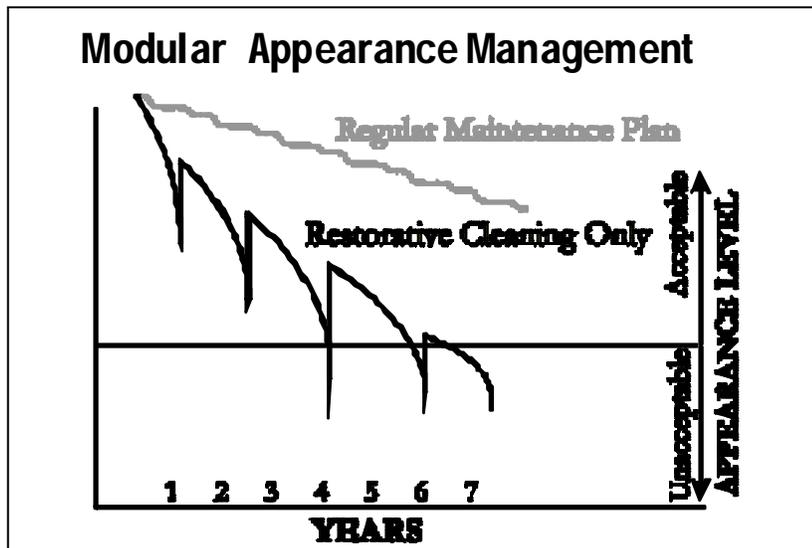


DESSO HOSPITALITY MODULAR MAINTENANCE & CARE PROCEDURES

The following maintenance recommendations should be implemented prior to, or immediately after the installation of Desso Hospitality products.

Use and traffic patterns in a facility can vary greatly; therefore, a planned maintenance program must be designed for each facility. In addition to this initial planning, the maintenance program must be reviewed on a regular basis to adjust for changing traffic and use patterns. All modular installations require a properly designed and implemented maintenance system to maximize appearance retention.

Some areas may only require yearly deep cleaning, while other areas may require deep cleaning on a weekly or even more frequent basis. The ultimate goal is to maintain a high appearance level in all areas at all times and extend the life cycle of the modular carpet. This objective is obtained by eliminating the soiled/cleaned, soiled/cleaned cycle as expressed in the illustration below.



A total maintenance package must be initiated to supplement cleaning in order to assure customer satisfaction with the product. Deep cleaning via hot water extraction is an essential element of a sound and effective maintenance program. The following are recommendations for a complete maintenance package. Keep in mind that the maintenance frequencies required to provide the desired level of appearance are dependent upon local conditions and are determined by ongoing and continual assessment of the facility. The frequencies of the application of maintenance procedures are to be adjusted as indicated by continual assessment of the efficacy of the maintenance regimen.

Developing the Plan:

This maintenance program is based on a number of essential cleaning procedures utilizing Carpet & Rug Institute Seal of Approval (SOA) Certified cleaning solutions and equipment. Product construction, color selection, entry mats, daily vacuuming, spot removal, regular cleaning, and product repair are all integral considerations of an effective maintenance program.

Implementing a strategic plan is an essential step in developing and maintaining a successful maintenance program. Maintenance is a process of soil removal designed to retain carpet appearance. Soiling is a cumulative process that can easily be controlled by vacuuming and soil localization. A facility diagram assists the plan by identifying areas of soiling before they become excessively soiled.

An effective plan includes color-coding a floor plan identifying areas of extreme, heavy, medium and light traffic areas; spot prone areas, and other areas that may require additional maintenance and cleaning attention. The color-coded diagram of the facility will assist in scheduling where to clean and how often.

The facility diagram also can be useful in selecting the cleaning method and proper equipment to perform the required tasks in each area. For example, entry areas may require daily vacuuming/pile lifting, and monthly deep cleaning; whereas, break areas may require a hand-held, spot removal extractor for frequent spot removal. Additionally, the plan can be useful in identifying where to place entry mats.

Each maintenance staff member should be provided with a copy of the plan. The floor plan also may be used to identify newly developed tasks that occur during the course of the business day.

Preventive Maintenance:

Preventive maintenance is the most cost-effective maintenance activity that takes place. These activities include any active or passive activity designed to eliminate soil before it reaches the modular carpet. It may include careful selection of drinks in soda machines that do not contain dyes, which can permanently stain the nylon face yarns and it may include the strategic placement of additional trash receptacles.

