



CARPET CARE 101

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Commercial carpet is a sizeable investment. Naturally, you want your carpet to remain attractive and highly functional long after it is installed. A well programmed maintenance schedule will extend your carpet's performance, appearance and life. When problems arise from accidents that affect the floor, immediately address the problem. Ignoring a spill will likely create a greater problem later for your maintenance staff unless you have one of The Mohawk Group's stain resistant systems—Duracolor®, ColorShield® or EverSet®. These systems allow 96% of all stains to be removed with water only, making it much easier and cost effective to maintain and sustain your carpet investment. If everyone in your company takes extra care and treats the carpet as if it were their own, everyone benefits. Your company benefits financially and everyone enjoys a nicer, more professional working environment.

AN ENVIRONMENTAL NOTE

The Mohawk Group, a subsidiary of Mohawk Industries Inc., is committed to manufacturing processes that have the least impact on our environment. We practice energy conservation and recycle by-products of manufacturing—thus reducing landfill waste. Protect your investment and be environmentally conscious. The proper maintenance program will keep your carpet looking newer longer and provide a healthier environment in which to work.

CLEAN AIR

The cleaner the carpet, the better the air. Properly maintained carpet can act as a filter, improving the air in your work environment, resulting in better performance and morale.

WARNING!

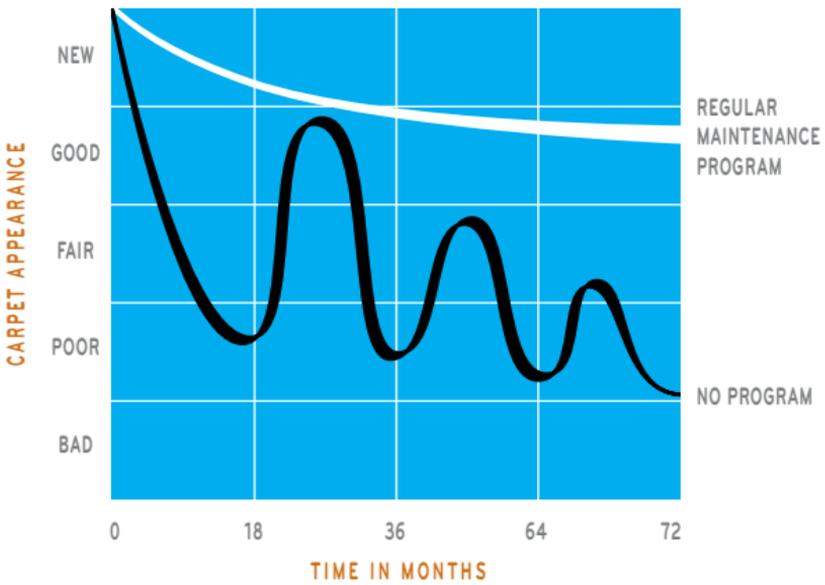
Do not use chlorinated cleaning solutions, quaternary solutions, oil based defoamers, petroleum distillates, and toxic or flammable solvent based cleaners or citrus cleaning solutions on any Mohawk carpet. Cleaning products should have a pH level below 10 for nylon and between 5.5 and 8.5 for wool. Water temperature should never exceed 160 degrees.

THE LONGER CARPET LASTS THE LESS IT COSTS

To be truly cost-effective, maintenance must be carried out with systematic frequency over the life of the carpet, however today's carpets are engineered to disguise soils and stains. This sometimes masks the need to vacuum and clean on a regular basis. A consistent and effective maintenance program can dramatically extend the life of your carpet. Remember, there are many factors that can affect the appearance of carpet including color, pattern, and yarn fiber and of course maintenance.

It takes more than magic to keep carpet clean. Machines, chemicals and a proper maintenance plan only assist in the process, but PEOPLE clean carpet! And the quality of your maintenance plan depends on the people who are doing the work. The Mohawk Group has designed carpet that is easily maintained, but if you don't maintain it, you can't expect it to stay clean.

AN EFFECTIVE MAINTENANCE PROGRAM WILL PROTECT YOUR CARPET INVESTMENT.



CARPET APPEARANCE

With and without a planned maintenance program

1.0

PREVENTIVE MAINTENANCE

Dirt is everywhere. Keeping it out of buildings is easier and less expensive than removing it.



2.0

VACUUMING

Regular vacuuming is the most important part of any maintenance program.



3.0

SPOT REMOVAL

Spots are inevitable, but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.



