encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

Care & Maintenance Guide

Carpet is a major investment for any facility. Comprehensive cleaning programs foster cleaner air and healthy environments that look good, boost morale and performance, and ultimately protects the capital investment through extended product life cycles that lower your overall cost.

Four Cornerstones of a Smart Carpet Care Program

1. **Preventative Maintenance**

   Stop dirt in its tracks with well placed entrance mats that trap soil and absorb moisture.

2. **Daily Maintenance**

   Schedule vacuuming and daily spot cleaning.

3. **Interim Maintenance**

   Establish minimum cleaning frequencies to retain fresh carpet appearance. Use low-moisture encapsulation for maximum pile-lifting at scheduled cleaning intervals.

4. **Restorative Maintenance**

   Perform scheduled periodic deep cleaning using hot water extraction.

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

1. Preventative Maintenance

Since 85% of soil comes in the door clinging to the feet of visitors and occupants, one of the best values in facility maintenance is an effective preventative maintenance program. Cleaning soil accumulations contained in one place reduces cleaning costs and enhances the appearance of your facility. The International Sanitary Supply Association (ISSA) estimates that it costs $600 to capture and remove one pound of soil after it is tracked into a facility. Careful mat selection and placement are essential for quality results. An entrance mat can easily accumulate over one pound of soil per day.

A comprehensive entrance matting system

- Enhances facility cleanliness
- Increases safety by absorbing liquids at entrances and where potential accumulations could cause slip/fall accidents
- Easily accommodates the first five or six footfalls, which carry in 80% of tracked-in soil and water
- Determines placement by taking into consideration traffic flow and volume at all entry points
- Allows for 9 - 15 feet inside the entrance for peak effectiveness
- Provides maximum grit control and water retention
- Provides a safe, slip-resistant surface

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

2. Daily Maintenance - Vacuum & Spot Removal

The single most effective and economical way to extend the life of carpet is thorough daily vacuuming. Since routine vacuuming removes 90% of all dry soil by weigh, removing this soil before in can be worked down into the carpet fibers reduces maintenance costs and extends the life of the carpet. Daily visual inspection enables spots and spills to be cleaned up before they become stains. Spots should be treated with low-moisture spotting procedures immediately.

- Choose equipment suited to the fiber type and construction. Look for the Carpet and Rug Institute (*www.carpet-rug.org*) certification symbol for models that meet strict standards for soil removal, particulate containment and appearance retention. Visit the CRI website to view a list of approved vacuum cleaners.
- Establish vacuuming schedules according to traffic volume in specific areas, weather conditions and facility use.
- Train staff in proper vacuuming methods and equipment care.
- Commit to daily low-moisture spotting program. Encapsulations spotting is an effortless system, yet it is extremely effective for over 90% of unidentifiable spots. Encapsulation spotting simplifies a complex process to ensure best practice and quality results.

ENCORE recommends the Whittaker Crystal Dry® Spotting system, which can be viewed at *www.whittakersystem.com*

Crystal Dry® is certified by the WoolSafe Organization, and will not harm delicate woolen fibers.

For wet spills, blot up excess moisture as soon as possible. For large amounts, use a wet vacuum to recover as much as possible, then blot dry. Follow up encapsulation spotting as described above.

Occasionally a spot may reappear or cannot be removed easily. Contact a certified carpet technician or use a multi-bottle spotting kit and trouble shooting chart. Visit *www.carpet-rug.com* or use manufacturer recommendations to remove stubborn spots and stains.

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

Daily Vacuuming

Choose a quality vacuum or follow recommendations by the carpet manufacturer. Take into consideration carpet profile, density, and fiber type. Look for high-efficiency particulate air filtration (HEPA), disposable vacuum bags, high airflow, durability, and commercial performance to ensure the equipment selected is the most effective at soil removal and dust containment.

Types of Vacuums

- Backpacks
- Canisters
- Hip
- Upright
- *ENCORE DOES NOT RECOMMEND RIDE ON VACUUMS; THE USE OF RIDE ON VACUUMS WILL VOID THE WARRANTY

Vacuum Maintenance

- Periodically check brushes and belts for wear
- Change disposable bag when half full; 80% efficiency is lost when a vacuum bag is over half full
- Inspect cords and other electrical components for proper safety

Training

- Roller brushes and non-electrical suction wands with brush strips open tufts, agitates, and loosens soil
- Slow pass vacuuming allows time for additional airflow to remove embedded soil
- Productivity rates are 1,000 - 4,000 sq. ft. per hour for obstructed areas and 4,000 - 10,000 sq. ft. per hour for unobstructed areas such as hallways and lobbies. This depends on the production of equipment and the method of cleaning.

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

3. Interim Maintenance

An effective carpet maintenance program always includes interim maintenance with established minimum cleaning frequencies. The goal of interim maintenance is to keep the carpet clean and maintain the highest possible level of appearance at the lowest overall cost.

