

INSTALLATION & CLEANING INSTRUCTIONS FOR SOLUTION-DYED NYLON CARPETS

INSTALLATION

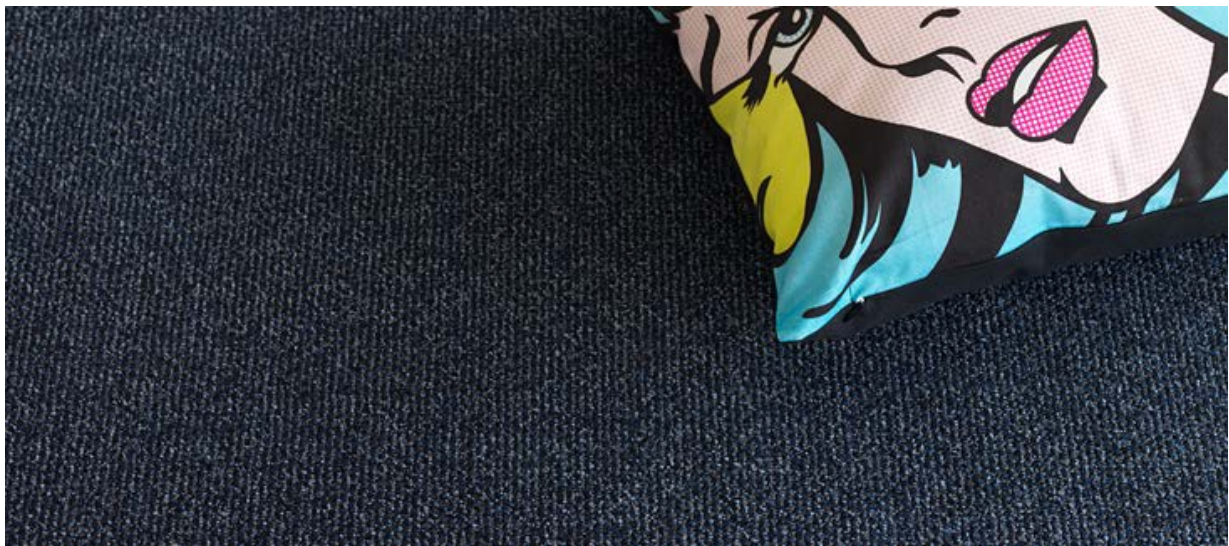
Good carpet installation and in particular good seaming will immediately bring a high level of customer satisfaction but a badly laid carpet or unsightly seams may be difficult and expensive to repair and leave a customer dissatisfied.

For all Cavalier Commercial products installation must:-

- **Use a seam sealer at all times when joining.** *Please check with your seam sealer provider on the appropriate adhesive to use.*
- Comply with AS/NZS 2455.1:1995 Textile Floorcoverings Installation Practice and specifically with the Seaming and Joining instructions (section 3.3.2) of this Standard. Seam sealing using a liquid adhesive.
- Never cross ribs when trimming length joins.
- Use a rib cutter to trim joins.

Note: Missing tufts from top cutting will not be covered by manufacturer.

If you have any queries, please call your carpet supplier in the first instance.



CLEANING

It is essential to follow a suitable and regular maintenance programme in order to remove soil and dirt from your carpet, for both appearance and hygiene reasons as well as to maximise the lifespan of your carpet.

A maintenance programme should be initiated as soon as the carpet is installed, and should be related to traffic patterns in different areas of the building. By segmenting the floor area by degree of usage, it is then possible to determine how frequently each of those different areas needs to be maintained. eg. Entrance ways, corridors and busy office areas will certainly need daily vacuuming, while individual offices and occasional meeting rooms could be twice a week or even weekly.

By ensuring an ongoing carpet maintenance programme starts the day the carpet is installed, you will reap rewards in terms of retaining the good appearance of the carpet and maximising its life and usage.

1. Protective maintenance

This should begin as soon as the carpet has been installed, particularly if building, refurbishment or redecorating is likely to continue after the carpet is down. The tender should specify that a protective covering be placed over the carpet until all other work is completed. A variety of coverings are available depending on budget, but the main thing is to ensure that the cover is well sealed so that dirt and building debris cannot get underneath and onto the carpet beneath.

