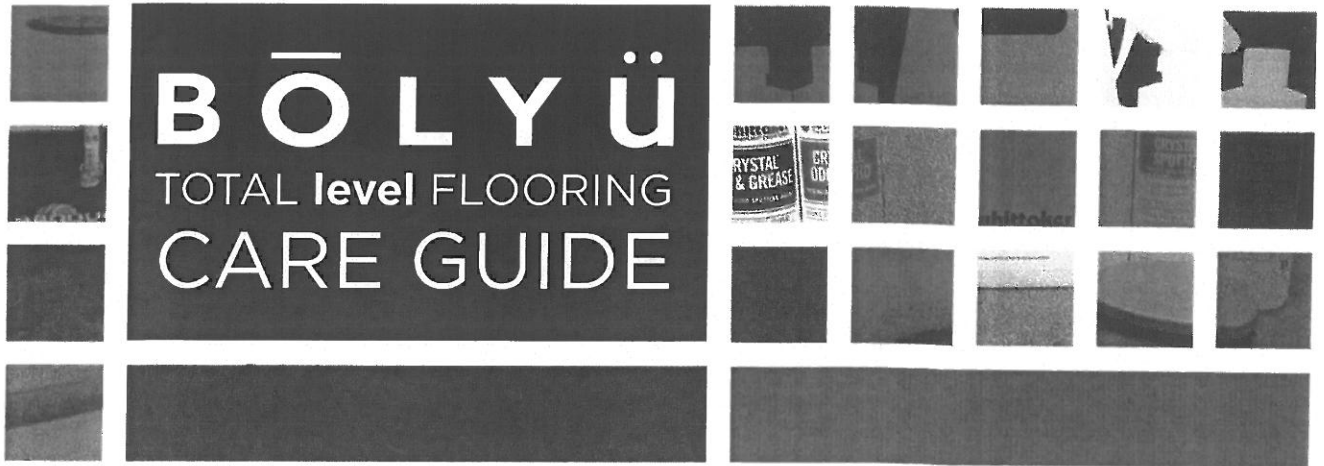




PROACTIVE CLEANING FOR THE HEALTH OF THE **level** FLOORING AND END USER

Without regular removal, dirt and soil accumulates to grind and permanently damage fibers, so **level** flooring can “ugly out” before it’s time. **level** by its very nature, will mask soil, stains and abrasion to a certain degree, unlike hard flooring surfaces that readily reveal these symptoms

Proactive cleaning is preventive maintenance before the carpet looks dirty, instead of reactive cleaning after the carpet is visibly soiled.

indicating the need for immediate maintenance. It is for this reason **level** must be proactively maintained before soiling becomes noticeable to prolong the appearance and life of your **level**

flooring.

Proactive cleaning is preventive maintenance before **level** looks dirty, instead of reactive cleaning after **level** is visibly soiled. It is the foundation of Beaulieu Commercial Total Solution **level** Flooring 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 **level** while extending the life and appearance of **level** 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 **level** 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. Beaulieu Commercial is committed to the environment. We only recommend cleaning systems that are environmentally friendly which is described as containing minimal to no VOC’s, biodegradable, non-toxic, non-flammable, non-hazardous and safe for the environment.

level 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 **level**, 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 deliminene (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.
- Recommended Spotters: R.E. Whittaker Co.(Crystal® Spotting Kit & Crystal® Spot Tool) or Windsor Ind. (Pro Spotting Kit)

Cleaning Walk-off Mats As Front Line level Flooring Protection

The first step toward clean **level** is preventing dirt from getting to the **level**. Since 80% of all soil is brought from outside on the bottom of shoes, Beaulieu Commercial 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 **level** flooring cleaner longer.

Recommended Vacuum: ProTeam (ProForce 1500XP) or Windsor Industries (Versamatic Plus)

Vacuuming Efficiently And Effectively

Vacuuming - removes 90% of dry soils that accelerate wear and fiber abrasion.

