

Masland

Contract

Protect and Preserve

Thank you for choosing a Masland Carpet for your fine interior space. Carpet is a textile material and it will receive more abuse and use than any other finish in a building. In order to keep Masland Carpet products performing to their potential, you must design and implement a comprehensive maintenance plan.

Developing A Plan

To develop a proper plan, you should define the type of traffic patterns the carpet will receive.

WALK OFF AREAS- This area is normally at the entrance of the building or at a hard-surface transition where walk-off mats are found. Masland does recommend the use of walk off mats and suggests that they are regularly maintained and changed as needed. You must pay close attention to these areas as soil and other contaminants are easily transferred from the mats onto the carpet. This is likely to be the area that cleaning is required most often.

FUNNEL AREAS- These areas will receive a higher concentration of traffic and soil. Funnel areas occur where two or more traffic lanes merge together to form one concentrated lane. These areas occur in corridor intersections, doorways, and around elevators. These areas, like the WALK-OFF AREAS require more stringent maintenance procedures. Funnel areas can be subjected to significant pivoting traffic that will grind soil deep into the carpet fibers.

MAIN TRAFFIC AREAS- Large spaces that receive heavy foot traffic that is more dispersed than funnel areas.

HIGH SPILL/STAIN AREAS- Immediate attention must be given to spills as they occur. Many spills can result in permanent damage if they are not addressed immediately. These include but are not limited to: Coffee, soft drinks, red wine, mustard, oil, and fruit drinks. These areas require daily maintenance.

LOW TRAFFIC AREAS- These areas are the lowest volume of traffic and soil load such as upper floors and individual offices. These areas would have only 500 traffics per day or less and will not require as much maintenance as the four other areas.

WALK OFF MATS

- The 1st line of defense for your carpet is a walk off mat. Masland suggests a minimum of 5 feet of walk off mats be placed at every building entrance. Studies have shown that 12 feet of mat is optimal if the area will bear it. These mats need to be vacuumed at the very least, once a day. Mats should also be placed at any kitchen area transition. Regularly vacuum and clean the walk off mats as they will receive a high soil load very quickly.

VACUUMING

- The most important maintenance procedure is the removal of dry soil by vacuuming. Appropriate vacuuming is 4 slow passes back and forth in the same area. Use a dual motor upright vacuum where the brushes and suction are driven by separate motors. For best results, change vacuum bags before they become two-thirds full. Masland does not recommend vacuums with beater bars.
- **All vacuums** must be approved under the Carpet and Rug Institute's Indoor Air Quality Vacuum Cleaner Program. A comprehensive list of approved products can be found at www.carpet-rug.org. These vacuums have been performance tested and have met indoor air quality standards to help ensure that your carpet is clean and your indoor environment remains healthy.

SPOT CLEANING

- Spills and spots must be attended to with immediacy. Spills that are allowed to dry are much more difficult to remove. All spot cleaners used on Masland products must be approved by the CRI Seal of Approval Program. These products are listed at www.carpet-rug.org.
- For Synthetic fibers, cleaners should have a pH range of 5.5 to 10.0. Do not use cleaning chemicals outside of this range as damage to the fiber could result. This requirement is for all chemicals (spot cleaners, pre-sprays, and in-tank) used on Masland products. Never rub spots or spills, use a blotting action only.
- For specific Spot cleaning instructions, please refer to the Masland Spot and Spill Removal Guideline at the end of this document.

INTERIM CLEANING

- This type of cleaning is a fast high volume process that is used in between restorative cleanings. Masland suggests methods such as **Low Moisture Extraction**, a cleaning system that uses encapsulants that dry to a crystalline state and can be removed by vacuuming. **Low Moisture Compound Cleaning** is a cleaning technique that applies highly absorbent material onto the carpet face and is then agitated into the carpet and allowed to dry. The cleaning compound and soiling debris are then removed by thorough vacuuming. **Dry Foam** cleaning is conducted by a machine applying a foaming chemical onto the upper surface of the carpet and then removing the chemical and soil contaminants that were captured by the foam. All of these systems dry very quickly and cause less intrusion in an interior space than Restorative cleaning.

RESTORATIVE CLEANING

- Hot Water Extraction is the preferred method of cleaning by Masland. This method is proven to be the most effective means of removing entrapped soil and other residues. This method does require effort and will take some time to dry. Use air movement systems and the HVAC system to aid in drying time. Masland does require that all systems used on Masland Carpet be approved under the Carpet and Rug Institutes Seal of Approval Program. Masland also prefers that all equipment be at least a Silver Level cleaning system. Carpet should only be cleaned by trained technicians. IICRC Certified technicians are preferred.
- Never mix "In-Tank" solutions at greater the recommended concentrations. The most effective cleaning method by hot water extraction employs a pre-spray chemistry coupled with agitation. Always thoroughly rinse any detergents from the carpet with water only as to impede accelerated soiling. If detergent residue or build up exists, clean the carpet with hot water only.
- The use of a pile lifter will help to remove embedded soil and sandy particulate. It will also help to erect the pile fiber and renew the appearance of the carpet. Use of a pile lifter in funnel areas, walk off areas, and around elevators will enhance the appearance of the carpet.