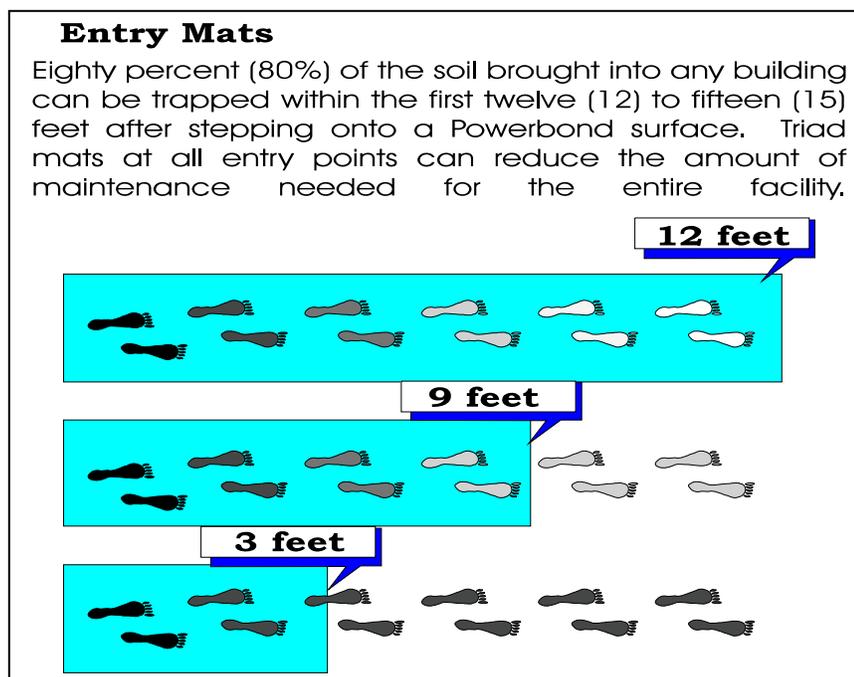
One of the most important, yet most often overlooked, preventive maintenance method is the use of transition/entrance matting systems. Up to 90% of the soil load is caused by soil tracked in from outside areas. Entrance matting is an essential part of the maintenance program. The proper use of matting systems can significantly reduce the amount of tracked-in soil. Matting systems should be used at all facility entrances and transition points adjoining hard surface flooring.

All matting must be kept clean to make sure they do not become a source of soil. Ideally, a duplicate set of free lay mats should be provided for all areas. Matting systems should be thoroughly vacuumed or changed weekly to ensure a clean mat is in use at all times. Entrance mats should provide at least eight to twelve footfalls of coverage.

Desso Hospitality recommends the Triad® matting system which utilizes a three-tier soil removal process to reduce soil tracked into a facility.

- Tier ONE Exterior Triad® mats- Placed at outside entrances as the initial protection from tracked-in soil. The scraping action of this mat removes excess soil and moisture from foot traffic
- Tier TWO Foyer Triad® Mats- Placed in the vestibule of an entryway. This mat features a brushing action to remove soil and moisture. Foyer mats also may be used as exterior mats.
- Tier THREE Interior Triad® mats- Placed in interior areas adjacent to entryways and other areas exposed to heavy walk-in traffic. This mat offers unique aesthetic appeal, while completing the three-tier soil removal process.

Cleaning: Triad mats are cleaned as detailed in this publication which includes daily vacuuming and weekly deep cleaning (or more often if necessary). Once these mats become filled with soil they then become an additional source for soil. Make sure the mat is dry prior to use.



Daily Maintenance:

Daily maintenance activities include vacuuming and spot removal. These activities are critical for the success of the maintenance plan. Without an adequate plan for these activities, facility appearance will quickly deteriorate to an unacceptable level and the aesthetic value of the modular carpet will be substantially lessened.

Effective, well-functioning equipment is required for successful daily maintenance. The size and type of equipment will be determined by the requirements of the job. As an example, a wide area vacuum cleaner may be necessary for facilities with large, open areas that must be cleaned on a daily basis. A modular office may require smaller vacuum cleaners in order to clean in tight

spaces.

A note on equipment care: Like any tool, keeping cleaning equipment in top working order enhances cleaning results, lowers carpet maintenance costs by extending equipment life and limits staff downtime due to equipment failure. Follow equipment manufacturer recommendations for equipment care. For vacuum cleaners, replace nylon brushes at the first sign of wear. Empty vacuum bags when they become one third to one half full to improve soil removal results. Use only original equipment manufacturer parts for consistent performance results.