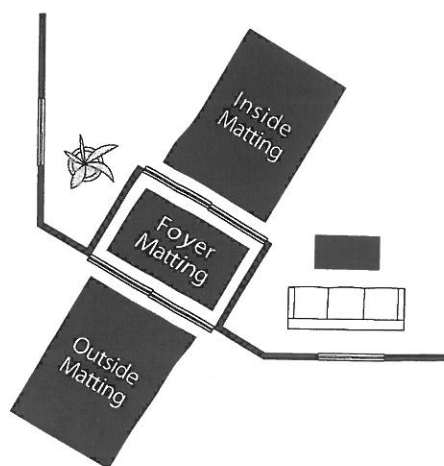
Vacuuming is a powerful method for preserving **level** life and appearance. The first step in vacuuming is selecting the equipment best suited to your requirements and preferences.

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.

INTERIM CLEANING

Interim cleaning bridges the gap between routine vacuuming and restorative wet extraction. It is the most important component of the total maintenance program relating to **level's** appearance. This is due to two factors - 1) it reduces the oily soils that accumulate on **level** fibers and 2) it lifts and opens the **level** pile, which improves routine vacuuming's ability to remove dry soils. If oily soils are not minimized, then fibers become matted down and stuck together. If this is allowed to occur repeatedly,



then even restorative wet extraction becomes incapable of recovering an acceptable appearance, which leads to early **level** replacement. See Fig. 1 below.

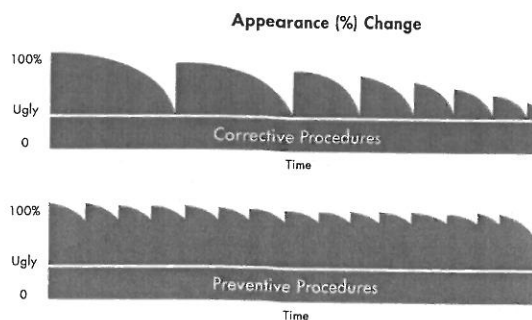


FIG 1

The recommended process for interim cleaning is low moisture encapsulation. It incorporates a cylindrical brush machine (Fig. 2) to agitate an encapsulating pre-spray chemical solution. The chemical solution dries (Fig. 3) and encapsulates the oily soils allowing a dry vacuum to recover these soils that had been stuck to the **level** fibers.

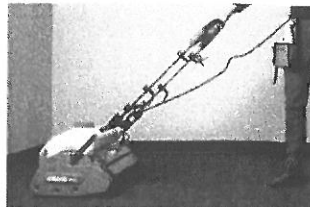


FIG 2

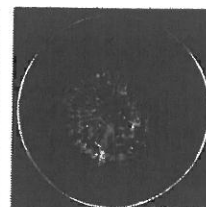


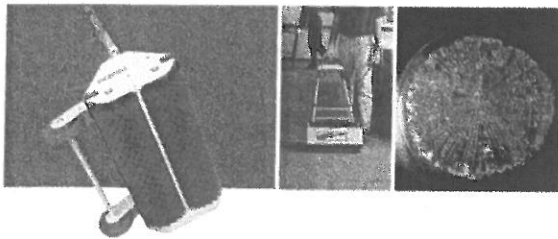
FIG 3

Recommended Low Moisture Encapsulation Method

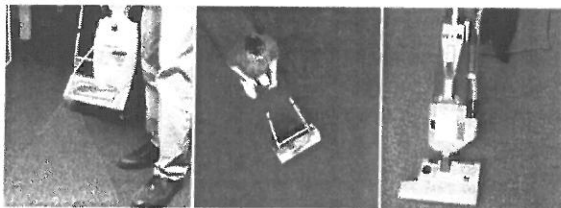
Step 1: Spray a diluted chemical solution onto **level** fibers.

Step 2: Agitate immediately or at same time as spraying, using the soft or medium stiffness brushes. Please avoid using the stiffest brushes.

Step 3: Vacuum, when **level** is completely dry or, at the next scheduled time. **level** is dry in as little as 30 minutes, allowing less disruption in areas during operating hours. Productivity rates for low moisture encapsulation range between 3,000-15,000 square feet per hour depending on equipment being used.



The Crystal Dry chemical action breaks down the sticky and oily residue that attracts soil on contact. The GLS machine works the Crystal Dry deep into the pile and loosens foreign solid materials, lifting the carpet pile at the same time. As the Crystal Dry chemicals dries, it encapsulates the soil in crystals that are then dry extracted by vacuum. The entire interim cleaning process is pictured below



Spraying

Scrubbing

Vacuuming

Other comments

Beaulieu Commercial recommends chemical pre-sprays, which have received The Seal of Approval of the Carpet & Rug Institute. Additionally, while not required we recommend that the pre-spray be Green Seal certified for reduced environmental impact. By using a cylindrical brush machine during regular interim cleaning there is no need to perform pile lifting as a separate operation with a separate piece of equipment.