4.0

INTERIM CLEANING

Scheduled pile lifting, vacuuming, spot removal and low moisture cleaning can help the carpet retain appearance and improve performance.



5.0

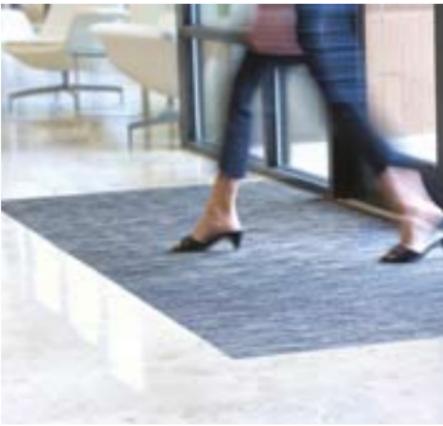
RESTORATIVE DEEP CLEANING

No matter how conscientiously you work at it regularly scheduled maintenance will still leave some soil behind. Periodic deep cleaning, using hot water extraction, is most effective at removing any embedded abrasive soil.



KEEP THE DIRT OUT

One of the best ways to protect any flooring finishes in your facility is to incorporate an appropriate entry system. The Mohawk Group manufactures walk-off tiles that are specifically engineered to remove and capture soil and moisture before they can make it into the main areas of the building where they can cause accelerated, premature wear. The use of walk-off tiles will significantly reduce your maintenance costs. They trap soil and make it easier to keep soil out, which is less expensive than removing it.



All of The Mohawk Group brands offer a variety of quality walk-off systems.

WALK-OFF TILES

- Place walk-off tiles outside, in the vestibule and inside for best results.
- Today walk-off tiles and removable grates are available to fit any type of entrance situation.
- It has been estimated that removing a pound of dirt, once inside a building, costs more than \$500.
- Up to 24 pounds of dirt can be tracked in by just 1,000 people coming through an entrance over a 20-day work period.
- An effective walk-off tile system is essential to improve the appearance of your entire building and help reduce maintenance costs.
- Consult your local TMG representative to review our line of walk-off tiles.

NOTE: A 15 foot long walk-off tile area can effectively remove about 80% of soil and moisture before it reaches the carpet.

CHAIR MATS

- Use of chair mats prevents casters from grinding soil into the carpet and breaking down the carpet's fibers.
- The Mohawk Group recommends the use of protective chair mats for optimal carpet appearance retention.

VACUUMING

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NOTE:

Proper vacuuming is the single most important part of any maintenance program.

THE MOST IMPORTANT TASK

Vacuuming is the single most effective way to remove soil. How often you vacuum is influenced by soil type and traffic patterns. Soiling at entry areas and ground floors has high levels of dirt and sand, while executive offices generally are not as heavily traveled and will require less frequent vacuuming. Please refer to frequency chart on the next page for effective vacuuming schedules.

TRAINING PERSONNEL ON PROPER VACUUMING METHODS AND TECHNIQUES

METHOD

- A slow pass against the carpet pile is more effective than several quick strokes. Vacuum with slow, deliberate passes, forward and backward.
- Heavy traffic areas will require multiple passes (forward and backward) to sufficiently extract embedded soil.
- A vacuum brush will open up the tufts.
- Agitation will loosen the soil.
- Slow movement allows time for air to circulate through the face yarn and extract soil.

RECOMMENDED EQUIPMENT

- Dual Motor Upright Vacuum with a beater bar or double row of brushes.
- Proper vacuum set up should have the brushes in contact with the carpet pile.
- Periodically check brushes for wear.
- For maximum efficiency, change the disposable bag when it is 75% full. When a vacuum bag is over 75% full the vacuum loses much of its effectiveness.



The Mohawk Group recommends CRI equipment that has been approved for this application.

The CRI Seal of Approval program identifies effective carpet cleaning solutions and equipment that clean carpet right the first time and protect a facility's carpet investment. Not all products clean well enough to earn the Seal of Approval distinction, so look for the blue and green CRI Seal of Approval as proof that you are purchasing or using a quality product. For more information about CRI Seal of Approval products, you can visit the CRI website at: www.carpet-rug.org

VACUUMING

CLEANING FREQUENCIES

AREA TYPE	TRAFFIC CONDITION	VACUUMING FREQUENCY
Entry	Heavy	Daily
Ground Floor Halls	Heavy	Daily
Above Ground Halls	Medium	3 per week
Administrative Offices	Medium	3 per week
Classrooms	Medium	3 per week
General Office Areas	Medium	3 per week
Hospital/School Corridors	Medium	3 per week
Conference Rooms	Medium	3 per week
Nursing Stations	Medium	3 per week
Patient Rooms*	Medium	3 per week
Executive Offices	Light	Weekly
Boardrooms	Light	Weekly

* Occupancy and biological spills also determine frequency.

