

# Interface Carpet Maintenance Specification Guide

Exclusive to all Interface, Heuga, Firth, and  
Bentley brand products.

Interface  
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# Introduction

**Why is maintenance important?** By implementing a routine carpet maintenance program, you preserve and maintain your floorcovering and extend the life of your carpet investment. Routine care makes restorative cleaning unnecessary. Restorative cleaning occurs when carpet has been neglected and its appearance has degenerated to a point when cleaning is an absolute necessity. Excessive soils and stains may require many methods or a combination of methods to be utilised by the service/solutions provider. However, restorative cleaning may not achieve the desired original beauty and appearance of the floorcovering. Routine care means a longer lasting product.

## **Interface Maintenance Services**

Facilities spend millions of pounds on buildings and interior design concepts as part of their overall image. Poorly maintained carpet can adversely affect a facility's image, waste thousands of pounds through misdirected cleaning costs, reduce product performance and accelerate the need for carpet replacement. We understand the need to maintain and extend the life of your carpet investment and offer a solution by providing a comprehensive maintenance plan.

Interface Maintenance Services offers expanded levels of service designed to fit your facility's needs. Maintenance providers offer customised programs performed by certified maintenance professionals using our IMAGE products. In addition, we can offer training and supplemental support for your in-house maintenance team, as well as full line of IMAGE brand floor care products designed specifically for Interface, Heuga, Firth and Bentley brand floorcoverings.

## **Preventative Maintenance**

Maintaining your carpet's appearance means more than choosing the right cleaning method. Choosing the right products up front contributes greatly to the overall performance of your floorcovering. Our sales representative's in conjunction with our Site Service team will work with you and the appropriate Interface Resource Dealer Partner to assist you in choosing the best product(s) and the best maintenance plan for your facility's needs. We assess your facility's layout, traffic patterns and hours of operation, and then we develop recommendations for preventative care.

## **Identifying Your Specific Maintenance Needs**

Just as various areas of your office are subject to different uses, each area demands a different level of maintenance and care. Your Resource Partner will identify your overall facility needs and provide you with plans based on those needs. Heavily trafficked areas such as entrances and corridors require proper daily vacuuming with recommended equipment. Areas around vending machines and desks need daily attention to spills and stains. From spot cleaning to monthly maintenance, frequency rates, approved cleaning solutions, methods, program monitoring and reporting, Interface Maintenance Service is designed to extend the life of your carpet.

# Maintenance Techniques

The Interface Maintenance program is designed to prevent soil from reaching the carpet and to remove soil before it causes damage. To keep your carpet clean and looking like new, this soil management program uses a combination of methods. These methods are tailored to your facility's needs. Cleaning frequencies are based on the specific needs of trafficked areas in your facility.

## **Barrier Mats**

Barrier mats are an integral part of any maintenance system. Capturing inbound soil at threshold points (i.e. elevator lobbies, entrances/exits and vending areas) and eliminating it with an aggressive vacuuming program prevents the spread of soil to other areas within the facility. A minimum of 3 metre's of barrier matting should be placed at the point of entry, based on traffic flow and other factors.

## **Vacuum Cleaning**

A good vacuuming program is essential to the success of your carpet maintenance efforts. Effective daily vacuuming reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile. Proper equipment and technique are critical to the success of a vacuuming program.

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. Upright vacuum sweepers are advised; canister and back pack type machines are generally not recommended. Vacuums with top loading soil bags are highly recommended.

The frequency of vacuuming is determined by visual inspection, but should be done daily. Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming. Vacuuming these areas more than once a day will help prevent soil from being tracked into other areas. For thorough cleaning, be sure your movements are slow and methodical when vacuuming.

NOTE: FOR FLOR S, NYLFLOOR, SUPER FLOR AND CONGRESS, A SUCTION ONLY

VACUUM IS RECOMMENDED.

## **Pile Lifting**

Pile lifting is an effective method for lifting crushed pile and loosening dry soil. Heavily trafficked cut-pile products should be pile lifted weekly. Looped products require less intensity and can be pile lifted less frequently. Pile lifting should always be used to precondition carpets for general cleaning. For best results, apply the pile-lifter machine against the lay of the pile.

NOTE: PILE LIFTING SHOULD NOT BE CARRIED ON FLOR S, NYLFLOOR, SUPER FLOR AND CONGRESS CARPETS.

# Maintenance Techniques - cont.

## Spot Cleaning

Daily removal of spots and spills helps maintain the carpet's appearance between scheduled cleanings. Immediate action against spots and spills also reduces the probability of a permanent stain. It is important to use solutions that are appropriate for the specific type of spot or spill water based, oil based or specifically for gum. Use spotting solutions sparingly and be sure to flush out a spot with water after it has been chemically treated.

