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CARPET MAINTENANCE PROGRAM

Carpet	
Project	
Client	
Consultant	

Date	
Pile Fibre Blend	Nylon
Spotting Procedure (refer section 3b)	
Vacuum Cleaner (refer section 3a)	

This program is to be used in conjunction with The Australian Standard 3733.

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1) INTRODUCTION

To get the best service possible from a carpet, regular and systematic maintenance is required.

The purpose of this maintenance is to minimize the collection of soiling material and stains in the carpet. The life of the carpet is thereby prolonged in two ways:

- **the original appearance of the carpet is kept as long as possible; and**
- **carpet wear, which is caused by dirt in and on the carpet, is kept to a minimum.**

The maintenance program should be established at the same time as the carpet specification. This is because many of the factors, which need to be considered in the design and specification of the carpet, also need to be considered in the maintenance program. The maintenance needs forecast for a particular project site will in turn influence the design of carpet suitable for that location.

Design factors which need to be considered in the context of maintenance, include carpet pattern, texture and colour, traffic loads, walk-off mats, lift carpets, chair pads and environmental conditions in and around the building which will influence the amount of soiling material which can find its way to the carpet pile.

In planning a maintenance program, the following elements require consideration and are dealt with in the main part of this maintenance program:

- * **General specifications and information on cleaning and maintenance techniques**
- * **Cleaning methods and frequency**
 - **daily vacuum cleaning**
 - **daily spot and stain removal**
 - **periodic deep cleaning**
- * **Preventative measures**
- * **Other (non-cleaning) maintenance requirements**
 - **Maintenance schedule and records**

2) GENERAL

The maintenance of carpet supplied by Godfrey Hirst shall be performed in accordance with Australian Standard AS 3733 (*"Textile Floor Coverings - Cleaning Maintenance Techniques for Domestic and Commercial Carpeting"*).

Where provisions of this maintenance program differ from those of AS 3733, this program's provisions shall take precedence.

AS 3733 provides detailed information on a wide variety of cleaning methods and equipment, including spot and stain removal. It provides a guide to planning a maintenance program and cautions against damage from improper cleaning methods and chemicals.

Although some relevant parts of AS 3733 are highlighted within this Godfrey Hirst Maintenance Program, it is recommended that both AS 3733 and this Program be consulted together in planning and carrying out carpet maintenance.

3) CLEANING METHODS AND FREQUENCY

(a) Vacuum Cleaning

All areas shall be vacuum cleaned with an upright suction cleaner with a pile beater at the frequency given in the following tables:

Locations with a light flow of traffic.	Such as hotel/motel bedrooms, offices and shops with little traffic.	Daily, or as required (minimum once per week).
Locations with frequent traffic.	Such as moderately busy offices, shops, hotel.	Daily or 2 to 3 times per week.
Locations with a very heavy flow of traffic.	Such as public areas, lobbies, busy shops, offices, clubs and hotels.	Daily.

See also, Section 2.1.2 and Table 2.1 of AS 3733.

The Pile Beater may consist of revolving bristle strips or a beater bar/bristle strip combination. Revolving bristle strips are more suitable for direct stick carpets and the beater bar/bristle strip combination is more suited to carpets installed by the stretch-in system over underlay. Whichever is used, it is recommended that the vacuum cleaner have an adjustable height beater. The height should be checked and adjusted each time the cleaner is used, to ensure that the carpet pile is not damaged by beating that is more vigorous than is necessary.

Carpet sweepers and suction cleaners without beater attachments may be used at any time for surface touch-up. Their use is to be in addition to, not in lieu of, the scheduled vacuum cleaning with an upright beater cleaner to the schedule given above.

Vacuum cleaning shall be carried out in accordance with the procedures given in Sections 5.2.1 and 5.2.4 of AS 3733.

Several passes must be made over each area to ensure efficient removal of soiling material.

(b) Spot Cleaning

Spot cleaning is to be carried out on a daily basis in all areas. Spot and stain removal shall be carried out as described in Appendix B1 of AS 3733. The techniques to be used for specific stains to be found in Table B2 of AS 3733.