Vacuum cleaners should remove adequate soil without introducing substantial particles into the air and without damaging pile yarn. It is impossible to evaluate vacuum cleaner performance based on equipment specifications alone.

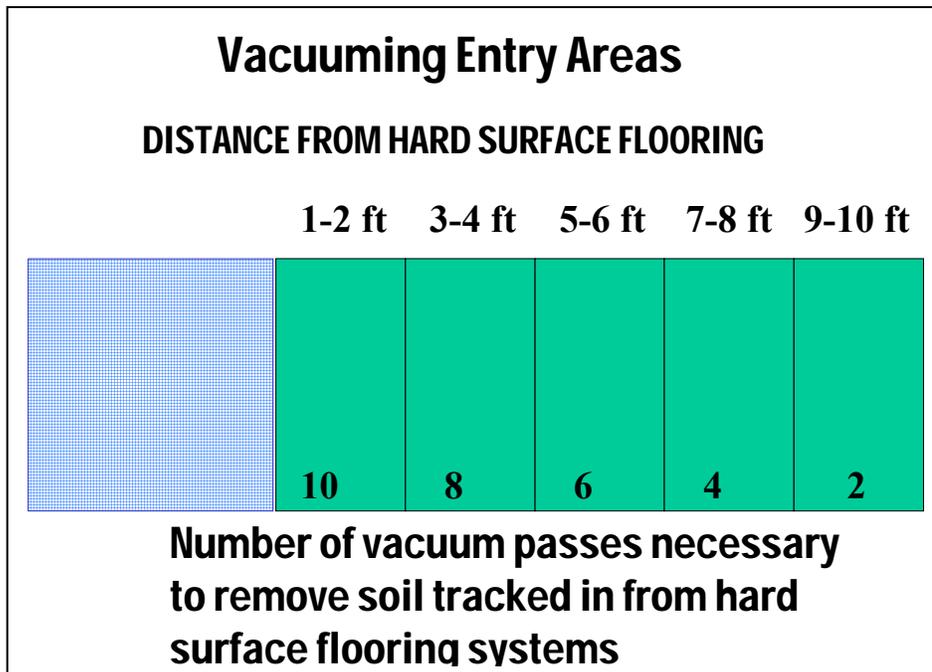
Vacuuming :

Vacuuming is the single, most important maintenance activity for modular carpet, so proper vacuuming and vacuum cleaner selection should be given a high priority in the maintenance program. Approximately 74%-86% of the soil deposited into carpet is dry particulate soil and may be easily removed with proper vacuuming. Dry soil can abrade and permanently damage pile yarn. Effective dry soil removal can be managed through a continuing planned maintenance program. While vacuuming alone WILL NOT keep textile floor coverings completely clean, vacuuming will remove dry (insoluble) soil that cannot be removed through regular wet extraction cleaning.

Vacuuming must play a significant part in a planned maintenance program. Cubicle spaces, Track-off areas, heavy traffic areas and entry mats should be maintained at least once **daily** using an approved vacuum. For improved indoor air quality, the vacuum should offer high efficiency filtration and should be Carpet & Rug Institute Seal Of Approval Certified (www.carpet-rug.org).

A note on backpack vacuums: Backpack vacuums may be used in conjunction with an upright vacuum. These units may be used for daily vacuuming, as they have shown to provide even greater dry soil removal than upright units when used on structured backed product, such as modular tiles.

- Entry areas and areas adjoining hard surface flooring materials should receive a larger share of maintenance emphasis than other heavily trafficked areas within the facility. If an adequate job of entry maintenance is performed, dry soil can be limited to the first 12-15 feet after stepping onto the modular tiles. If dry soil can be restricted to these areas, interior maintenance can be redirected to remove surface litter only, rather than spending an inordinate amount of time in trying to remove embedded dry soil. This translates to vacuuming less square footage on a daily basis, thus reducing labor costs. It will not be necessary to vacuum every square foot each day, if entries can be maintained properly.



Spot Removal:

Spot Removal should take place on a daily basis. Each facility should plan to purchase a spot removal extractor. One of the most effective maintenance tools to be introduced in the past few years is the spot removal extractor. These 1-2 gallon portable extractors are lightweight and are available for quick removal of spot and spills. Spot removal, if performed on a daily basis, can be performed with minimal effort.



As an all-purpose spotter, Desso Hospitality recommends SYON-5 for the majority of the spills encountered on a daily basis. SYON-5 should be applied directly to the spill and agitated slightly. Extract the solution after 5-6 minutes of dwell time using fresh hot water only. Spills should be addressed as soon as they occur. The sooner removal can be attempted, the higher the probability of complete spill removal. SYON-5 can be purchased from your local Desso Hospitality representative.

