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Acouflor Carpet Tiles
Care and Maintenance Guide

A carefully planned and executed maintenance program will help protect the aesthetic and functional value of your carpet. Such a program should be considered at the time of carpet selection and finalised before installation. This maintenance guide has been compiled to help you plan and implement an effective carpet care program.

Carpet Care Program

Planning a Maintenance Program
Maintenance programs may be carried out by inhouse staff, outsourced professional cleaners or a combination of both. Whichever option is chosen, a cleaner should be directed to pre-inspect the carpet, identify its construction and fiber, evaluate the soiling and cleaning needs, and proceed with the appropriate cleaning method and procedures.

Should you choose to outsource your carpet maintenances, Acouflor are willing to assist with names and details of reputable cleaning companies. The effectiveness of any cleaning program depends on careful supervision, trained personnel and the use of correct equipment and chemicals.

Preventative Measures
Good quality walk-off matting and similar soiling barriers provide the first protection against tracked-in dirt which typically accounts for 80% of the soil deposited on carpets tiles. A building's main entrance area is especially vulnerable to heavy soiling, the majority of which is deposited directly by foot traffic.

It is estimated that within approximately 3 metres of walking into a carpeted room, the residual soil from a pair of shoes is effectively removed. Therefore it is recommended that 3 metres of entrance matting be laid to greatly reduce the amount of tracked-in dirt. We recommend laying 1.5m of matting outside the main entrance, and 1.5m inside the entrance.

Regular Maintenance

Carpet tiles are a very tolerant floor covering and can be significantly soiled long before soiling is visibly evident to the naked eye. Controlling soil is a preventative concept which will keep soiling to a minimum and prevent the build-up of abrasive dirt which can damage the carpet. With tracked-in and airborne soil accounting for 95% of the overall soil deposited on carpet, it follows that regular vacuuming is the most important component of regular carpet maintenance. Effective regular vacuuming should remove up to 80% of the soil present in carpets.

Special Care Areas
A good maintenance program gives special attention to the areas where soil is tracked indoors (such as entrance doorways) and to areas where foot traffic is most concentrated (such as passageways and lift entries). This may only be a small percentage of the total carpet area but can account for most of the maintenance cost

Vacuuming
A sturdy vacuum cleaner with strong suction and a revolving agitator bar, beater bar or brush usually yields the best results. For effective vacuuming follow these guidelines.

Select professional equipment that is suited to your installation and volume of traffic and kept in good repair. Use vacuum cleaners with efficient filtering systems to prevent the redistribution of fine particles.

Vacuum slowly and thoroughly, making three to five passes over an area. Empty vacuum bags frequently (a bag 2/3 full reduces the vacuum efficiency by 50%). Ensure that the floor tool is repaired or replaced should it become burred, so as not to damage the carpet looping.

Vacuuming Techniques
For high traffic and tracked-in-soil areas, vacuum daily using equipment with good brush action and high air flow. For lighter traffic areas, such as offices or conference rooms, vacuum every 2nd or 3rd day depending on usage.

Note: Despite the efficiency of regular vacuuming, it will not remove oily and deep embedded soils. These must be removed with periodic deep cleaning.

Spot and Stain Removal
Most permanent stains can be avoided by immediate treatment. It is good housekeeping practises to keep a commercial spotting kit on hand. Follow the manufacturer's instructions for use.

Important General Techniques
Act quickly - when something has been spilt, take immediate steps to rectify it.

1. **For liquid spills**: Remove as much as possible with a wet vacuum cleaner or sponge. Blot small amounts with a clean white cloth or paper towel. Always work from the outside towards the centre. Proceed with the specified recommended treatment of the remaining stain.
2. **For semi-solid spots**: Remove as much surface material using a spoon, dull knife or scraper. Always work from the outside toward the centre. Proceed with the specified recommended treatment of the remaining stain.
3. **For dry soil stains (sand, soot, etc.)**: Remove as much of the spot as possible using a vacuum cleaner.
4. **Do not over-apply** spotting solutions as this can result in premature re-soiling. It is good practice to apply the spotting solution to a cloth first rather than directly onto the carpet.
5. **Always pre-test** a spotting solution on an inconspicuous location before using it. Check for dye and fabric stability.
6. **Never scrub or rub** when spotting, only agitate using a tapping or a blotting action to prevent fiber and pile distortion.
7. **Ensure all residual cleaning** agents are removed with clean cold water. Use a dabbing action with a clean dry cloth.

Interim Maintenance

Interim maintenance is usually carried out in high traffic areas and tracked-in soil areas to restore a clean carpet appearance. Interim maintenance should be carried out approximately once a month and/or before social functions and conferences depending on the volume of foot traffic. There are several techniques that can be used for interim maintenance. The most common is absorbent powder cleaning.

Absorbent Powder Cleaning
For this method, a detergent impregnated powder is sprinkled onto the pile and brushed into the carpet. The detergent component of the mixture releases greasy soils from the surface of the fibers and the residual powder is vacuumed away. The advantage of absorbent powder cleaning is that the carpet is not moistened and can be walked on immediately afterwards. This process can be performed by in house staff or outsourced professional cleaners.

Long-Term Maintenance

Long-term maintenance or periodic cleaning should be undertaken on a fixed cycle. Such maintenance involves a deep-cleaning process to remove oily-soils not removed by regular or interim maintenance. Wet or spray extraction cleaning is recommended for this process.

Wet extraction (sometimes called steam-cleaning) removes a vast majority of spots and stains, removes abrasive soils trapped in the carpet fibres, restores colour, and removes bacteria, dust-mites and other allergens – thus dramatically improving the Indoor Air Quality (IAQ) in the building.

Under normal circumstances, carpets should be deep cleaned every 12 months depending on the volume of traffic. In spaces where there are occupants who suffer from allergies and health conditions such as asthma, carpets should be deep-cleaned every 6-8 months. Such periodic cleaning is crucial to the longevity of your carpet.

Ensure all residual cleaning agents are removed with clean cold water. Use a dabbing action with a clean dry cloth.

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