

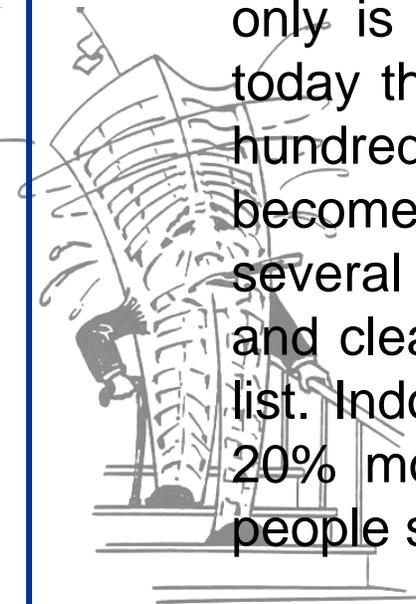
CARPET CARE PROGRAM



Dustbane Products Limited

Sick Building Syndrome

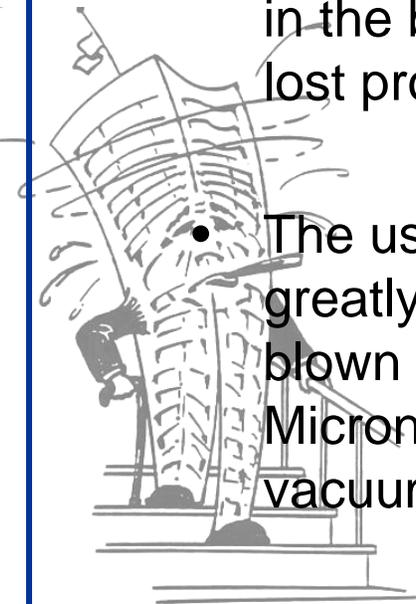
- Carpets and Mats play a major role with respect to indoor air quality and have come under increased attack for contributing to “**Sick Building Syndrome**”. Sick Building Syndrome was at first believed to be nothing more than an excuse for workers to book off work on sick leave, but studies have shown that not only is it a real condition, but its presence is more common today than ever. Over the past several years, there have been hundreds of law suits filed and won by people who have become ill from the effects of poor indoor air quality. There are several contributing factors to this problem, poor maintenance and cleaning of carpeted areas is considered to be high on the list. Indoor air pollution is considered by experts to be 10% to 20% more toxic than average outdoor air pollution and most people spend over 80% of their time indoors.



Sick Building Syndrome

- Although carpets, mats and upholstered furniture may look clean to the naked eye, they are usually home to microscopic levels of soil, food particles, skin and hair, moisture, bacteria and other allergens. When these allergens are disturbed, they can become airborne and end up being inhaled causing illness in the building occupants leading to increased absenteeism and lost productivity.

- The use of a “**HEPA**” type filter on your vacuum system will greatly reduce the amount of dust, bacteria and other allergens blown back into the air. By trapping all particulate larger than 0.3 Microns in the filter and keeping them contained within the vacuum, they can then be safely removed from the building.