HEAVY COMMERCIAL TRAFFIC

The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

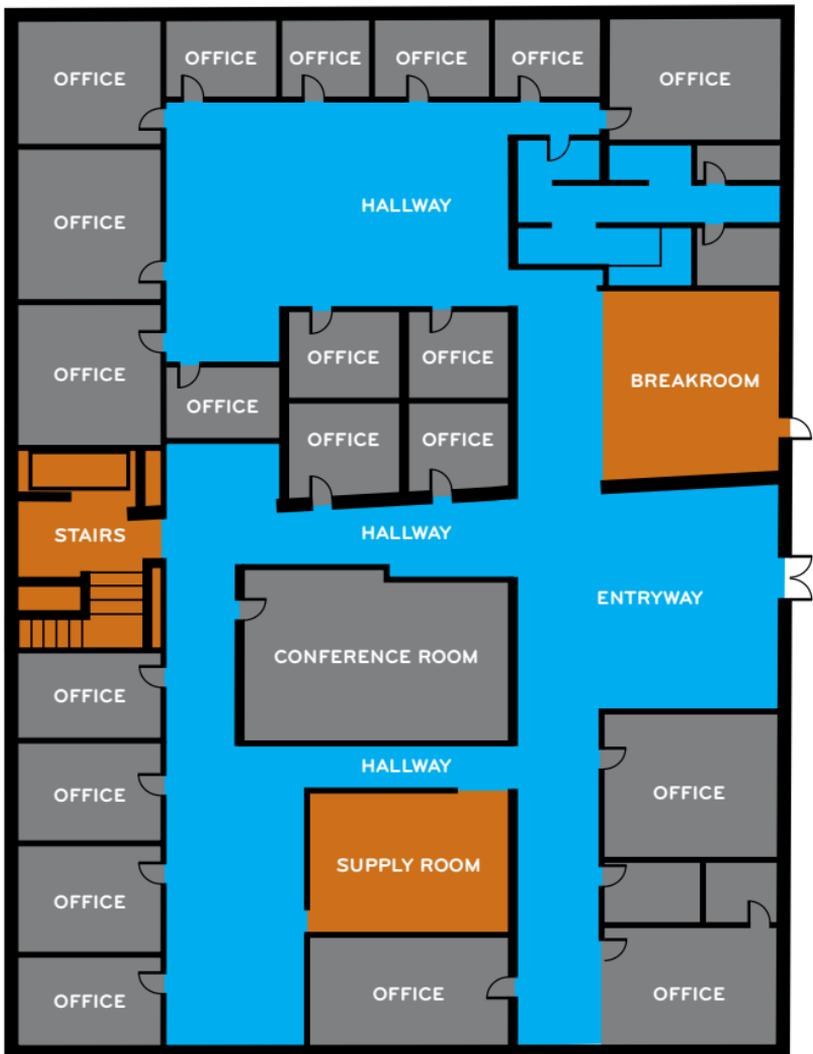
MEDIUM COMMERCIAL TRAFFIC

Medium Commercial areas are those that must withstand high foot traffic such as school corridors and classrooms, administrative and general office areas.

LIGHT COMMERCIAL TRAFFIC

Light traffic areas include executive offices, boardrooms and cubicles. Traffic is minimal, thus reducing the soil in this area.

