

Commercial CARPET Maintenance Procedures Guide

Overview

Commercial carpet maintenance consists of four service protocols:

1. Initial/Preventative Maintenance

Preventative maintenance procedures should be employed immediately after the carpet has been installed. Preventative maintenance includes placing soil and moisture capturing matting at the building entrances, and removing soils from outdoor walkways and parking lot areas to minimize soils tracking into the building.



2. Routine Maintenance

This is maintenance performed on a routine or daily basis. This would include vacuuming the carpeted areas to remove any accumulation of dry, particulate soils that can damage carpet fibers, and cause the carpet to lose its luster or clean appearance. It would also include routine spot removal.



3. Appearance (Interim) Maintenance

This level of maintenance is for when there is a slight buildup of soils missed by routine services, or when the amount or type of soil is not completely removed by proper routine maintenance practices.



4. Restorative Maintenance

This type of maintenance is scheduled when the carpet has reached an unacceptable appearance level, when traffic patterns are easily visible, and soils and spills are causing the carpet condition to be a concern. Training and education of the cleaning professional is extremely important to be able to have this cleaning procedure restore the appearance and performance of the carpet to its maximum potential.

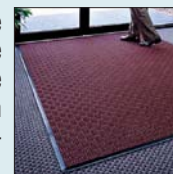


Preventative Maintenance

There are three key components to preventative maintenance:

1. Soil Collection/Walk off Mats

Place the proper matting inside and outside of any door or entrance for traffic into the building. Use appropriate matting for the soil type, soil level and weather conditions in your region. Frequent cleaning of this matting is imperative.



2. Entry Area Sweeping and Maintenance

Be sure to have the outside apron and approaches into the entrances swept or power washed as often as needed to keep outdoor soils at bay and as far away from the entrances as possible.



3. New Carpet Considerations

With new carpet, vacuum thoroughly to remove any excess fiber content from the new installation. Also vacuum or pick up any small carpet scraps, loose fibers or backing materials before carpet is placed into use for traffic.



Flex

Power Point

Citrus Solv

Traffic Slam



Flex Powder



End Zone



Wool Perfect



Green Balance
Carpet Prespray



Green Balance
Extraction Rinse



Encapuclean
GREEN DS



Encapuclean O₂



Encapuclean
w/ Maxim

Resources

On-Line Free Technical Support



Quick Reference Guide Training
for Commercial Carpet Cleaning

Self-Navigated, Interactive Computer
Based Technical Training

Part # JS106



BRIDGEPOINT
SYSTEMS



Routine Maintenance

Routine Maintenance - All Fiber Types

1. Thorough Periodic Vacuuming

Thoroughly vacuum any areas designated as high traffic/high profile areas of the building. Use a commercially viable two motor upright vacuum like the **ProTeam 1500** or **ProTeam 1500XP**. Use long, slow overlapping strokes to ensure removing as much dry particulate soil as possible.



2. Pile Lifting and Deep Soil Removal

Some particulate soil will escape removal even with the best vacuums. Bi-weekly pile lifting with the **Brush Pro Counter Rotating Brush Machine** will capture this soil. Attach the Renovators to the **Brush Pro**. Run the **Brush Pro** over the carpet, first in one direction and then perpendicular to the first direction.

3. Immediate Response to Spots and Spills

While vacuuming check the areas for any new spots or spills. Use appropriate procedures and detergents to remove these spots or spills as soon as they are noticed. A spill response program is a good way to help the custodial staff respond to spills quickly and effectively.



The **Bridgepoint Spotting Kit** keeps you prepared for every spot and spill.

Appearance Maintenance

Appearance (Interim) Maintenance - All Fiber Types

Thorough Pre-Vacuuming

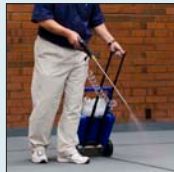
After thorough vacuuming is performed in the routine procedure, you are ready to clean the carpet with encapsulation.



Encapsulation procedure

1. Mix one part **Encapuclean Green DS** to 32 parts of water into a pump up, electric or battery powered pressure sprayer. For heavy soiling, mix one part **Encapuclean Green DS** to 16 parts of water.
2. Apply the ready-to-use solution as a mist in a consistent overlapping pattern. Use more solution only in heavily soiled areas.
3. Agitate the **Encapuclean Green DS** into the carpet with a **Brush Pro Counter Rotating Brush Machine**.
4. Allow the cleaning solution to completely dry. Use an **Air-King** or **OmniDry 2.9 Amp Air Mover** to reduce drying time.
5. Vacuum the carpet thoroughly at the next scheduled vacuuming interval.

Note: Substitute **Encapuclean O2** for **Encapuclean DS** if spots and spills are common such as in a lunch room. Substitute **Encapuclean DS** with **Maxim** for extra after cleaning protection from soils and stains.



