

Step by Step Maintenance

Carpet



Step 1
Planning



Step 2
Cleaning



Step 3
Enhanced Cleaning + Disinfecting



Step 4
Spot & Spill

ShawContract®

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Planning

The carpet maintenance program should be considered part of the buying decision. If proper maintenance is neglected, carpet appearance will suffer, shortening its useful life and increasing long-term costs. Preventative maintenance and developing a maintenance schedule are the two primary ingredients of performance planning.

Preventative Maintenance

Prevent soil from entering and spreading throughout the building to prolong the life of your carpet and reduce overall maintenance needs.

Keep outside areas clean

By maintaining a clean exterior, dirt coming in the building will be minimized. Be sure to keep sidewalks and garages clear of dirt and debris.

Use of entryway system of walk-off tiles at entrances

Walk-off tiles should be placed at exterior entrances (12-15 feet of matting from the exterior entrance door, is recommended). Use a coarse texture tile designed to brush soil from shoes in conjunction with a water absorbent tile designed to trap moisture. Matting should be maintained regularly to not transfer soil after long term use.

Developing a Maintenance Schedule

Carpet maintenance must be established as a scheduled program, rather than a random series of infrequent cleanings and reactions to soiling conditions. Tailor the design of the program to the amount of traffic and type of soiling, both of which vary by area.

Identify traffic patterns

Assess the building layout, traffic flow and activities held within various areas to identify traffic patterns within the building. Generally, private offices will have light traffic; corridors, conference rooms and classrooms will have medium traffic; and entrances, main hallways and workrooms will have heavy traffic. Airports and entries to public spaces such as hospitals, malls and theaters are considered severe conditions.

Establish a plan

The frequency and method of cleaning should be based on the guidelines on the following page.

Suggested frequency chart for commercial carpet care.

	Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
LIGHT	Private Offices	2+ times per week	As needed	As needed	1 time per year
	Cubicles				
	Work Stations				
MODERATE	Shared Offices	1 time per day	As needed	As needed	2 times per year
	Secondary Hallways				
	Conference Rooms				
	Classrooms				
HEAVY	Common Entrances	1+ times per day	As needed	Monthly	4 times per year
	Elevators				
	Main Hallways				
	Break Rooms				
	Work Rooms				
	Mail Rooms				
	Patient Rooms				
	Waiting Areas				
EXTRA HEAVY	Common Entrances in Severe Climates	1+ times per day	As needed	Weekly	Monthly

This chart represents a general guideline; your program should be customized to your specific conditions.

Extra heavy traffic and soiling conditions require more frequent attention.

NOTE: Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and help remove embedded dry sand and soil.

Cleaning

With an appropriate maintenance program in place, the next step is to follow it. An explanation of recommended cleaning methods, and guidelines for each, are listed on the following pages.

Daily Maintenance

Vacuum

Vacuuming is the most important element in the maintenance of carpet and overall appearance of the facility. Vacuums are designed to remove dry soil, which accounts for 80-85 percent of soil tracked into a building. Frequent usage captures dirt at the surface before it settles and becomes more difficult to remove. A quality vacuum is vital to prolonging the life of your carpet - a commercial, dual-upright, top-loading vacuum is recommended. When selecting a vacuum, be sure it is certified by the Carpet and Rug Institute (CRI) – Seal of Approval Program (www.carpet-rug.org).

Spot Cleaning

Unlike planned maintenance, spot and spill removal is the reaction to an unplanned incident and should always involve immediate action.

1. In general, solids should be gently removed and liquids blotted with a white towel, working from the outer edge of the spill toward the center.
2. Next, apply Shaw TOTALCARE or another spotter certified by the CRI Seal of Approval Program to the stained area. Agitate with a soft bristle brush (do not scrub) and allow solution to dwell on the carpet for a minimum of 10 minutes.
3. When dry, remove by vacuuming. Wet stains, severe stains, or bodily fluids should be removed by a portable extractor. If this does not fully remove the stain, contact a professional cleaner or follow the recommendations on the attached chart.

Use General Soil Spot Removers, like Shaw's TOTALCARE for most common spots and spills. (For ordering information call 1.877.209.7309 or contact your Shaw Contract Account Manager.) Additional cleaning agents are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org).

Use solvent spotters for oil/grease (petroleum-based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.

Cleaning

Use specialty products (www.proschoice.com) for set stains where color has been added or altered.

CTI Pro's Choice Red Relief*

(acid dye stains – colored soft drinks, medicines, etc.)

CTI Pro's Choice Stain Magic*

(organic dye stains – coffee, tea, mustard, etc.)

*See chart

Interim Maintenance Cleaning | Encapsulation

Interim maintenance is the cleaning between vacuuming and deep cleaning. Completing the encapsulation process regularly will renew the carpet appearance and extend the life of your carpet. Encapsulation is not intended to replace hot water extraction.

Encapsulation Process

- Always pre-vacuum.
- Apply encapsulation CRI SOA cleaning agent.
- Use twin cylindrical brush to agitate and lift pile.
- Vacuum cycle labor saving quick drying.

Deep Cleaning | Extraction

Deep cleaning should be performed regularly to remove deeply embedded soil, renew carpet appearance and for indoor air quality. Hot water extraction is recommended after every third encapsulation.

Hot Water Extraction Process

- Always pre-vacuum.
- Apply an approved pre-spray cleaning agent in the CRI (SOA) Program.
- Agitate with mechanical brush and allow 10 minutes dwell time.
- Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.