Recommended Interim Equipment and Chemistry: R. E. Whittaker Co. (Smart Care® machines and Crystal® brand chemistry).

Recommended Equipment & Chemicals: R.E. Whittaker Company (GLS Crystal Dry, pictured on the left)

Recommended Vacuum: ProTeam (Proforce 1500XP) Windsor Industries (Versamatic Plus) or comparable two-motor vacuum

Beaulieu Commercial does not recommend the use any type of 'bonnet' or rotary shampoo cleaning method for Bolyu or Aqua **level** brands. **Use of the 'bonnet' method may void all warranties.**

SCHEDULED CLEANING

Scheduled periodic overall deep cleaning with hot water extraction cleans to the base of the fiber. It is our recommendation that on new **level** installations hot water extraction be performed only with clean, clear water and when necessary, a pH adjusted rinse (depending on pH of carpet fibers) for best long-term results.

DEEP RESTORATIVE CLEANING

The restorative cleaning process is capable of removing the highest amount of accumulated soil. Beaulieu Commercial and other major fiber producers recommend hot water extraction for the periodic deep cleaning maintenance process. Equipment is used to spray water under high pressure and usually at high temperature to loosen embedded soils and flush them out of **level** fibers with suction. The variety of equipment ranges from truck-mounted high-powered machines to portable machines that use a hose and wand or self-contained extractors.

The restorative cleaning process is performed by spraying a chemical solution onto **level** fibers and immediately removing with suction. Hot water extraction equipment is then used to rinse

level fibers of the soils and chemical solution. **level** fibers should dry in 2-12 hours depending on indoor environment and outdoor climate. It is recommended to operate HVAC system and utilize air movers when possible to speed drying process. Productivity rates range from 500 (hose & wand)-10,000 (large ride-on) square feet per hour depending on equipment used. Beaulieu Commercial recommends hot water extraction equipment, which has received The Seal of Approval of the Carpet & Rug Institute.

Recommended Extraction Equipment & Pre-Sprays: U.S. Products (Cobra Plus Series); Windsor Ind. (Commodore or Dominator series); and R. E. Whittaker Co. (Smart Care® machines for agitation & Crystal® Extract pre-spray).

level Tile Extraction Requirements

level flooring must only be extracted using 100 psi. max and not to exceed 100° at wand. Exceeding these limits may disrupt adhesive bond on perimeter of tiles.

Recommended Hot Water Extraction Methods

Hot water extraction is disruptive and should only be performed after every 3-6 interim cleaning cycles.

Step 1: Spray a diluted chemical solution onto **level** fibers.

Step 2 (optional): Agitate with a cylindrical brush machine to carry chemical solution into the fibers. This step pre-loosens the soils and permits maximum contact between chemical and soils. It

Recommended Extraction Equipment & Pre-Sprays: U.S. Products (Cobra Plus Series); Windsor Ind. (Commodore or Dominator series); and R. E. Whittaker Co. (Smart Care® machines for agitation & Crystal® Extract pre-spray).

also opens and lifts **level** fibers to promote better extraction function.

Step 3: Allow a dwell time of at least 10 minutes to provide time for emulsification of oily soils prior to extraction.

Step 4: Operate hot water extractor to loosen embedded soils and flush them out of **level** fibers. It is our recommendation that on new **level** installations hot water extraction be performed only with clean, clear water and when necessary, a pH adjusted rinse (depending on pH of **level** fibers) for best long-term results. You can cut dry time in half by making extra dry passes with the extractor and directing an air mover onto wet carpet.

Do not over wet **level**. Over wetting **level** causes wick back, which will allow spots to reappear. **level** 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 resoiling.