Surface Hot Water Extraction Procedures

1. Mix 4 oz. of **Powerpoint** with 5 gallons of water in your solution tank of your walk behind, self contained, or ride-a-long extractor.
2. Make slow overlapping passes across the area of the carpet to be cleaned in accordance with your equipment manufacturer's directions.
3. Take special precautions not to overwet the carpet and extend drying time. If cleaning results are not satisfactory, it is either time to restoratively clean the carpet or you need to increase Appearance Maintenance cleaning frequency.



Helpful Hints

Deep Soil Extraction with Brush Pro

The counter rotating brushes on the **Brush Pro** will reach deep into the pile to remove imbedded grit and dry soils from the carpet. Fitted with the stainless steel renovators (standard equipment) the **Brush Pro** will remove much more coarse soil than the best commercial vacuums.



Encapuclean O₂

For carpets with a lot of coffee and beverage spills or that need brightening, consider **Encapuclean O₂**.



Encapuclean DS with Maxim

For schools and daycare carpets, consider the stain prevention performance of **Encapuclean DS** with **Maxim**.



CARPET Maintenance Procedures Guide



Restorative Maintenance

Vacuum the carpet thoroughly before any level of hot water extraction procedure.

For medium to heavy soils.

1. Pre-spray with 1 part **Flex** mixed with 8 parts of hot water.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush** or **Brush Pro Counter Rotating Brush Machine**.
3. Extract with **Powerpoint Carpet Extraction Detergent**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 2 oz. per 5 gallons of water. For truckmounts mix 1 quart to 5 gallon stock solution.

Carpets that are heavily soiled, or soiled with high amounts of oil and grease.

1. Pre-spray with 1 part **Flex** mixed with 8 parts of hot water. Add 2 oz. of **Citrus Solv** to each mixed gallon.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush** or **Brush Pro Counter Rotating Brush Machine**.
3. Extract with **Powerpoint Carpet Extraction Detergent**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 2 oz. per 5 gallons of water. For truckmounts mix 1 quart per 5 gallons of stock solution.

Carpets made of olefin, (polypropylene) or triexta fiber.

1. Pre-spray with one part **Traffic Slam Traffic Lane Cleaner** mixed with 32 parts hot water. For extreme soiling, mix **Traffic Slam** 1 part solution to 24 parts water and add 1 ounce of **Boost All**. Dilute **Boost All** first.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush** or **Brush Pro Counter Rotating Brush Machine**.
3. Extract using **End Zone Neutralizing Rinse**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 4 oz. per 5 gallons of water. For truckmounts mix 1 quart to 5 gallon stock solution.

Restaurant carpet, heavily soiled (high grease and oil content), synthetic carpet.

1. Prespray 2 to 4 oz. (depending on soil level) **Flex Powder** mixed with 1 gallon of hot water. Add 1 oz. of **Citrus Solv** to each mixed gallon.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush** or **Brush Pro Counter Rotating Brush Machine**.

3. Extract using a portable extractor (box, walk-behind, self-contained, ride on) by mixing 2 oz. of **Powerpoint Carpet Extraction Detergent** with 5 gallons of water. For truckmount extraction mix 1 quart of **Powerpoint Carpet Extraction Detergent** with 5 gallons of stock solution.

Commercial Wool Carpet

1. Pre-spray with 1 part **Wool Perfect** mixed with 32 parts of hot water.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush**, or **Brush Pro Counter Rotating Brush Machine**. Use white wool brush for **Brush Pro** machine.
3. Extract with **Wool Zone Neutralizing Rinse**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 2 oz. per 5 gallons of water. For truckmounts mix 1 quart to 5 gallon stock solution.

If the carpets require cleaning with Carpet & Rug Institute Seal of Approval Products

1. Pre-spray with 1 part **Zone Perfect Carpet Pre-Spray** mixed with 32 parts of hot water.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush**, or **Brush Pro Counter Rotating Brush Machine**.
3. Extract with **End Zone Neutralizing Rinse**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 2 oz. per 5 gallons of water. For truckmounts mix 1 quart to 5 gallon stock solution.

For Green Seal® Cleaning Procedures and CRI SOA Approved Products

1. Pre-spray with 1 part **Green Balance Carpet Pre-Spray** mixed with 32 parts of hot water. For heavier soiling, mix 1 part **Green Balance Carpet Pre-Spray** with 21 parts water.
2. Agitate any heavier soiled traffic areas with a **Grandi Brush**, or **Brush Pro Counter Rotating Brush Machine**.
3. Extract with **Green Balance Carpet Extraction Rinse**. In a portable extractor (box, walk-behind, self-contained, ride on) mix 2 oz. per 5 gallons of water. For truckmounts mix 1 quart to 5 gallon stock solution.

Protection

To keep carpets cleaner in between cleanings, prevent soil and stain wicking, and neutralize alkalinity:

1. Dilute one part **Encapuguard** with 8 parts of water and apply one RTU gallon to 300-400 (depending on pile density) square feet of freshly cleaned carpet.