Type of High Performance Hot Water Extraction

- Portable Extractor Variable Pressure Pump Heater/Burner
- Self Contained Walk Behind Extractor with Cylindrical Brush
- Self Contained High Recovery Rate and Maximum Efficiency

NOTE: Bonnet cleaning is NOT recommended! Bonnet cleaning provides only a temporary appearance enhancement. This is due to the process only absorbing at the surface and providing no extraction of deeper soiling. Over time, it can damage the carpet fibers because the soil is forced deeper into the carpet.

How to locate a professional cleaner in your area?

Contact Shaw Contract Inforum at 1.877.502.7429 or

inforum@shawinc.com.

Enhanced Cleaning + Disinfecting

Shaw Industries, Inc. provides information and insights to help facilities make informed decisions about cleaning floors. While floors have traditionally been considered a low touch environmental surface, the CDC has released information and guidance for the enhanced cleaning of surfaces through their published guidelines for cleaning and disinfecting and List N: Disinfectants for Use Against SARS-CoV-2.



Enhanced Cleaning Recommendations

Routine and proper maintenance is the foundation for a clean floor. We recognize that many will explore the use of products for interim cleaning and disinfection. The CDC maintains a list of registered products that can be used for enhanced cleaning procedures. While these products have been approved by the EPA, many products on the list may not be suitable to preserve the long term appearance or performance of your flooring product. We are actively working to identify products on this list that when used in accordance with their instructions, result in no color or finish loss for resilient or fiber degradation and color loss for carpet. These tested and approved products are listed under the product category section.

Daily Cleaning

- As outlined above and in our carpet maintenance checklist, remove loose soil, debris and other substances through vacuuming.

Deep Cleaning:

- Deep clean using a 160-degree Hot Water extraction process outlined above and in our carpet maintenance checklist along with the detergent pre-spray.
- As outlined in the guidelines from the CDC, "For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces."

Interim Cleaning

- The use of EPA registered disinfectants may cause negative effects on carpeting. For example, quaternary ammonium products can leave a sticky residue and result in yellowing or distortion of surface appearance.
- Before using any cleaning solution on commercial finishes, it is important to review the product information and instructions.
- Test disinfectants and other cleaning products in an inconspicuous area.
- We are actively testing products appropriate for interim use on carpet and will update this listing as products are approved.

Cleaning

Caring for your equipment

Proper cleaning of equipment between jobs is essential to prevent cross-contamination. The use of hot water and detergent along with the use of an EPA approved product is suggested for all exposed surfaces.

Floor Cleaning Distributors/Suppliers

Shaw Contract recommends the following distributors for purchasing cleaning supplies.

1. shawtotalcare.com
2. JonDon.com
3. aramsco.com

The complete guide for proper carpet maintenance can be located in our Carpet Maintenance Checklist.

Spot & Spill Removal

Unlike planned maintenance, spot and spill removal is the reaction to an unplanned incident and should always involve immediate action. The process of spot and spill removal should be based on the guidelines and chart on the following pages.

Spot and Soil Removal Process

1. In general, solids should be gently removed and liquids blotted with a white towel, working from the outer edge of the spill toward the center.
2. Next, apply Shaw TOTALCARE or another spotter certified by the CRI Seal of Approval Program to the stained area. Agitate with a soft bristle brush (do not scrub) and allow solution to dwell on the carpet for a minimum of 10 minutes.
3. When dry, remove by vacuuming. Wet stains, severe stains, or bodily fluids should be removed by a portable extractor. If this does not fully remove the stain, contact a professional cleaner or follow the recommendations on the attached chart.

Spot & Spill Removal

Adhesive — Carpet	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Alcoholic Beverages	Clean with TOTALCARE or another general purpose cleaner (CRI SOA).
Asphalt	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Betadine	Clean with Pro's Choice Red Relief. Follow by rinsing with water only.
Blood	CRI SOA enzyme spotter and rinse with water only. Dry blood, process may need to be repeated.
Butter	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Chewing Gum	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Chocolate	Clean with TOTALCARE or another general purpose cleaner (CRI SOA). Follow by rinsing with water only.
Coffee	Clean with CTI's Stain Magic and follow by rinsing with water only.
Cola	Clean with TOTALCARE or another general purpose cleaner (CRI SOA). Follow by rinsing with water only.
Cosmetics	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.

Spot & Spill Removal

Crayon	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Deicer, Salt	Vacuum and blot. Next, clean with TOTALCARE or another general purpose cleaner (CRI SOA). Extract using professional acid rinse.
Excrement	CRI SOA enzyme spotter and rinse with water only.
Food	Clean with TOTALCARE or another general purpose cleaner (CRI SOA). Follow by rinsing with water only.
Furniture Polish	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Grease	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Ink — Ballpoint, Permanent and Washable	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Lipstick	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Milk	CRI SOA enzyme spotter and rinse with water only.
Mustard	Clean with CTI's Stain Magic and follow by rinsing with water only.
Nail Polish	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.

Spot & Spill Removal

Paint — Latex and Wet	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Rust	Contact a professional.
Tea	Clean with CTI's Stain Magic and follow by rinsing with water only.
Toner — Copier	Thoroughly vacuum while dry. *Never apply moisture to dry toner.
Urine or Vomit	CRI SOA enzyme spotter and rinse with water only.
Wax	Clean with a solvent designed (Pro's Choice Power Gel) for grease removal. Follow by rinsing with water only.
Wine	Clean with Pro's Choice Red Relief. Follow by rinsing with water only.

Helpful Links

Pro's Choice Website
proschoice.com

The Carpet and Rug Institute Website
carpet-rug.org

Additional Resources

Visit Shaw Contract's literature center at
shawcontract.com

Contact Shaw Contract's Inforum at
inforum@shawinc.com or 1.877.502.7429

Visit Shaw's technical support site at
technicalsupport.shawinc.com