DO NOT USE BONNET/ROTARY SYSTEMS ON MASLAND CARPET. USE OF THIS TYPE SYSTEM WILL VOID ALL MASLAND WARRANTIES.

Follow all guidelines set forth by the Institute of Inspection Cleaning and Restoration (IICRC) S100 *Standard and Reference Guide for Professional Carpet Cleaning*. This is available at www.iicrc.org

FREQUENCY OF MAINTENANCE

The table below is a guideline for the frequency of cleaning established by the IICRC. This is a very good guide for a maintenance schedule. However, each building and traffic patterns are different and modifications to the table may need to be implemented.

Traffic Soil Rating	Carpet owner/Maintainer		Professional Carpet Cleaner/Restorer	
	Vacuuming	Spot Cleaning	Interim Maintenance (between restorative cleanings)	Restorative Cleanings
Light <500 Foot Traffics per day	1 to 2 per week	Daily or as soon as noticed	1 to 3 times annually	1 to 2 times annually
Medium 500-1000 foot traffics per day	Daily in traffic areas, overall 3 to 4 X per week	Daily or as soon as noticed	3 to 6 tomes annually	2 to 4 times annually
Heavy 1000-2500 foot traffics per day	Daily in traffic areas, overall 4 to 7 X per week	Daily in traffic areas, overall 4 to 7 X per week	6 to 12 times annually	3 to 6 times annually
Very Heavy >2500 foot traffics per day	1 to 2 X daily in traffic areas. Overall 7 X per week	1 to 2 X daily in traffic areas. Overall 7 X per week	12 to 52 times annually	6 to 12 times annually

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HARD SURFACE TRANSITIONS

Areas where carpet meets a hard surface are sometimes more susceptible to accelerated soiling and can become difficult to clean. This area would be similar to a walk off area and will normally require weekly attention. This is even more important in areas of transitions to kitchens or bathrooms. Well placed walk off mats will help to minimize the affect of soiling that comes in these transitional areas.

Maintenance personnel should never use hard surface cleaners on carpet. It should also be noted that buffers or rotary cleaners should never be allowed to spin on or even come in contact with the carpet. High pH cleaners used for hard surface are very likely to harm the carpet.

SPOT CLEANING GUIDE

A. WATER SOLUBLE STAINS:

First, blot thoroughly with a white cotton cloth or paper towels. Next, apply a solution of ½ teaspoon (no more) of liquid dishwasher detergent to one quart of water. A spray bottle works well. Repeat until stain is removed.

B. WATER SOLUBLE STAINS WITH ODOR:

Same as A, but treat with white vinegar before using detergent.

C. WATER SOLUBLE STAINS WITH HEAVY COLOR:

Same as A, but treat with household ammonia before using detergent.

D. GREASE: Blot as much as possible with white cloth or paper towels. Apply a volatile solvent such as Perchloroethane (dry cleaning fluid), or lighter fluid (naptha) to a white cotton cloth. CAUTION: Do not apply the solvent directly to the carpet pile as permanent damage WILL result. Use rubber gloves and provide adequate ventilation.

E. WAXES and GUMS: Freeze the stain with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum immediately. Repeat until spot is removed.

F. MEDICAL STAINS: Commercial preparations are available. A 5% Sodium Thiosulphate solution (from a photography store) may also be used. For stains more than a few hours old, this solution should be heated.

G. RUST: Most can be removed with a 10% solution of oxalic acid. More stubborn stains will require professional cleaning as restricted chemicals may be needed. Use of oxalic acid is not recommended for solution dyed products as damage may

result. Certain household cleaners contain oxalic acid and should be used with caution.

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Alcoholic Beverage	A	Grease (auto)	D
Asphalt	D	Grease (food)	A
Beer	A	Ink (ball-point)	D
Betadine	F	Ink (washable)	A
Berries	A	Lipstick	D
Blood (wet)	A	Milk	A
Blood (dry)	C	Mustard	A
Butter	A	Nail PolishNail Polish Remover	
Chewing Gum	E	Paint Latex (wet)	A
Chocolate	C	Paint Latex (dry)	D
Coffee	B	Paint (oil)	D
Cola Drinks	A	Rust	G
Cosmetics	A	Tea	A
Crayon Markers	D	Urine	B
Excrement	A	Vomit	B
Food Dyes	A	Wax	E
Furniture Polish	A,D	Wine	C