- a) **Walk-off mats:** On going protective maintenance – or soil containment – consists of minimizing the debris, moisture and dirt that is tracked in from outside. A variety of barrier mats are available for uses in strategic places such as outside building entrances, before and after doorways and in areas around food and drink dispensers. These mats reduce the amount of walked in dirt and potential damage from spills, and can be expected to be 80% effective provided they extend for 2 to 5 metres inside the entrance.

Note: For these protective mats to remain effective it is essential that they too are cleaned on a frequent basis – much more frequent than the carpet and replaced when visibly worn.

- b) **Chair mats (pads):** Desk chairs on castors in offices, libraries and similar areas can damage both the carpet and the underlay, and for this reason chair mats, usually made of rubber or PVC, are recommended.

2. Regular maintenance

This consists of both routine vacuuming and prompt attention to spills and stains, as the older the stain the harder it is to remove.

Vacuuming needs to be carried out on a daily basis in the heavy traffic areas and between once and three times per week in other less frequented areas. The most important aspect in the development of your maintenance programme is to identify the high, medium and low traffic areas. Cleaning needs to be proportional to the amount of soiling to which the carpet is subjected – the more dirt that is deposited, the more intensive the maintenance programme required. Even then it is important to monitor the carpet performance and make adjustments to the programme where necessary. (see Table 1)

When choosing a Commercial Cleaning Operator you should ask about the types of vacuum cleaners they use and also establish what maintenance programme or replacement policy they have on those machines. Poor quality or poorly maintained vacuum cleaners may continue to operate – but cleaning performance will deteriorate rapidly.

Most commercial cleaning operators will have a variety of chemicals available for spot and stain removal, however it is also important that they check that these products are compatible with the solution-dyed nylon carpet installed, by testing on an off-cut or hidden area of carpet.

Where you are supplying the cleaning equipment and relying on non-professional cleaners to conduct your maintenance programme, then it is important to a) ensure that the vacuum cleaner is of a commercial grade and is maintained in good condition and b) you have a carpet care kit containing all the tools to tackle spills likely to occur, and ensure the cleaning personnel are trained in the use of these.

SUGGESTED MAINTENANCE PROGRAM

Location	Typical traffic volume	Suggested maintenance program	Suggested frequency	Minimum frequency
Executive offices, Conference rooms.	Light: less than 500 foot traffics/day	Vacuum: Vacuum traffic areas Full vacuum Spot and stain removal Restorative clean	3 times per week 2 times per week Daily – a.s.a.p. Every 18 months	2 times per week Weekly Daily – a.s.a.p. Every 36 months
Offices, Admin areas, Hospital wards, Hotel bedrooms.	Medium: 500 – 1,000 foot traffics/day	Vacuum: Vacuum traffic areas Full vacuum Spot and stain removal Restorative clean	Daily 3 times per week Daily – a.s.a.p. Yearly	3 times per week 2 times per week Daily – a.s.a.p. Every 2 years
Corridors, Shops, Hotel lounges Kindergartens, School classrooms.	Heavy: 1,000 – 1,500 foot traffics/day	Full vacuum Spot and stain removal Restorative clean	Daily Daily – a.s.a.p. Every 6 months	3 times per week Daily – a.s.a.p. Every year
Airports, Entrance- ways, Restaurants, School corridors, Hospital public areas.	Very Heavy: Over 1,500 foot traffics/day	Full vacuum Spot and stain removal Restorative clean	Daily Daily – a.s.a.p. Every 3 months	Daily Daily – a.s.a.p. Every 6 months

Attention to spills and stains on a daily basis help maintain the carpets appearance and also makes stain removal easier. It is important to use solutions that are appropriate for the specific type of spot or spill – (see table below)

NOTE : Stain Removal Guide is for our Solution Dyed Nylon carpets only.

Solutions to use:

Detergent:

*either
or*

One teaspoon of clear dishwashing detergent with one cup warm water
Commercially available carpet cleaning detergent