The following products will be helpful in removing many spots and spills:

SYON-5 Product patented and distributed by Tandus Centiva.
May be used as the first solution for all spills.

Especially effective on Water Soluble food and beverage spills.
Dilution ratio is: Undiluted; up to 1 part: 10 parts of hot tap water.

Hot Water Rinse	Used to rinse detergent residues to limit re-soil potential. Use only cold water on blood spills to prevent setting the stain. Hot water should be utilized in every other situation.
Crystal Clear or iCapsol Encapsulator	Good for water-based spills. May be used instead of SYON-5 if no fragrance is desired and no deodorization is needed.
SAF T SOLV	Bane-Clene product (800.428.9512) Non-Flammable, volatile, dry solvent. Can be used on many oil-based spills, as well as ink, gum and other solvent soluble contaminants.
Acetone	Breaks down adhesives, seam sealer etc. Use 'Caution' and follow label directions for proper use.
Spray n' Go	Chemspec product (800.428.9512) An oxidizing bleach. Works on many permanent stains by removing color from the staining agent. <u>Never use Clorox or any chlorinated bleach that will remove color from the nylon face yarn.</u> Simply dilute Spray n' Go; apply to the area and leave. Solution weakens after a few hours so do not premix more than is needed for immediate use.
Acid Rinse	Use white vinegar or a commercially available extraction rinse solution. This removes some yellowing and neutralizes many high pH detergent residues to limit re-soil propensity.

Common Cleaning Suggestions:

There are no standard frequencies that can be suggested for all facilities. Periodic cleaning is dependent upon soiling levels, traffic levels, and the quality of daily maintenance. Due to this fact, some areas may require deep cleaning on a weekly basis (or more often), while other areas only may require deep cleaning on a yearly basis.

Proper planning will help identify those areas that require more frequent cleaning. The objective should be to limit soiling to smaller areas, before it spreads, rather than cleaning the entire facility. It is less costly to clean a 90 square foot entry area on a weekly basis, rather than clean a 2000 square foot outer office quarterly. This should be accomplished by trial and error, with continuous monitoring. The following are areas that are the first to become heavily soiled. These areas are where the bulk of interior soil originates.

- Entry areas – any outside entry. Asphalt sealer, dry soil from sidewalks, grass clippings, oily soil. These soils accumulate in entries and slowly spread deeper within the building.

- Areas adjoining hard floors- also called transition areas, these areas occur as a result of the failure to properly maintain hard floors. Even hard floors that are superbly maintained allow finishes to be tracked to the modular tiles. Restrooms, kitchen and break areas, and tile common areas all contribute to soiling. Cleaning these areas before the traffic pattern begins to spread will lighten the maintenance load.
- Break areas- the majority of spills can be found in these areas. Spills transfer to the soles of shoes and spread throughout the facility. Shoes require about 8 steps to be adequately cleaned. This translates to about 18 linear feet.
- Soda Machines and coffee makers- areas next to refreshment areas should be monitored frequently for spills and should be cleaned semi-monthly (every other week), and before spots/ spills becomes apparent.
- Around the desks of the “neatness challenged”- Cleaning staff usually can identify the offices of those employees who seem to have difficulty in reducing spills in their areas. These areas may require more frequent inspection and more frequent spot cleaning.
- Areas of concentrated traffic- these are areas where traffic funnels to a concentrated area.
- Elevators- modular tile allows for easy removal, cleaning and replacement, as needed, if elevators cannot be maintained frequently
- Stairs- because of increased force exertion, soil from shoes is deposited more quickly and more deeply than in other areas.

Color Fading/Yellowing:

Some cleaning agents may affect dyes causing a gradual loss of color over an extended period. Optical brighteners should NEVER be used on any Desso Hospitality product. Optical brighteners can cause permanent yellowing or discoloration, and the use of any cleaning solution containing optical brighteners will adversely affect warranty coverage.

Loss of Color in small areas:

Color loss in limited areas typically may be attributed to bleaching or oxidizing agents used in a facility. Some bleaching agents may be latent intruders, such as acne medications, that require several months, with heat and moisture to be activated. Others may affect dyes immediately. Typically, these color changes are permanent and cannot be reversed.

