carpet cleaners have simple tests that can determine fibre type for you. Nylon carpets will usually contain stain blocking chemicals, which if properly maintained, can facilitate removal of serious stains.

Know and recognize the common spots in your facility. Keep a spotting kit on hand with a general purpose spotter and specialty spotters for spots specific to your area of responsibility.

Offices, for example, often have coffee or copier toner spots. Hospitals commonly have blood or betadine spots.

- You can expect coffee, tea, and red food dye spots in retail or hospitality facilities.
- Nursing homes commonly have urine stains.
- Gum stains are common in public facilities.

Many spots are concentrated areas of general soil tracked into an area. General purpose water-based spotter will remove these. Greasy spots and tar are best removed by an oil or solvent-based spotter. Protein or fatty soils such as vomit, faeces, or blood can be effectively removed with an enzyme based spotter.

When applying a spotter, never rub the spotted area. Always carefully blot the spot with a Cloth. To help prevent re-soiling, use a spotting water extractor to thoroughly clean the spotted area after blotting.

CARPET CARE PLAN

There are many ways to clean commercial carpeting. To determine the best for your requirements, you should map out the types of traffic in your facility's carpeted areas. Using a copy of your building's floor plan, categorize and label traffic areas as heavy, medium, or light.

AMOUNT OF TRAFFIC	TRAFFIC	VACUUM FREQUENCIES	DEEP CLEANING FREQUENCIES
Light	Office area with 1 worker	2-3 times per week	None (only when required)
Moderate	Up to 500	Daily	None (only when required)
Heavy	500-1000	Daily	Once yearly
Extra Heavy	1000-2000	Daily	Twice yearly
Extremely Heavy	Over 2000	Daily	Quarterly

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*The term "traffics" means each time one person walks in the area. The same person walking in the same area 20 times a day equals 20 traffics.

Note: *Spotting maintenance should be performed on a daily basis.*

By re-arranging furniture periodically, the traffic pattern changed and allows the carpet to wear more evenly.

Technically, carpet pigments have never been better but colours can fade if exposed to direct sunlight. If possible, the carpet should be protected from intense, direct sunlight.

You are now on your way to total solution carpet care provided by your partner in business, Signature Floorcoverings in an effort to increase your return on investment of your floor coverings.

For additional technical information pertaining to installation, adhesives, maintenance, Specifications and warranties please see our website at signaturefloors.com.au or feel free to contact technical services at 1800 150 554

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