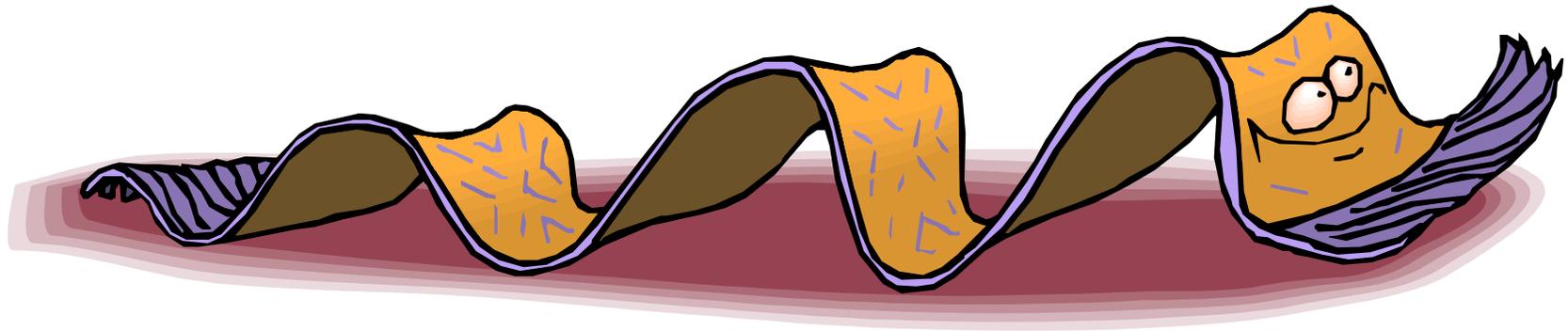
Sick Building Syndrome

- There is legislation in Canada and the United States known as “**THE INDOOR AIR QUALITY ACT**” that is to include measures to address some of these issues. Public buildings should have a “Formalized Plan of Regular Cleaning” including increased vacuuming frequencies, better filtration and higher levels of maintenance on HVAC systems. The legislation is covered by the Occupational Health and Safety Act in Canada.



Maintenance Program -Considerations

- Dustbane recommends that all carpeted areas have “**Customized Maintenance Program**”. Although each building may have particular needs, all will benefit from a program that enhances appearance, improves hygiene and prolongs the life of the carpets.



Maintenance Program -Considerations

- The following variables need to be considered when developing such a program:
 - **THE CONSTRUCTION OF THE CARPET** - Loop pile carpets can withstand more aggressive cleaning; cut pile carpets hold less moisture and therefore dry more quickly; jute backing is subject to staining and causing brown out; and polyester backing is stain and mildew resistant.
 - **COLOUR OF THE CARPET** - Light coloured carpets require more deep cleaning; dark coloured carpets require more vacuuming.

Maintenance Program -Considerations

- **TRAFFIC PATTERNS**

- Light
- Medium
- Heavy
- Coffee stations
- Washrooms
- Entrances

- **DESIRED LEVEL OF APPEARANCE AND HYGIENE -**
Public vs. private space

CARPET CARE - STEP BY STEP

- Carpet and hard floors require the same basic level of care and the same basic steps. **Spots and spills should be attended to quickly** and regular cleaning should be performed on both. Both require a comprehensive program to ensure the best appearance and hygiene.



CARPET CARE - STEP BY STEP

STEPS	CARPET MAINTENANCE	HARD FLOOR MAINTENANCE
1	WALK OFF MATS	WALK OFF MATS
2	VACUUMING	DUST MOPPING
3	SPOT REMOVAL	DAMP MOPPING
4	INTERIM CLEANING	SPRAY BUFFING
5	EXTRACTION	STRIPPING
6	PROTECTION	FINISHING

CARPET CARE - STEP BY STEP

ALL CARPET PROGRAMS SHOULD CONSIST OF THE FOLLOWING:

1 -WALK OFF MATS

- Much of the carpet soil is tracked into buildings from the outdoors by way of foot traffic. If soil is trapped at the door before it reaches carpet areas, cleaning time, labour dollars and health risks can be reduced. On average, it takes six to ten steps (12 to 20 feet) on a walk off mat to effectively clean the soil from a persons shoes.

CARPET CARE - STEP BY STEP

1 -WALK OFF MATS (cont'd)

- Walk off mats can become soiled and waterlogged during inclement weather. They must be vacuumed frequently during normal conditions and vacuumed with a wet vacuum when wet. During wet or snowy conditions, they should be extracted or changed as conditions dictate.
- Proper care of walk off mats will greatly reduce the amount of soil and moisture being tracked into the building.

CARPET CARE - STEP BY STEP

2 -VACUUMING

- Vacuuming is perhaps the most under-rated and under-performed task related to proper carpet maintenance. It is important to note that vacuuming can remove up to 90% of soil from a carpet. Picking the proper tool for the job is critical. In some cases, you may want to use a power head but usually a carpet tool or universal tool is most effective. Because the process of vacuuming disturbs and lifts dust, bacteria and allergens from the fibers of the carpet, a “**HEPA**” type filter should be used to trap all of the soil and dust within the vacuum. A carpet must not only look clean but must be hygienically clean.

CARPET CARE - STEP BY STEP

2 -VACCUMING

- A carpet maintenance program should include schedules for high traffic and low traffic areas and should include provisions for litter pick up and spot cleaning.



