

Modular Tile & Broadloom Maintenance Guidelines

1. Preventive Care

- a. Newly installed carpet and carpet tile must be protected from on-going construction/trade traffic. Do Not Use Plastic. Plastic will accelerate soiling and discolor the carpet it was intended to protect. Craft paper, Masonite or Cardboard are recommended.
- b. Outside Maintenance – Minimize exterior sources of soil, sand, dirt and other foreign substances that can be tracked on to the installation. Make sure all entrances to the building are clear of dirt and debris. Especially loading dock areas. Walk off mats from loading dock areas are also recommended.
- c. Track-off Mats – Walk off mats, entrance grates and removable elevator carpets prevent soil from being tracked into the building and are highly recommended.
- d. Spills – Designate specific areas of the building for refreshments. When spills occur address quickly! See “Stains & Spills” for proper cleaning method.
- e. Chair pads – Chair pads will protect carpet from rolling chair casters. Pads will reduce wear, texture loss and maintenance requirements beneath desk areas.

2. General Maintenance

- a. Vacuum Equipment – Vacuum Equipment must provide adequate suction with Nonabrasive beater bars or brushes. Vacuums must be maintained on a regular basis and operate free and clear of lodged paper clips, plastic, shards of glass, or other sharp edges that will damage the carpet fibers.
- b. Vacuum Frequency – Frequent vacuuming is necessary. It is a required component of any proper carpet maintenance program. Heavily trafficked areas of the installation should be vacuumed daily. Light and moderate traffic areas should be vacuumed twice a week. It is the least expensive and most effective method of caring for your carpet.
- c. Stains & Spills – Stains and spills must be addressed quickly. Neither get better with time. Most spills are best remedied by the use of clean, warm water and neutral pH cleaning solutions. Blot all spills with a clean absorbent towel. Do not rub spills into the carpet’s surface. Apply warm water to the spill. Blot dry. Repeat numerous times. Always make sure water is clear and blotting towels clean and dry. Rinse and blot dry until stain is removed.

3. Professional Cleaning – All carpets and carpet tiles will require professional cleaning. Professional cleaning frequency is dependent upon traffic, exposure to soiling, spills, stains etc... Consult a professional carpet cleaning expert for specific recommendation.

Carpet Cleaning Companies recommend a variety of carpet cleaning methods. Totally Enterprises, LLC Does Not recommend a bonnet spin, rotary shampoo or cylindrical foam shampoo systems for any of its carpets or carpet tiles. These methods of cleaning will damage the carpet.

Totally Enterprises, LLC recommends a hot water extraction system. This is the most effective and proven carpet cleaning method. Make certain carpet is not over-wetted or walked upon without adequate drying time.

Modular Tile & Broadloom Maintenance (cont'd)

- 4. Special Issues** – Carpet reveals whatever it has been exposed to. Care must be taken to protect carpet from soil, spills, furniture assembly and or furniture removal. Furniture should not be dragged across carpet or carpet tiles. Damage will result.

On occasion pulled loops will rise above the carpet's surface. These should be trimmed immediately to avoid catching on other objects or from becoming worse.

Seams on broadloom must be sealed. It is a requirement. If not properly sealed, exposed, cut edges of the carpet will exhibit yarn sprouts along the seam area. Contact an installation professional for a remedy.

From time to time carpet tiles will reveal sprouts around its edge(s) this is normal and will require trimming. This does not affect the warranty or performance of the carpet tile.

- 5. Pile Lifting** – Pile lifting is an accepted and often necessary form of regular maintenance. It is often required to enhance the carpet's texture in heavily trafficked areas such as corridors or along pivot points.