Low-moisture encapsulation is the preferred method since it effectively combines mill recommended pile-lifting and interim cleaning into a single step, saving time and labor costs. Low-moisture cleaning reduces friction and any fiber distortion that can be caused by dry agitation. A twin-cylindrical brush machine performs both applications, reducing the need for a separate specialty machine. Embedded soil is released and carpet is left looking new after each cleaning application without harming carpet fibers or leaving the sticky residues that accelerate re-soiling. Only a small amount of water is required during interim maintenance, which eliminates facility disruption and carpet damage associated with over-wetting.

Interim Low-Moisture Encapsulation Cleaning

Low-moisture encapsulation chemistry is the most cost-effective product for interim maintenance. Crystallizing polymers blend with detergent components to release and encapsulate soil particles without harming the carpet fibers. Environmentally-friendly formulations emulsify dry and oily soils and are easily removed through ordinary scheduled vacuuming.

Benefits of Low-Moisture Interim Maintenance

- Extended life of your carpet
- Consistent appearance levels
- Meets environmental criteria for a healthy indoor environment
- Inexpensive to perform 2 - 6 applications per year

Effective Interim Maintenance Cleaning

1. Apply encapsulation cleaning solution to carpeting.
2. Agitate solution into the carpet fibers using a lightweight twin-cylindrical machine that provides safe agitation, lifts carpet pile, and removes embedded soil.
3. Vacuum when dry or at the next scheduled vacuum cycle.

Caution: Spin bonneting or rotary agitation can harm carpet fibers and lead to shortened carpet life. The use of rotary agitation may void any factory warranties. Review manufacturer recommendations.

ENCORE Hospitality Carpet recommends Whittaker Lomal family of twin-cylindrical brush machines, which can be viewed at *www.whittakersystems.com.*

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

4. Restorative Maintenance

The goal of deep cleaning is to remove embedded dry soil, oily substances, and any residue build-up. Even if not readily visibly, these substances can damage fibers and reduce the life of the carpet. Carpet appearance is restored by injecting water into the carpet fiber, agitating to release difficult soil, and wet extracting soiled solution with commercial vacuums into a recovery tank.

Hot water extraction injects hot tab water (not to exceed 150° F) into carpet at 100 PSI (pounds of pressure per square inch) or more. Pre-spray solution should contain low volatile organic compounds (VOCs) with a pH factor 9 and below. Deep cleaning is most effective if the solution, soil, and moisture are extracted from the carpet using 100 - 150 inches of vacuum waterlift or more.

To ensure optimum results, pre-spray traffic lane areas and prior to extraction (5 - 10 minute dwell time is recommended). Heavy traffic areas may require additional agitation prior to hot water extraction. Agitate these areas using a tin-cylindrical brush machine to lift the pile and remove embedded soil for better results. Choose environmentally preferred products formulated to extract detergent residues and mineral deposits, which can degrade carpet and accelerate wear. Water injected at high speeds and agitated by brushes effectively pulls more suspended soils out as it is extracted in a single pass.

To prevent over-wetting, exercise caution and follow machine instructions carefully. According to the Carpet and Rug Institute, drying time averages 4 - 6 hours, but should never exceed 24 hours. The dried carpet should be vacuumed prior to use. Air movers and commercial dehumidifiers may speed drying time.

Note: Spin bonneting or shampooing with an abrasive brush prior to extraction is not recommended by the leading carpet mills. If extreme soil conditions exist, apply traffic lane cleaner (10 minute dwell time) and agitation with a twin-cylindrical brush machine. Use hot water extraction (HWE) to recover all of the soiled solution released through agitation. This two-stop process may be necessary only in areas that require deep cleaning.

ENCORE's warranty will only be valid if the proper maintenance procedures are followed.

encore
carpet | rugs | resilient

734 SOUTH RIVER STREET
CALHOUN, GEORGIA 30703
1.844.225.3100
www.encorehospitalitycarpet.com

Care of Wool Carpet

Interim Low-Moisture Encapsulation Cleaning

Protect the investment of your wool carpet by following a sensible approach, using a comprehensive maintenance plan suited to the carpet's color, pattern, and construction. The single most effective component in the care of wool carpet begins with daily vacuuming and scheduled interim maintenance using Crystal Dry®. For best results, use warm tap water instead of hot water. Always test for colorfastness in an inconspicuous area. The extra care you give wool carpeting will pay off with long-term resilience and durability.

Destructive Practices to Avoid

- Extreme water temperature damages fibers and may cause delamination of seams.
- Cleaning solutions with high VOCs that leave residue may cause rapid resoiling and fiber damage.
- Using bleach on carpet spots will cause permanent damage.
- Chemicals with high VOC levels may harm the carpet and impact indoor air quality levels.
- Increasing airborne particulates by performing dry pile lifting may recirculate dust and harmful particulates into the indoor environment.
- Spin bonneting and shampooing with a rotary floor machine are not recommended by the leading carpet mills, CRI, or WoolSafe Organization.

Wool carpet requires mild cleaning solutions and safe agitation. Visit *www.woolsafe.org* for additional information. The Carpet and Rug Institute tests the effectiveness or carpet cleaning equipment and chemistry. Their certification validates cleaning performances and helps customers recognize quality products. Visit *www.carpet-rug.org* to view the CRI Seal of Approval and recommended products.