Ammonia

Undiluted household ammonia

Vinegar

Undiluted white vinegar

FREQUENTLY ENCOUNTERED SPILLS AND STAINS

Stain	Group	Stain	Group	Stain	Group
Asphalt / Tar	B1	Glue	B1	Nail Polish	B1
Beer	A1	Gravy	B1	Oil	B1
Drinks - Cold	A1	Grease	B1	Paint – oil based	B1
Drinks – Hot	A1	Ice-Cream	A2	Paint – water based	A2
Bleach	A2	Ink - permanent	B1	Plant food	A2
Blood	A2	Ink - washable	A1	Salad Dressing	A2
Butter	B4	Iodine	B4	Shoe Polish	B1
Chewing Gum	D	IV Solution	A2	Soup	A1
Chocolate	A2	Lipstick	B1	Soy Sauce	A1
Copy machine toner	B3	Liquor	B2	Tomato Sauce	A2
Cough Syrup	A3	Mascara	B1	Toothpaste	A2
Crayon	B1	Mayonnaise	A2	Urine	A1
Excrement	A2	Milk	A2	Vomit	A2
Felt tip marker	B1	Motor oil	B1	Wax (Candle)	E
Fruit Juice/Drinks	A1	Mouthwash	A2	Whiskey	A2
Furniture Polish / Dye	B1	Mustard	A2	Wine	A1

Spills & Stain removal techniques:

- **NEVER RUB** a wet or stained area.
- **Attend to spills immediately**
Solids: scoop up excess
Liquids: Blot with white paper or cloth towels, or use a clean absorbent cloth or sponge.
- Establish which group the spill / stain falls in and then follow the recommended treatments:
 - A1 Detergent > Vinegar > Water
 - A2 Detergent > Ammonia > Water
 - A3 Detergent > Ammonia > Vinegar > Water
 - B1 Cavalier Bremworth Carpet Stain Remover
 - B2 Cavalier Bremworth Carpet Stain Remover > Detergent
 - B3 Vacuum > Cavalier Bremworth Carpet Stain Remover
 - B4 Blot > Cavalier Bremworth Carpet Stain Remover
 - C Vinegar > Detergent > Water
 - D Freeze with ice cube, shatter with blunt object and vacuum clean > Cavalier Bremworth Carpet Stain Remover
 - E cover with brown paper and apply warm iron > Cavalier Bremworth Carpet Stain Remover

3. Restorative Measures (deep cleaning)

Frequent vacuuming and attention to spills will delay the need for deep cleaning procedures. However, when the carpet does start to look soiled, deep cleaning by a reputable operator will revive the appearance of your carpet. There are two main types of soil (dirt), and each has to be removed using different techniques:

Type 1 – coarse, dry, heavy soil: e.g. sand, fibres, and salts etc, which cause carpets “to fill up with dirt”. This dirt can be deposited as far down as the roots of tufts. Cleaning is mainly by mechanical means: e.g. vacuum (suction) cleaning or spray extraction cleaning.

Type 2 – fine, sticky, lightweight soil: e.g. soot, oil, rust etc that causes most of the discolouration of the carpet surface and makes the carpet “look dirty”. Cleaning is mainly by chemical means e.g. shampooing, or impregnated compound cleaning.

For each type of soil there are several deep-cleaning methods available - which cope with both types of soil - but the success or failure of any cleaning operation depends as much on the operator as on the method. Inappropriate or incorrectly operated cleaning equipment, the use of the wrong shampoos, or the failure to extract the shampoo residue will lead to rapid resoiling of the carpet, while over wetting the carpet can cause severe damage to the carpet.

Cavalier Bremworth recommends that you employ a reputable professional carpet cleaner for deep cleaning. Testimonials from business associates are a good recommendation and reputable professionals will warrant their work and have an established and permanent place of business.

4.1 Dry Cleaning methods involve either the use of an absorbent compound or a crystalline drying agent that absorbs both water-based and oil-based soils. These are then removed from the carpet by either vacuuming or use of a special machine. The advantage of these methods is that they allow quicker access to the carpet after cleaning than do wet cleaning methods; however, heavily soiled carpet may require more than one application or cleaning.

4.2 Wet Cleaning is the most widely used method of deep cleaning for carpet. Several methods of wet cleaning are available – Rotary Brush Shampoo; Rotary Brush Shampoo followed either by Wet Vacuuming or by Wet Extraction; Hot Water Extraction (commonly and erroneously called 'steam cleaning').

We strongly recommend that your Cavalier Commercial carpet, whatever it's style and construction, should be wet cleaned by the Hot Water Extraction Method. A thorough pile yarn drying process that can be carried out by your professional using specifically designed heaters and de-humidifiers should follow this process.

We strongly advise against the use of any form of mechanical action during the wet cleaning process, as this will have considerable detrimental effect on the carpet's appearance.