

## DESSO HOSPITALITY BROADLOOM CARE Procedures and Guidelines

### The Key Points for your Planned CARE Program:

- Maintain the exterior entry points of the facility to minimize the tracked or blown-in soil load. A leaf blower or pressure washer will work well for this purpose.
- Adequate (8-12 footfalls or 16-25 linear feet) entry matting systems are imperative in all facilities to capture, localize and prevent soil migration into the built environment.
- Daily, or more frequently if necessary, vacuuming is highly recommended to prevent particulate accumulation and soil migration.
- Daily, or more frequently if necessary, spot cleaning is highly recommended to prevent staining and cross contamination.
- Weekly pile lifting should be done in entrances and high traffic areas to aid in the removal of deeply embedded dry soil and help the vacuum to work more efficiently.
- A routine and continual visual assessment/ inspection based on the customers aesthetic expectations, with cleaning performed prior to visible aesthetic degradation.
- The frequencies of vacuuming and cleaning (spot and scheduled) are subject to be changed or modified based on the following considerations: desired aesthetic level, soil load, soil type, traffic count and traffic flow.
- Please refer to the Carpet & Rug Institute Seal Of Approval Certification program as available on [www.carpet-rug.org](http://www.carpet-rug.org) or from your local Account Executive.

### Description of four basic components for proper Carpet Care:

- 1) Soil Prevention, by use of Triad Matting Systems<sup>®</sup>, including Abrasive Action<sup>®</sup>, Geo Tiles<sup>®</sup> and/or Meridian Mats<sup>®</sup>.
- 2) Dry Soil Removal, utilizing Approved Pile Lifting and Vacuum Equipment.
- 3) Spot Cleaning of any spots, spills, food or gum as soon as they are noticed is very important. A comprehensive professional Spot Removal Chart is available at [www.baneclene.com](http://www.baneclene.com)
- 4) Deep Cleaning / Hot Water Extraction, in conformance to the industry standards as referenced in the ANSI/IICRC S100 Standard and Reference Guide for Professional Cleaning of Textile Floor Coverings, as available on [www.iicrc.org](http://www.iicrc.org) or via e-mail: [supplies@iicrc.org](mailto:supplies@iicrc.org).
- 5) **NOTE: Desso Hospitality does NOT recommend, or condone, the use of any Rotary Brush, Rotary Bonnet, or Triple Head Rotary Agitation devices.**

### **CARE and Maintenance Procedures:**

- 1) Soil Prevention by proper outdoor maintenance, in conjunction with adequate vacuuming of all Triad Matting Systems with a minimum of 2-4 cycles (4-8 strokes) utilizing an Approved Vacuum cleaner/ Pile lifter daily, or more frequently as necessary, to prevent accumulation of insoluble particulate contamination.
- 2) Dry Soil Removal with an Approved Pile Lifter/ Vacuum Cleaner on a daily, or more frequently as necessary, of walk-off and heavy traffic zones of the installation.
- 3) Spot Cleaning of any solvent soluble contaminants, such as gum, tar or oil, should be addressed with a nonflammable, Dry Volatile Solvent such as: SAF T SOLV<sup>®</sup> (Bane-Clene). Water soluble spots, such as beverage spills, food droppings, etc. should be addressed with a CRI Seal of Approval (SOA) Certified cleaning solution.
- 4) Deep Cleaning/ Hot Water Extraction should be performed on a regular, scheduled basis prior to aesthetic degradation. There are five primary principles of cleaning that need to be implemented for successful cleaning of any Desso Hospitality Broadloom product.
  - a) Pile lift/ vacuum to remove dry, particulate soil load.
  - b) Pre-spray using a CRI Seal of Approval Certified cleaning solution onto the surface to be cleaned.
  - c) Apply cylindrical agitation, using a device such as: the iCapsol Mini<sup>®</sup> (Windsor Industries/ Karcher), the XL North – Grab XLeator, Carpet Cleaner America Dri-Star or Renovator System, to evenly distribute the pre-spray into the face yarn and pile lift to reorient the fibers into their original upright vertical position, as tufted. The agitation also helps to “scrub” contaminants from the fibers.
  - d) Allow adequate dwell time (8-12 minutes or as recommend by the manufacturer) to allow the selected cleaning products the necessary time to loosen the bond that the contaminant has on the face fiber. Do not allow the pre-spray to dry before proceeding to the next step.
  - e) Extract the loosened contamination with Hot Water Extraction, utilizing CRI SOA Certified Extraction Equipment. \*(see note below.) It is imperative to perform slow, deliberate, perpendicular strokes in the effort to maximize soil and moisture recovery. Wet rinse passes should be followed by dry passes to remove as much moisture as possible. The use of high velocity air movers and dehumidifiers following extraction will expedite the drying process and is highly recommended.

\*NOTE: The use of absorbent compound or encapsulation cleaning is acceptable to be employed as an interim method of maintenance during the intervals between scheduled deep cleaning via hot water extraction.

PLEASE NOTE: The frequency requirements may range from multiple times daily to monthly, depending on weather conditions, traffic count, traffic flow, outdoor campus maintenance, type of tracked in soil load/ contaminants and the desired level of aesthetic retention, as determined by the consumer.

### **Selection of a Certified Service Provider:**

Desso Hospitality strongly recommends the selection of a Certified, Trained cleaning service provider, as they will be familiar with and will conform to all cleaning methods as recommended by Desso Hospitality. The Certification(s) should either be: CRI Certified Service Provider or Commercial Carpet Maintenance Technician-CCMT (IICRC).

### **Other Recommendations and Considerations:**

- Supply lids for coffee and beverage cups, as well as trays for carrying multiple cups, to prevent unnecessary drips and spills.
- Consider “white” alternatives to Grape and Cranberry Juices, as well as “clear” soft drinks such as: 7Up, Sprite, etc.
- TIME is of the essence in spot removal. The sooner the better to prevent the spot from the potential of becoming a stain.
- Blotting or patting a spot and working from the edges toward the center will achieve better results in removal of the contaminant and retention of the pile texture. Rubbing and/ or scrubbing will spread the contaminant and distort and possibly damage the face fibers.
- In most cases, tap water and an absorbent towel will remove most water-soluble spots, if addressed immediately upon occurrence. Some dye based staining materials, as mentioned in point #2 above, may require specialty chemical treatments, which should only be performed by trained personnel. Improper use of and/ or improper chemical application could result in permanent damage.