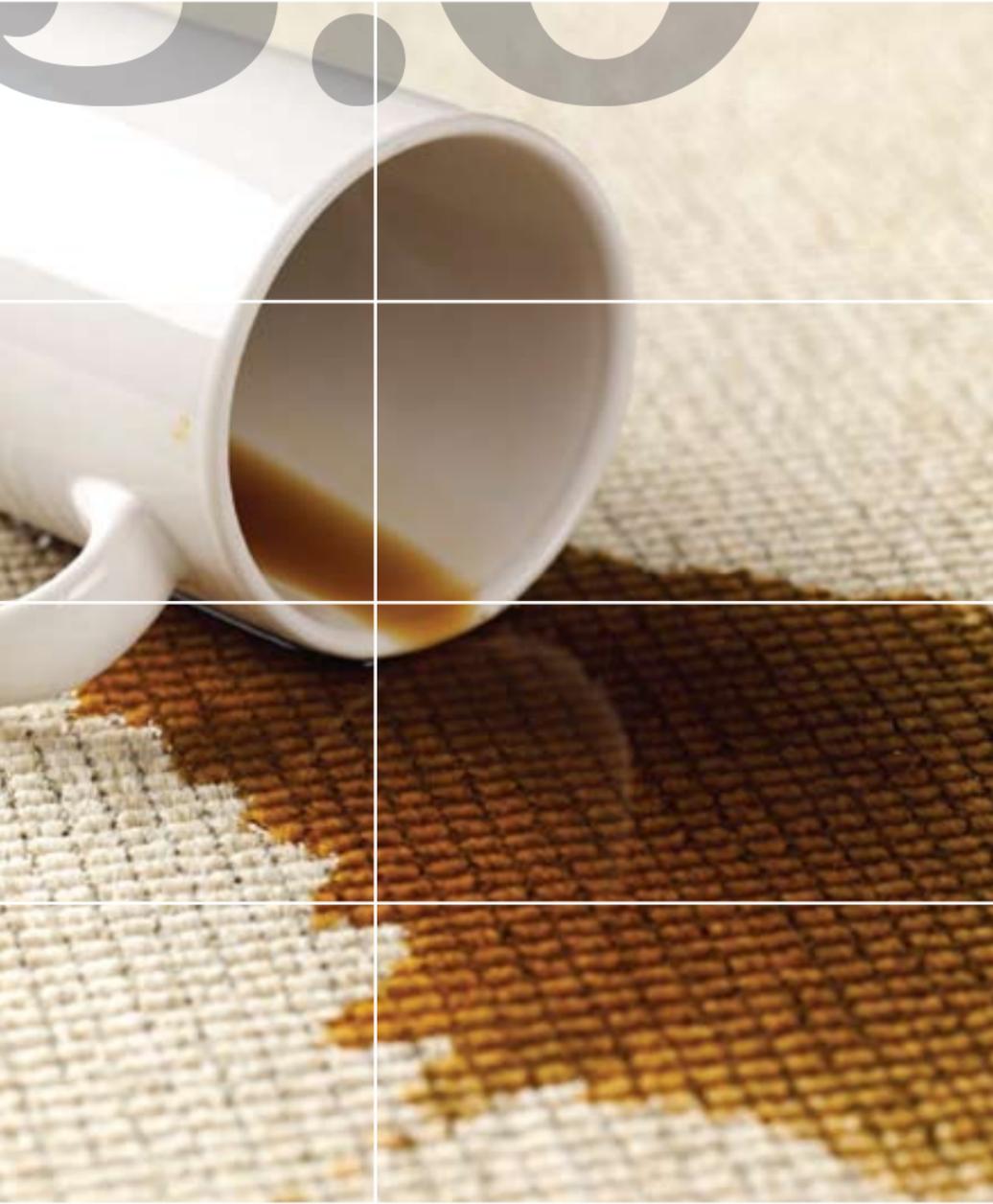
INTERIM CLEANING FREQUENCY	DEEP CLEANING FREQUENCY
1 per week	9 times per year
1 per week	9 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
2 per month	6 times per year
1 time per month	3 times per year
1 time per month	3 times per year



Corporate office cleaning frequencies

SPOT REMOVAL

3.0



NOTE:

When cleaning a stain never scrub, it may spread the stain or distort the fibers.

EFFECTIVE SPOT REMOVAL STARTS WITH THE PROPER PRODUCT SPECIFICATION

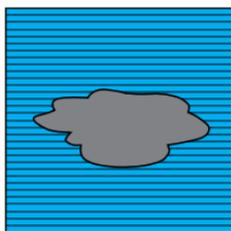
If you specify one of TMG's stain resistant systems—Duracolor, ColorShield or EverSet—you are specifying the best stain resistant systems available. These products allow 96% of all stains to be removed with water only, ensuring that your carpet will last longer, look new longer, be less expensive and more environmentally friendly to maintain.

TAKE IMMEDIATE ACTION

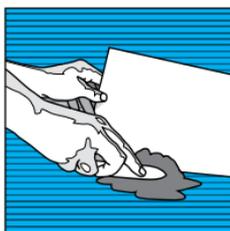
Spills should be extracted or blotted up with a white absorbent towel or paper towel and rinsed with water immediately. Spotters should then be applied and rinsed thoroughly with clear water. Always work from the edge towards the center of the spill. Never rub, it may spread the stain or distort the fibers.