Highly alkaline spot cleaning chemicals should be avoided. However, if necessary to remove difficult stains, the spot must be neutralized after cleaning by applying dilute acid - for example white vinegar (dilute acetic acid) or acidic brown-out solutions - before the spot is allowed to dry out. Neutralization means that a moistened pH test paper applied to the damp carpet surface should give a reading of between 5.0 and 7.0.

Spillages, spots and stains shall be removed as soon as possible after they have occurred. If a cleaning contractor is employed, it may be necessary for building maintenance staff to attend to spot and stain removal rather than waiting for the attendance of the contractor, to avoid the setting of stains in the carpet. Spotting kits as described in Section 3.4 of AS 3733 should be made available to maintenance staff for immediate use when necessary.

(c) Periodic Deep Cleaning

Periodic cleaning is to be carried out using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. This is to be done in accordance with the method of Sessions 3.6, 5.4.1 and 5.4.4 of AS 3733, and the frequencies given in Table 2.2 of AS 3733.

Particular Frequencies to be noted:

Corridors, foyers and lift lobbies	Yearly
Offices with medium to heavy traffic flow	Yearly
Offices with light traffic flow	3 – Yearly

Experience with particular locations may indicate that periodic cleaning is required more or less often than those frequencies specified.

See also Section 2.1.4 and Table 2.3 of AS 3733.

Detergents and other chemicals used in the hot water injection solution shall be of pH8 or lower in their concentrate form. The solution sprayed from the head or wand shall have a pH in the range of 5.0 to 7.0, as measured with a pH test paper capable of indicating in increments of 0.5 pH units.

Highly alkaline pre-treatment should be avoided. However, if used, they must be sufficiently neutralized, diluted and extracted by the hot water injection and extraction so that a moistened pH test paper applied to the carpet surface gives a reading of 5.0 to 7.0. The carpet pile must not remain in an alkaline condition.

If alkaline pre-treatment are used, it will assist in the neutralization process if the hot water injection solution is at the lower end of the pH range of 5.0 to 7.0. The pH can be adjusted using dilute acid - for example, dilute acetic acid (white vinegar) or acidic brownout solution.

Hot water injection solution shall be maximum of 50°C in the solution tank.

The efficiency of the vacuum system of the hot water injection and extraction unit must be equivalent to that of a good truck mounted unit. Some portable 'steam cleaning' systems have insufficient extraction power to adequately remove moisture from the carpet.

It is necessary to ensure that the solution application is uniform, that it is the minimum required to clean the carpet and that it is left for the minimum time possible on the carpet before being extracted. It is also necessary to extract the solution evenly and thoroughly to be sure that after cleaning, the moisture content of the pile is even throughout and as low as possible to assist the drying process. To achieve these aims the following cleaning process shall be used. Clean in straight lines and overlap each stroke by at least one third of the wand or head width to avoid lines.

Clean in rectangular sections approximately 1.5 m x 2.0 m. Immediately after each pass towards the operator with the solution spray and vacuum operating within the head or wands, make a second pass over the same area away from the operator, with the vacuum on and without the sprays operating. In this second pass, the vacuum nozzle must pass over the whole area just sprayed, so must commence nearer the operator than the point at which the sprays were last applied.

After injecting and extracting each 1.5 m x 2.0 m area, give two more passes (one in each direction) over the entire area just cleaned, with vacuum operating only.

Subsequent 1.5 m x 2.0 m areas shall half overlap the previous area along the length and just touch adjacent areas along the width with minimal overlap. Effectively, each area is cleaned and thoroughly extracted twice.

(See Figure 1)

An adequate flow of drying air must be provided to allow the carpet to dry out in a reasonable time. Because each floor of modern buildings are effectively sealed, the air conditioning system should be run at a temperature of 20°C to 25°C while the carpet is being cleaned and then for a further 24 hours after completion of cleaning. Relative humidity should not exceed 55 to 60% during this time.