CARPET CARE - STEP BY STEP

3 -SPOT REMOVAL

- There is no such thing as a stain-proof carpet. Carpets treated with stain protection are designed to slow down the absorption of liquids into the carpet fibers. This allows more time to clean up the spill.

A “STAIN” IS A “SPOT” THAT IS NOT REMOVED IN TIME

CARPET CARE - STEP BY STEP

3 -SPOT REMOVAL (cont'd)

- The following guidelines should be followed with particular attention paid to the procedures.
 - When you are not able to identify the source of a stain, always use a solvent based spotting chemical first such as OXY-DST. This will prevent the stain from being set into the fibers of the carpet.
 - Always check for colour-fastness by picking an inconspicuous area and applying the chemical you are about to use and apply pressure to a clean white cloth. If any colour transfers from the carpet to the cloth, then do not attempt to use that chemical to remove the stain.
 - When working on a stain always work from the outside of the stain and move towards the center.

CARPET CARE - STEP BY STEP



CARPET CARE PROGRAM

DAILY MAINTENANCE - SPOT REMOVAL

Walk-Off Mats

Stop dirt before it gets into the building.
Review your matting program to ensure you have the correct number and type of mats.



Daily Spot Removal

Please refer to stain chart.
Most stains can be removed with Oxy D. S. T., then rinse with water.



Daily Vacuuming

Vacuum all traffic areas.
Light duty areas may be vacuumed weekly.



INTERIM MAINTENANCE - BONNET CLEANING

Daily Spot Removal

Please refer to stain chart.
Most stains can be removed with Oxy D. S. T., then rinse with water.



Vacuuming

ALWAYS vacuum areas that you are about to clean.



Bonnet Cleaning

After vacuuming carpets you may quickly clean an area with a bonnet. Use OXY D.S.T. diluted with cold water at a rate of 80 parts water to 1 part OXY D.S.T.



DEEP CLEANING - EXTRACTION

Daily Spot Removal

Please refer to stain chart.
Most stains can be removed with Oxy D. S. T., then rinse with water.



Vacuuming

ALWAYS vacuum areas that you are about to clean.



Extraction

Carpets may be cleaned using an extractor, cold water and OXY D.S.T. For best results rinse with water after extraction. If required OXY D.S.T. may be used as a pre-spray in traffic lanes and Defoam may be required. Use OXY D.S.T. diluted with cold water at a rate of 80 parts water to 1 part OXY D.S.T.



TYPE OF STAIN	STAIN EXAMPLES	PROCEDURE
Oil and Grease	Butter, oil, grease, hand cream, ball point ink, make up, hair oil, crayon, furniture polish, latex paint, shoe polish, toner	-Remove excess material, apply solvent spotter (OXY DST) and blot into a clean white cloth. -Repeat until colour stops transfer into cloth or until spot is gone. -Apply solvent using a pile fiber cloth (terry-cloth).
Oily foodstuffs, Animal matter	Coffee, tea, salad dressing, milk, ice cream, gravy, sauces, eggs, chocolate, vomit, blood, ketchup, cheese, mud, mayonnaise, toothpaste, starch, white glue	-Remove excess material, apply OXY DST and into a clean white cloth. Repeat procedure until the spot is gone. -Apply using a fiber cloth (terry-cloth). Bio Bac is a good alternative.
Foodstuffs, Starches, Sugars	Candy, soft drinks, alcohol, fruit, washable ink, excrement, brown water	Remove excess material, blot up liquid, apply all-purpose spotter OXY DST and blot into a clean white cloth. Repeat until colour stops transfer into the cloth or until the spot is gone.
Rust spots, Mineral deposits, Coffee stains	From any source	Apply acid based cleaner Blu Lite Plus directly to stain, scrub lightly, rinse with water and blot to dry. Use wet vacuum or extractor where possible to aid in rinsing.
Solids	Chewing gum, crayon wax, water soluble glue	Remove excess material, apply solvent Orange-A-ting directly to matter and blot into a clean white cloth. Repeat as needed.
Hard Solids	Candle wax	Apply steam to soften, place heavy kraft paper over stain and apply steam iron to the paper to absorb material into paper. Use only light pressure.