THE MECHANICS OF SPOT REMOVAL

The spot removal instructions shown below will work on a majority of the spots and stains you may encounter.



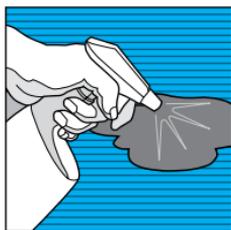
1. Identify the spill



2. Blot or scrape up the substance (Do Not Scrub)



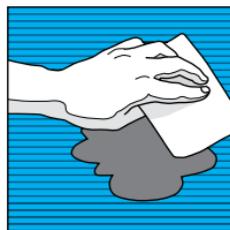
3. Rinse with water*



4. Apply cleaning solution**



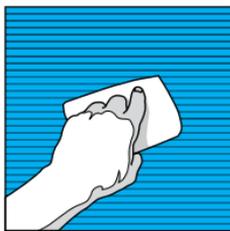
5. Agitate gently—start at the edge and work inward



6. Blot or extract



7. Rinse with water



8. Blot or extract the water

* For carpets with Duracolor, ColorShield, or EverSet stain resistant systems water is the only spot removal solution necessary.

** For carpets without The Mohawk Group stain resistant systems apply recommended cleaning solutions as needed.

SPOT REMOVAL

TYPES OF STAINS & HOW TO REMOVE

CATEGORY “A” STAINS

Water based stains such as catsup, fruit juice, etc.

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply a mild carpet spotter cleaning solution sparingly and gently agitate the stained area. Blot or extract to remove substance. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

STEP 2: Repeat if necessary.

CATEGORY “B” STAINS

Petroleum based stains such as grease, oil, shoe polish, etc.

STEP 1: Blot or extract to remove substance. Try implementing cleaning procedure for Category “A” stains using a mild carpet spotter.

STEP 2: Blot or extract to remove substance. Apply only enough cleaning fluid to dampen the stained area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Repeat as long as the stain continues to transfer from the carpet to the towel. Rinse thoroughly with clear water. Blot or extract to remove remaining excess moisture.

STEP 3: Apply a specific POG (Paint, Oil and Grease) Dry Solvent Cleaner sparingly to a clean white towel or paper towel and apply to the stained area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Blot or extract to remove excess moisture.

CATEGORY “C” STAINS

Coffee and tea based stains.

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply coffee stain remover according to manufacturer’s recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

CATEGORY “D” STAINS

Biological stains such as blood, urine, vomit, etc.

STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply an alkaline disinfectant type cleaner (below 10 pH) according to manufacturer’s recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove excess moisture.

NOTE: Recent studies have shown no increase in the incidence of healthcare-associated infections in the presence of carpet as compared to other surfaces in general patient care areas or public areas. (Healthcare Design Magazine, March 2007)

NOTE: The Mohawk Group's stain resistant systems—Duracolor, ColorShield and EverSet—allow 96% of all stains to be removed with water only, making it much easier and cost effective to maintain and sustain your carpet investment.

MOST COMMON STAINS AND THEIR CATEGORIES

Asphalt *	B	Copier Toner	Vacuum only
Ball Point Pen	A	Cosmetics	B
Beer	A	Glue, Latex	B
Bleach	A	Grass	A
Blood	D	Grease *	B
Brass Stain	A	Ink, Copying	B
Betadine *	B	Ink, Permanent	B
Butter	B	Iodine *	B
Calcium Chloride (De-Icer)	A	Mildew	A
Candle	B	Oil *	B
Candy	A	Paint, Latex	A
Carbolic Acid (Disinfectant)	A	Paint, Oil *	B
Carbon, Black	B	Peanut Butter	A
Catsup	A	Perfume	A
Cement, Building	A	Salad Dressing	B
Cement, Contact	B	Shoe Polish	B
Chewing Gum	A	Soy Sauce	B
Children's Drink Mix	A	Tea *	C
Chocolate	A	Tomato Juice	A
Cigarette Burn	A	Tomato Paste	A
Clay	A	Urine	D
Coke	A	Vomit	D
Coffee *	C	Wine	A

* These difficult stains must be treated immediately to ensure removal of the stain.

NEED ASSISTANCE? Contact The Mohawk Group Technical Department at [800.833.6954](tel:800.833.6954) for any further information.

4.0



CAUTION:

The Mohawk Group does not recommend the use of a spin bonnet, as it can damage the fibers in your carpet. Use will void any warranties.

