



CM HOSPITALITY CARPETS'

Care and Maintenance Guidelines

CM Hospitality Carpets
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MAINTENANCE PLANNING

Carpet Selection

CM Hospitality carpets are quality engineered to provide a long and functional life and remain attractive long after it is installed. The carpet maintenance program should be part of the buying decision and implemented the day of the installation. Without an effective maintenance program in place, the carpets appearance will suffer, minimizing the carpet's performance and increasing long term cost.

Our maintenance program is based on four simple tasks:

1. Preventive Maintenance – designed to eliminate soil before it reaches the carpet.
2. Daily Maintenance – Vacuuming and Spotting.
3. Interim Maintenance – Low moisture cleaning using encapsulation chemistry.
4. Deep Water Extraction – Use only as needed.

Please note that the information in these guidelines pertain to most carpets made with synthetic “man-made” fibers in commercial applications. Some methods may not be suitable for wool or wool blend carpets.

It is important in a commercial installation to develop a maintenance program that will minimize the impact of soiling into the carpet. By following these procedures, you will be able to block the dirt and contaminants coming into the facility, remove the dry soil in high traffic areas, and keep it from migrating throughout the building.

An effective maintenance plan also includes a color coded floor plan identifying the areas, heavy, medium, and light traffic. It will help locate spot prone areas that may require additional cleaning attention. It can assist in scheduling where to clean, how often to clean, cleaning method and proper equipment to perform the required tasks in each area. Also, it may be used to identify new developed tasks that occur over the course of a day and identifying where to place entry mats.

Texture and construction are key factors in carpet performance. Many elements, including the fiber, fiber denier, twist, pile height, density, carpet style, as well as soil/ stain-resistant treatments contribute to the performance and life expectancy of commercial carpet. Density of construction provides resistance to crushing and matting of the pile. If carpet is manufactured with a loose construction, soil is able to penetrate around the face fibers and become more difficult to remove. A tightly tufted carpet better enables tracked-in soil to stay on the surface of the carpet, where it can be vacuumed away more easily.

Preventative Maintenance

Protective Mats

This is the least costly and most effective way to protect the carpet appearance. 80 to 90% of all soil is tracked into the facility on the feet of employees and visitors. A good entry mat 12 to 15 feet can trap and remove the soil before it reaches the carpeted area.

Other areas to consider using mats are from the kitchen to carpeted areas and entrances from plant facilities to office areas and bathrooms.

As with any product, some mats will perform better than others. Lower quality mats will trap less dirt, soil and other contaminants.

The key points for a well-planned preventative maintenance program are as followed.

1. Maintaining the exterior entry ports of the facility to minimize tracked in soil load.
2. Proper entry matting systems or protective mats are imperative in all facilities to capture and prevent soil migration into the building.
3. It is highly recommended to vacuum all mats daily or more frequently if necessary, to prevent particulate accumulation and soil migration.

Daily Maintenance

Daily maintenance activities include both vacuuming and spot removal. Both of these are critical for the success of any maintenance program. Without a plan in place for these activities, the carpet will quickly deteriorate to an unacceptable level.

Vacuuming

Vacuuming is the single most important maintenance activity for any carpet. Frequent vacuuming especially in high traffic areas will help remove 80 to 90% of dry soil. It is very important to use a commercial grade vacuum with 4-8 cycles, 8-16 strokes, and meets the Carpet and Rug Institute certification criteria. It should also remove soil without introducing substantial particles into the air and without damaging the yarn. A vacuum of lesser quality will only remove the surface soil but may not effectively remove the hidden particles embedded in the base of the pile yarn.

We recommend using the CRI gold or platinum level when purchasing a vacuum. It should have a high filtration system, which will have a longer life cycle, increased effectiveness and contain dust better during vacuuming. A systematic vacuuming maintenance program is a schedule that specifies the type of equipment, the day and the area of the building that is to receive vacuuming. The frequency and duration should match the traffic and soil conditions.

Removing Spots and Stains

Spotting must be performed on a daily basis.

Always use approved spotting agents. Pretest any spot removal solution to make sure it will not damage the carpet fibers. Always follow the manufacture's recommended guidelines.

A visual inspection for spot removal should take place on a daily basis. Using the right chemistry and procedures will help ensure the removal of most spills and stains. 98 % of all spots are water base spots.

Cleaning Water Base Spots

1. Remove all excess solid or liquids.
 - A. If wet, blot with a white towels until no more moisture transfers.
 - B. If dry, vacuum the area to remove as much soil and contaminates as possible.
2. Most water base spots use an approved encapsulation product such as the Whittaker Crystal Spotter.
 - A. Spray the soiled area at least 6" from the spot.
 - B. Agitate the spot using an approved brush in both directions.
 - C. Vacuum when dry or the next vacuuming cycle.