4) PREVENTION

Walk off mats are required at all entrances to carpeted areas. They shall be cleaned at a frequency sufficient to prevent soil accumulating on them being carried through to the carpeted areas. If possible, walk off mats should be of a dimension to allow 4 footsteps on them when walking in a normal mode (approximately 3 metres).

Carpets in lifts can also act as a barrier to soiling of the main carpeted area, if cleaned and replaced regularly.

Desk chairs with castor wheels can be damaging to carpet and underlay. For this reason, chair pads are recommended, to allow free movement of the chair whilst providing protection to the carpet.

During periods of building maintenance and refurbishment, carpet shall be protected from damage by a suitable covering. This shall prevent the ingress of soiling material and moisture and be inspected regularly to ensure condensation does not collect under the cover.

Any chemical or substance to be used on the site either specifically for the maintenance of the carpet or in such a manner as may contact the carpet must be approved by the chemical manufacturer for the use intended. After studying **Appendix A** of AS 3733 it will be clear that the use of all chemicals and substances must be carefully controlled and supervised to ensure that no damage is caused to the carpet through their use. **Appendix A** does not list all potentially damaging substances and chemicals.

5) OTHER MAINTENANCE

Maintenance other than cleaning will be required from time to time. This will include repairs where practical, to carpet which has been burnt, torn, cut, scorched or permanently stained, and replacement of carpet when repairs to such damage are not practical. Such maintenance shall be carried out in a professional and workmanlike fashion and in such a way that it does not adversely affect the maintenance of surrounding carpeted areas.

6) MAINTENANCE SCHEDULE AND RECORDS

The building owner shall prepare and maintain a schedule showing cleaning frequencies for all areas of the installation, such frequencies to conform to the tables included and referenced in this maintenance program.

This schedule shall provide for recording of actual work, done and by whom it is performed, and shall be maintained for reference should any cleaning problems arise.

This schedule is to be amended as necessary when there is a significant change in the pattern of use of any area.

7) AMENDMENTS

The manufacturer reserves the right to add, amend or delete any details of this maintenance program at any time. For example, it might prove to be necessary to fine tune the cleaning frequencies based on the actual traffic flow and pattern of usage of different areas. It might also be necessary to add other cleaning techniques such as pile lifting.

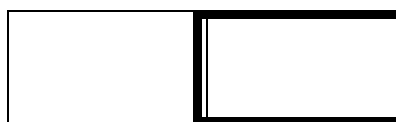
HOT WATER INJECTION AND EXTRACTION

(“STEAM CLEANING”)

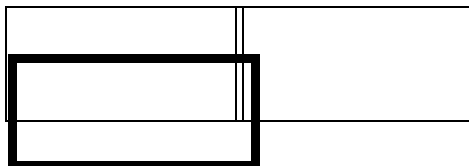
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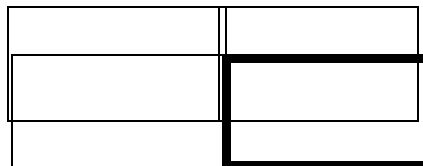
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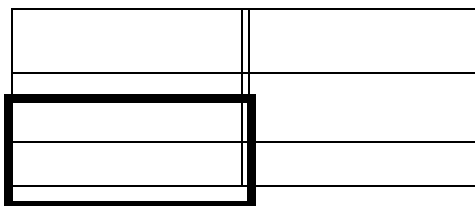
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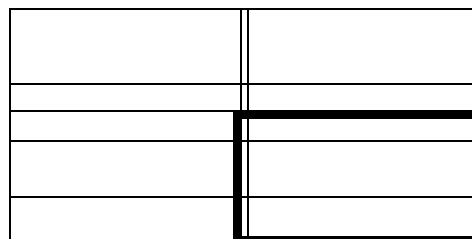


Figure 1.

Shows cleaning of successive 1.5 x 2.0 m areas (approximate measure) with half overlap along length and contact with minimal overlap along width.