MARK IT ON YOUR CALENDAR

A well-planned maintenance program includes regular interim and deep cleaning methods.

EFFECTIVE INTERIM CLEANING INCLUDES:

- Pile lifting & vacuuming
- Wet or dry spot cleaning
- Low Moisture cleaning or hot water extraction in high traffic areas

METHOD

For interim cleaning The Mohawk Group recognizes that there are many low moisture cleaning methods available in the marketplace. We suggest that you analyze several methods for effectiveness and cost, to determine which best suits your facility.

An effective low moisture cleaning method involves the application of a low moisture cleaning substance that dissolves and absorbs both water and oil based soils, holding them until they are removed by vacuuming. The cleaning agent contacts all surfaces of the soiled carpet fibers, breaking down the bond that causes the soil to stick to the carpet fibers.

- Thoroughly pre-vacuum all areas, paying particular attention to the heavily soiled areas.
- Apply cleaner only to soiled areas.
- Brush the cleaner gently through the carpet to remove stains and soil.
- Vacuum up the loose soil and the cleaning agent.

LOW MOISTURE METHOD

The Low Moisture Method utilizes a cleaning solution that encapsulates soil and grime for easy removal from the carpet fiber. It can be used to keep traffic lanes clean between water extraction cleaning, and where constant traffic doesn't allow ample drying time for a wet system. Closely follow the manufacturer's user instructions for low moisture extraction system. As with other systems, low moisture extraction improperly carried out can lead to poorly maintained and damaged carpet.

PLEASE SEE SECTION 2.1 FOR PROPER INTERIM CLEANING SCHEDULE

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CAUTION:

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DEEP CLEANING

Deep Cleaning is restoring the carpet's appearance by extracting soil and substances that can damage your carpet. The Mohawk Group recommends hot water extraction as the most effective method to give restorative deep cleaning results.

METHOD

Hot water extraction is the industry's most frequently used method of deep cleaning. A hot water and light cleaning solution, in the manufacturer's recommended mix, is sprayed into the carpet. This solution mixes with the soil as powerful extraction removes the solution and the loosened soil in the process.

NOTE: Caution must be used with this method to avoid over-wetting.

- Test the cleaning chemical to be sure it dries without stickiness or residue; otherwise, it can cause rapid re-soiling. Simply put some detergent in a saucer and allow to dry. If sticky to the touch, do not use.
- Use only detergents that have a pH factor below 10 and contain low levels of volatile organic compounds (VOCs).
- With proper hot water extraction equipment, carpet should be dry within 4-6 hours. Extractors incorporating a brush between the water jet and vacuum are recommended.
- If a pre-spray is needed to address spots prior to deep cleaning, use a product specifically formulated to remove detergent residue and mineral deposits.

RECOMMENDED EQUIPMENT

- 120 PSI (pounds per square inch) or more of water delivery.
- 150 inches of mercury lift or more vacuum.
- Must be able to reach all carpeted areas.

NOTE: During extraction, it is essential to extract as much moisture as possible with dry passes. Enhance the drying time by using air movers allowing three to four hours drying time after the last extraction before traffic is allowed on the carpet.

PLEASE SEE SECTION 2.1 FOR PROPER DEEP CLEANING SCHEDULE



CARE OF WOOL CARPET

- The most important elements of maintaining your wool carpet investment includes the steps of thorough vacuuming, interim low moisture cleaning in high traffic areas and deep cleaning with warm (not hot) water.
- Vacuuming of wool cut pile carpets is most effective with the use of a rotary beater bar/ brush. For loop pile constructions, a suction only vacuum should be used to prevent fuzzing.
- There are many cleaning agents, both dry and wet, that are suitable for use on wool carpet. Consult your local cleaning professional when selecting an approved cleaning agent for wool carpet. Your last step in deep cleaning must include a rinse with clear water.
- Do not apply stain repellent treatments that contain silicone because they will significantly accelerate soiling.
- Care must be taken to not over-wet wool carpet.
- Immediate attention to spills will prevent the development of a stain. Remove the solid spill and use a white absorbent cloth/towel to absorb all of the spilled substance. Apply spot cleaning agent sparingly as defined in the spot removal section of this maintenance guide. Work from the edge towards the center of the spill. Never rub, as it may spread the stain.
- Test all spot and cleaning agents in an inconspicuous area to be sure it will not remove the carpet color.

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**THE MOHAWK GROUP
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800.833.6954**

**FOR MORE DETAILED
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