To increase speed and efficiency of prespray application consider:

Hydro-Force Injection Sprayer



FlexiPro Battery Powered Sprayer



To reduce Dry Times and Downtime, consider:

Air King Air Mover



OmniDry 29 Amp Air Mover



Spot & Stain Removal Procedure

General Stain Removal Procedures



1



Synthetic Color & Dye Stains

Kool Aid, childrens red medicine, fruit punch, decaffeinated coffee, etc.

PROCEDURE

1. Apply Red Zone Ready to contaminated area – apply enough to thoroughly wet the stained area but not enough to soak into the backing.
2. Apply a wet cotton towel (usually double thickness) over stain. Apply heated iron at lowest steam setting. Do a quick check for color removal every 20 - 30 seconds.
3. When the color is gone a yellow cast is usually left. Rinse thoroughly.
4. Mist Spot Stop and work in with the Whiz Groom.



2



Organic Stains & Natural Dyes

Urine, coffee, mold, wood, etc.

PROCEDURE

1. Apply Stain Zone to contaminated area.
2. Lightly agitate and allow to dwell until stain is gone.
3. If stain is gone then extract rinse, otherwise Stain Zone will self-neutralize with no re-soiling issues and continue to work until it dries.



3



Oil, Resin or Pigmented Based

Ink, grease, cosmetics, adhesives, etc.

PROCEDURE

Ink and Marker

1. Apply Avege Pro directly to the stain, agitate and allow to dwell for 30 seconds.
2. Dry extract with vac tool and repeat.
3. Apply All Solv Extreme – agitate – Avege Pro – agitate.
4. Rinse and mist with Spot Stop.



Fingernail Polish

1. Apply Avege Pro around the contaminated area to guard against aggressive wicking of All Solv Extreme and dissolved pigment from moving into the backing and surrounding fibers. Tests reveal that virtually all oil/resin/pigmented stains can be removed by putting the Avege Pro on first and then the All Solv Extreme. Avege Pro will not "set" stains.
2. Apply All Solv Extreme, lightly agitate and absorb colored pigment into a white towel. Repeat until most of the pigment is gone.
3. Apply Avege Pro and agitate lightly.
4. Rinse and mist Spot Stop, working it in with the Whiz Groom.



Gum (chewing)

1. Poke holes in gum surface with Gum Getter.
2. Apply Gel Break to surface of gum and let dwell for 5 to 10 minutes.
3. Agitate and remove gum with the Gum Getter. Pick up the spent gum into a towel and repeat as necessary. Apply a small amount of Gel Break and agitate with towel to remove any remaining residue and thoroughly rinse with water.
4. Mist Spot Stop and work it in with the Whiz Groom.



4



Protein and Most Food Spills

Blood, egg, chocolate sauce, etc.

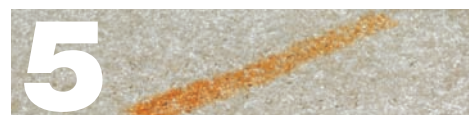
PROCEDURE

1. Remove excess contaminant.
2. Apply Avege Pro and agitate. If stain is hard, allow Avege Pro to dwell and soften the contaminant.
3. Rinse and repeat if necessary.
4. Mist Spot Stop and work in with Whiz Groom.

Note: Some food stains contain synthetic or organic dyes which may not be completely removed with the above procedure. If some stain remains, depending on the origin (synthetic or organic) follow the steps using Stain Zone (Category Two) or Red Zone Ready (Category One). Vacuum to get the stained area as dry as possible before proceeding.



5



Specialty Stains

Rust, yellowing, water stains, etc.

PROCEDURE

1. Apply T-Rust.
2. Lightly agitate and allow to dwell until stain disappears.
3. Rinse thoroughly.

Note: Some yellowing and water stains may respond well to treatment with Stain Zone.

Unknown Stains:

- Apply Avege Pro – agitate – If stain is releasing continue and then rinse.

If some stain remains

- Apply All Solv Extreme – agitate - If stain is releasing continue, apply Avege Pro, rinse.

If some stain remains

- Apply Stain Zone or Red Zone Ready. Since the origin of the stain is unknown, testing will determine which to use.



Bridgepoint Professional Stain Removal Kit

This kit contains the tools and chemical solutions to take care of 99% of known spots and stains.

Contains:

Stain Solutions:

Avege Pro - most versatile, water based
All Solv Extreme – gelled solvent based
Gel Break – gelled solvent for gum and adhesive
T-Rust – rust remover
Stain Zone – organic stain remover
Red Zone Ready – synthetic stain remover
Spot Stop – encapsulating, anti-wicking agent

Tools:

Large insulated carry bag – big enough to carry extras
White cotton towels
Gum Getter
Whiz Groom
Nitrile Disposable
Gloves - 3 pair
Spot and Stain Removal Guide



Contact Information



Bridgepoint Systems 4282 S. 590 W. S.L.C., UT 84123
801-261-1282 Toll Free Customer Service: 1-800-794-7425



Interlink Supply 1-800-660-5803 www.InterlinkSupply.com