SPOT REMOVAL – 7 RULES FOR BEST RESULTS

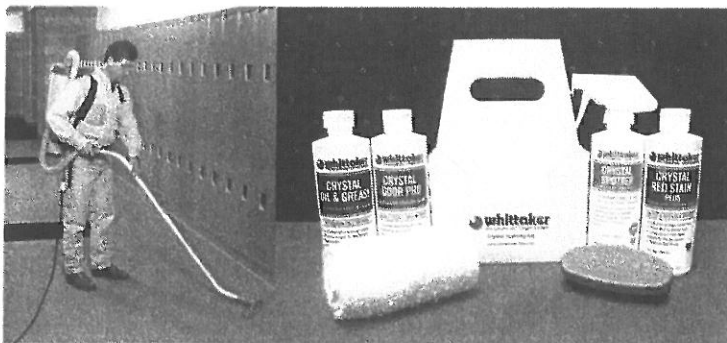
Spot removal can be one of the most confusing and frustrating aspects of **level** care. Improperly treated or ignored spots can destroy expensive **level**. The following seven rules can help simplify the challenge.

Seven Rules of Spot Removal:

1. The faster you get to a spot the better for removal. At the minimum, spot removal must be a daily routine.
2. Know the fiber make-up of your **level**. Most commercial **level** uses solution-dyed polyester fibers. IICRC certified professional cleaners have simple tests that can determine fiber type for you.
3. 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.
4. Many spots are concentrated areas of general soil tracked into an area. A general purpose water-based spotter will remove these.
5. Greasy spots and tar are best removed by an oil or solvent-based spotter.
6. Protein or fatty soils such as vomit, feces, or blood can be effectively removed with an enzyme-based spotter.
7. When applying a spotter, never rub the spotted area. Always carefully blot the spot with a cloth. To help prevent resoiling, use a spotting water extractor to thoroughly clean the spotted area after blotting.

Recommended Spotting Kits: R.E. Whittaker Co. (Crystal Dry Spotter & Carpet Roamer)

Recommended Spotting Kits: Windsor Industries (Pro Spotting Kit & Presto spotting extractor)



YOUR MAP TO TOTAL SOLUTION CARPET CARE

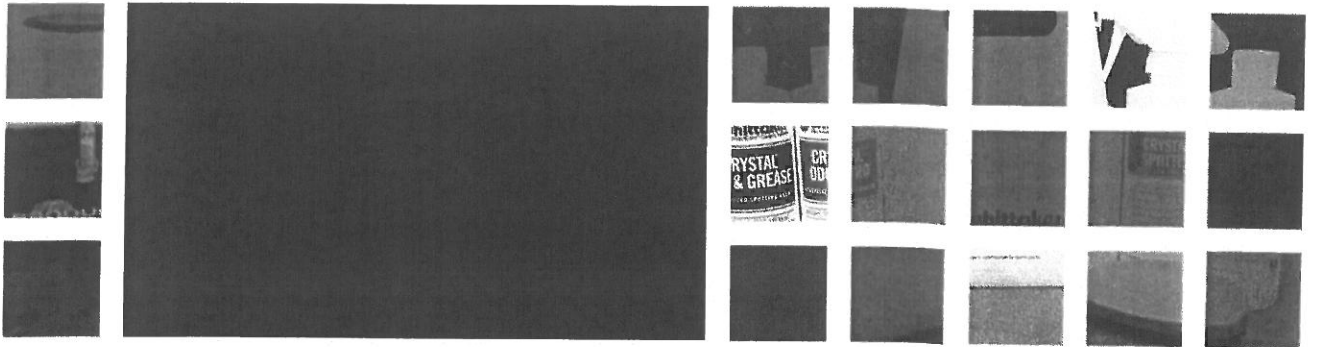
There are many ways to clean commercial **level**. To determine the best for your requirements, you should map out the types of traffic in your facility's areas. Using a copy of your building's floor plan, categorize and label traffic areas as heavy, medium, or light.

AMOUNT OF TRAFFIC	TRAFFIC	VACUUM FREQUENCIES	INTERIM CLEANING FREQUENCIES	DEEP CLEANING FREQUENCIES
Light	Office area with 1 worker	2-3 Times per week	Two to Four times a Year	Every 12-18 months
Moderate	Up to 500	Daily	Quarterly	1-2 times per year
Heavy	500-1000	Daily	Every Other Month	2-4 times per year
Extra Heavy	1000-2000	Daily	Monthly	4-6 times per year
Extremely Heavy	Over 2000	Twice Daily	Weekly to Monthly	6-12 times per year

*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.

You are now on your way to total solution **level** care provided by your partner in business, Beaulieu Commercial, 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 bolyu.com or feel free to contact technical services at 800 451 1250.



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