Rotary Shampooing/Bonnet Cleaning:

Is never to be used on Desso Hospitality products. As an alternative, implement the use of a dual cylindrical brush agitation machine. There are a number of good machines available: Windsor Industries “iCapsol Mini”; XL North/ Grab Carpet Cleaning System’s “XLerator”, Carpet Cleaner America’s “Dri-Star & Renovator” and North American Cleaning Equipment “Duplex Hydrowasher”.

Rotary action equipment does not allow for sufficient cooling from the friction and potential yarn abrasion and permanent pile fiber distortion typically results. Bonnet “cleaning” is ineffective at soil removal and essentially redistributes the contaminants. This provides a more uniform but still soiled result.

Periodic Deep Cleaning via Hot Water Extraction:

Desso Hospitality products provide end-users with high performance, easily maintainable flooring options. An organized, fully implemented maintenance plan will ensure satisfactory service life and reduce product lifecycle costs.

While there is no standardized cleaning frequency for all facilities, Desso Hospitality recommends regularly scheduled deep cleaning, before the flooring appears soiled. Some areas will require daily attention, while limited-use areas only may require a yearly extraction. Ultimately, localized use, soiling conditions, the quality of daily maintenance and appearance retention inspections will determine the frequency of primary maintenance deep cleaning.

The following should be considered when cleaning any Desso Hospitality product:

1. Operate heating, ventilation, and air-conditioning (HVAC) system during, and for at least 24 hours following, periodic cleaning with Hot Water Extraction.
2. Utilize air movers, in conjunction with HVAC operation, to expedite drying.
3. Limit traffic on damp modular tiles to limit soil tracking and soil wicking.
4. NEVER use any cleaning product that contains optical brighteners or bleaching agents.
5. Select cleaning products with a pH range of 4 - 9.
6. Select cleaning products that do not leave oily or sticky residues. Evaluate residue by diluting and pouring the solution into a pie plate. Place the pie plate in direct sunlight and allow evaporation. Evaluate residue for oily or sticky consistency.
7. Always keep Material Safety Data Sheets (MSDS) available during cleaning.
8. Always read and comply with label instructions of the detergent formulator.

Following is the recommended periodic cleaning procedure for the maintenance for our products:

- Vacuum the area to be cleaned, taking the required time and effort to remove as much dry particulate (insoluble soil) as possible. Hot Water Extraction (HWE) is performed to remove water-soluble soil, which cannot easily be removed with daily vacuuming. Surfactants, used in the cleaning process, attempt to emulsify these non-water soluble particulates, thus increasing cleaning efficacy.
- Following thorough vacuuming, apply a CRI SOA Certified cleaning solution directly to the pile fiber. Most surfactants require 8-10 minutes of dwell time to enable emulsification and saponification of the contaminants. Follow the dwell time recommended by the manufacturer of the cleaning solution. Note that the dwell time is to occur following the agitation step.
- Agitate the area with a pile brush or a cylindrical brush agitation device, such as the iCapsol Mini/ ProCaps by Windsor/ Prochem OR the XLERator (XL North). NEVER USE A ROTARY BONNET or ROTARY BRUSH for mechanical agitation. Cylindrical agitation will assist the surfactant solution in lifting soil from the pile fiber and pile lifting of the face yarn. Observe dwell time but do not allow to dry before moving to the next step.



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- Extract the surfactant solution and attached soil particles using an extractor with fresh water only. Do not use a detergent solution in the rinse tank. The use of an Extraction Rinse/ Acidic Rinse is suggested.
- After thoroughly rinsing, continue to extract the area using “dry” strokes (no water injection) until suitable moisture removal is attained. Under no circumstance should any textile flooring product be allowed to remain wet for more than 8 hours.
- The use of high velocity air movers and dehumidifiers will greatly speed the drying process and are highly recommended.

Other considerations:

Soiling that reoccurs more than 24 hours following cleaning often may be attributed to detergent residues that were not adequately rinsed. Evaluate detergency by pouring a little water onto the pile fiber and briskly agitating with a spotting brush. Look for foaming or other signs of detergent residue. If detergent is present, continue to extract these areas until detergent is thoroughly rinsed. In severe situations, an acid rinse may be applied as a pre-spray or added to the extractor rinse tank to neutralize detergent residues. An acid rinse treatment is also effective in neutralizing residues of Salt and Ice Melt Compounds.

Interim cleaning methods such as absorbent compound and encapsulation may be used during the intervals between scheduled deep cleanings via hot water extraction. The interim cleaning procedures can help to provide a more uniform appearance level over time and may be used to extend the time periods between required hot water extractions.

For additional information, please visit: www.tandus-centiva.com or www.carpet-rug.org.