CARPET CARE - STEP BY STEP

4 -INTERIM CLEANING

- Heavy traffic areas such as elevator lobbies and cabs, entrances and corridors may require interim cleaning between extractions. Interim cleaning will not only extend the length of time between deep extractions, but will prolong the life of the carpet by reducing soil levels and reducing the over-all number of extractions throughout the life of the carpet. In addition, interim cleaning techniques allow for a significant reduction in the amount of water used in the cleaning process there-by reducing drying time.

CARPET CARE - STEP BY STEP

4 -INTERIM CLEANING (cont'd)



- The most common method of interim cleaning used today is **ROTARY BONNET CLEANING**. Be sure to use a chemical compound that is designed for this task; OXY DST for example. Using the wrong type of chemical may lead to excess alkaline residues being left in the carpet fibers. This residue will attract soil and dust and will make it necessary to clean the carpets more frequently.
- Bonnet cleaning offers many advantages. It requires less specialized equipment, produces a very clean surface, dries quickly, and is easy to blend into surrounding areas. However, it is important to note that bonnet cleaning cleans only the surface of the carpet and is to be used in conjunction with an extraction schedule.

CARPET CARE - STEP BY STEP

4 -INTERIM CLEANING (cont'd)



PROCEDURES:

- Using a dry bonnet, spray solution on both the carpet surface and the bonnet and scrub. Be sure to use a single disk floor machine that is capable of the torque that is associated with this process and operate machine at 175 RPM.
- OR submerge bonnet into solution and wring out. Lay bonnet on carpet and scrub. This method may remove more soil but will require more drying time.

NOTE: Be sure to have enough bonnets on hand to change the bonnet as soon as it becomes soiled.

CARPET CARE - STEP BY STEP

4 -EXTRACTION

- Hot water extraction is the most effective method of deep cleaning today's next generation carpets. Using chemicals that have a relatively neutral pH has proven to be beneficial in protecting the life of carpet fibers but require that the chemicals be allowed proper dwell time.



CARPET CARE - STEP BY STEP

5 -EXTRACTION

- The equipment used for this process may be a box type extractor or a self-contained unit . The advantages of each type of unit must be examined to determine which machine works best for the individual task. Typically, self contained units are used in open areas and box style units in areas where there are a lot of obstructions. The self contained units offer a great deal of versatility in that a wand or upholstery tool can be hooked up to the machine. Box style units offer economy and flexibility.

CARPET CARE - STEP BY STEP

5 -EXTRACTION - procedures

- Vacuum area with appropriate vacuum cleaner.
- Place plastic or foil sheets under all wooden or metal furniture legs to stop colour transfer and rust from staining the wet carpet.
- Pre-spray OXY DST or Emerald all areas of carpet applying extra solution to stains and traffic lanes
- Fill solution tank of machine with water and add appropriate amount of cleaner OXY DST or Emerald. If odour in the carpet is a concern use Bio Bac Cleaner Degreaser it will clean and leave a fragrance putting your signature on the job.

CARPET CARE - STEP BY STEP

5 -EXTRACTION - procedures (cont'd)

- Always start cleaning at a point where you will not be required to walk over the wet areas once they are cleaned.
- Be sure to over-lap each pass with the machine or wand by 4 or 5 inches. This ensures that no areas of the carpet are missed.
- Set up a 3 speed carpet dryer in an area where it can move the most amount of air possible over the wet carpet.
- Be sure to clean machine, tanks and jets when you have completed the job
- Re-vacuum the area after the carpet is dry. (1 – 4 hours)

CARPET CARE - STEP BY STEP

6 -CARPET PROTECTION

- Apply carpet protection , if desired, to freshly cleaned carpet while carpet is still wet. This application process helps the protector to bind to the fibers of the carpet. Use either a pistol sprayer or a pump sprayer for this application. Dustbane Barricade is designed for this procedure
- The application of this protection will add anti-static properties as well help protect the carpet from future staining and soiling.

CARPET CARE - STEP BY STEP

NOTE:

Dustbane's carpet care chemicals are all designed to be safe on all types of carpets. They have been formulated with lower pH to protect the fibers, backings and adhesives of today's synthetic and blended carpets. We do recommend that before cleaning any carpet, you check that the carpet or upholstery is colourfast by testing an inconspicuous area.

Notes

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