Coffee / regular or decaffeinated

- A. If wet, blot using a white towel until no more moisture transfers.
- B. On larger spills, a portable spot extractor can be used if drying time is not important.
- C. Never use chemistry in the water tank.
- D. Do not saturate the carpet with water. Remove the water and contaminates using the extractor vacuum hose, then blot.
- E. Apply the approved chemistry to the stained area and agitate.
- F. Allow 3 to 4 minutes dwell time.
- G. Using a steam iron and a wet white towel, place over the spot and apply the iron. Allow 8 to 9 seconds and remove.
- H. If the spot is still visible, repeat process E, F and G.

Cleaning Oil Base Spots

1. Remove all excess solids or liquids.
 - A. If wet, blot with a white towel until no more moisture or chemical transfers.
 - B. If dry, vacuum the area to remove as much soil and contaminates as possible.
 - C. A non-flammable, volatile solvent may be used on many oil-base spills.
 - D. Apply product to the towel and blot the stain to break down the dry residue.
 - E. Once the stain is broken down, rinse the spot with a small amount of water.
 - F. Apply an encapsulation solution to the stain, agitate and allow drying.
 - G. If the stain is still visible, repeat process A-F.

Interim Maintenance

Implementing this low moisture encapsulation treatment and reducing hot water extraction to once a year or less, you will maintain a higher carpet appearance at a lower cost. Interim maintenance consists of 3 simple steps.

1. Apply the cleaning solution to the carpet fibers using a manual sprayer or a machine mounted electric applicator.
2. Agitate the cleaning solution immediately into the carpet fibers using a twin or three cylindrical brush machines. This machine will lift and agitate the fibers all in one pass.
3. You can vacuum once dry in 15 to 20 minutes or wait until the next vacuuming cycle.

The cleaning solution is designed to encapsulate the soils in a clear polymer crystal that are brittle enough to be easily vacuumed once dry.

Hot Water Extraction

Before hot water extraction, the area should be vacuumed and then cleaned using the low moisture procedures. This will help loosen the soil deep down in the fibers and make it easy to remove more contaminants.

Never add the cleaning solution to the water tank. This will cause a chemical and soils build up in the fibers. Always use an electric machine applicator or pump sprayer to apply the chemistry. Then agitate the fibers using a twin or three cylindrical brush machines.

You can use an Acid Rinse solution to the water tank to remove some yellowing which helps neutralizes many high pH detergent residues.

The extractor should be commercial grade and approved by the Carpet and Rug Institute Certification criteria. We recommend using the extractors in the gold or platinum level, using a wand to apply and extract the hot water.

Bonnet Cleaning

Please be advised that CM Hospitality prohibit the use of any and all rotary devices machines for the purpose of carpet cleaning, physical agitation and speed drying.

All rotary devices, including bonnet machines and Cimex triple head machine will void the manufacturer's warranty. They are considered improper and shall not be utilized on any CM Hospitality products.

Water Recycling

CM Hospitality does not recommend any cleaning systems that continually recycle the cleaning solution. This method may redistribute the soluble materials and detergents over the whole area being cleaned. This can cause rapid resoiling.

Chair Pads

CM Hospitality recommends the use of chair pads under chairs with roller caster wheels to ensure that you receive maximum performance from your carpeting. Without the protection of chair pads, you run the risk of accelerated wear on the face of the carpet, and they will prevent soil from being ground into carpet pile as well as protecting it from friction abuse.

Water Extraction

Never add the cleaning solution to the water tank of the extractor. If you do not properly rinse the chemical out of the carpet, it will cause a soil build up in the fibers. Always use a pump sprayer or an electric applicator to apply the cleaning solution.

1. The HVAC system must be on during and at least 24 hours before and after cleaning with Water Extraction.
2. Using air movers with HVAC operation will help expedite drying time.
3. Never use cleaning product containing optical brighteners or bleaching agents.
4. Select cleaning products with a pH range of 4 - 9.
5. Do not use products that leave oily or sticky residues.
6. Always follow the manufacturer's recommended procedures.
7. Keep the MSDS, Material Safety Data Sheets available during cleaning.

Note: The use of products that are not CM Hospitality approved or CRI Certified may void your warranty.

Cleaning Solutions and Spotting Guide

Interlink Supply / Bridgepoint Systems

www.interlinksupply.com

Whittaker System

www.whittakersystem.com

Band-Clene

www.baneclene.com/prospotguide

Vacuums

Nobles

www.nobles.com

Tornado

www.tornado.com

Windsor

www.windsor.com

Agitation Devices

Whittaker Systems

www.whittakersystems.com

Extractors

Interlink Supply

www.interlinksupply.com

US Products

www.usproducts.com