NOTE: THE IMAGE EMERGENCY KIT IS AN EXCELLENT TOOL FOR SPOT REMOVAL OF ALL KINDS. SEE FLOOR CARE SOLUTIONS (BELOW) FOR MORE INFORMATION.

### Treating Water-Based Spots

For liquid spills, blot up as much of the liquid as possible with a clean white cloth. If the spill is semisolid or has hardened, scrape it with a spoon or spatula and then blot the spot with a damp sponge. Always work from the edge of the spot towards the center. Never rub across a wet spill in a manner that causes the stain or contamination to be spread from the original area.

After blotting water-based spots, promptly remove the remaining residue with a small amount of the IMAGE Dry Extraction Compound. Sprinkle the compound over the spot and use a hand brush to gently agitate the compound. Allow the area to dry (about 15-30 minutes) and then brush the compound again. If the compound seems to stick to the carpet, gently brush the area again, then vacuum. Repeat the application if necessary. Do not brush aggressively on the spot.

For difficult to remove coffee, tea, juice or soft drink stains, use IMAGE Coffee Breaker after spot cleaning. Apply the IMAGE Coffee Breaker two-part mixture according to the directions and let dry. Repeat the application, if necessary.

Note: COFFEE BREAKER MUST NOT BE USED ON PRODUCTS CONTAINING WOOL.

### Treating Oil-Based Spots

For the removal of oily stains such as paint, grease, tar, asphalt, etc., IMAGE Heavy Duty Spotter is recommended. Always check for colour fastness by applying the solution to an inconspicuous area of the carpet. Spray the solvent onto a white cloth and press it onto the carpet. Check the cloth for any evidence of dye transfer to the cloth. If colour transfer is evident, do not use the solution. If colour fastness is not a problem, apply IMAGE Heavy Duty Spotter sparingly to a clean white cloth and press the cloth onto the spot.

Again, do not rub across the stain, but wipe gently from the outer edge toward the center of the spot. Repeat the procedure until the spot has been removed. Protect the freshly cleaned area until the carpet is completely dry. Follow with an application of IMAGE Dry Extraction Compound.

NOTE: HAVING A SMALL EXTRACTOR MACHINE HANDY CAN MAKE IT EASIER TO FLUSH OUT ANY SPILL

# Maintenance Techniques - cont.

## Removing Gum

To remove gum, use IMAGE Gum Remover. Lightly spray IMAGE Gum Remover onto the affected area and allow the product to penetrate and loosen the gum. Use a blunt object such as a spatula or tongue depressor to gently dislodge the gum. Use care not to damage the fibre by using excess force or a sharp object.

### **Dry Extraction**

The low moisture dry extraction method is a safe, easy and effective method for handling maintenance on a regular basis. The procedure does not leave the carpet wet and allows for immediate access and traffic.

Follow this process for dry extraction: Thoroughly pile lift or vacuum the carpet and pre-spray. Spread IMAGE Dry Extraction Compound into the carpet and brush the carpet according to the manufacturer's instructions. Allow 30 minutes for drying before vacuuming particulate and soil from the carpet.

NOTE: FOR FLOR S, NYLFLOOR, SUPER FLOR AND CONGRESS PRODUCTS, HOT WATER

EXTRACTION IS THE ONLY RECOMMENDED PROCEDURE.

### **Crystalline Shampoo Application**

The Crystalline Shampoo method of maintenance is a low moisture procedure similar in some respects to the dry extraction method. Benefits include faster access to the area than Hot Water Extraction with reduced drying times.

Preparation should always include vacuuming and pile lifting. The Crystalline Shampoo can be applied using an electric sprayer or a simple pump-up garden type sprayer or 3 head rotary machine ( Cimex ). The carpet pile is then agitated to gently brush the solution into the fibre while dislodging and dispersing accumulated soil. Allow time for the solution to dry and to form the encapsulating crystalline formations around the fibre, effectively trapping soils and contaminants. Drying time will vary according to several factors including humidity, air flow and air temperature but can be expected to be anything from 60 minutes. Proceed with vacuuming and finish with pile lifting.

### **Bonnet Cleaning**

The bonnet cleaning method recommended herein is a modified system adopted specifically for situations that involve heavy or unusual soiling that may require a combination of systems to clean the carpet to a satisfactory result. The hot water extraction method is generally most desirable for these situations. However, the bonnet cleaning method may sometimes be needed as a supplement to allow earlier introduction of traffic.

**Care should be used in deploying this method especially on carpets made using cut piles, as improper treatment can damage yarn and fibre.**

As with all other maintenance methods, always prepare the carpet by vacuuming and pile lifting.

## **Maintenance Techniques - cont.**

Apply IMAGE Pre-Spray using an electric or pump-up type sprayer. Before drying begins, agitate the area utilising a low speed (175 rpm maximum) rotary floor machine to which has been attached a relatively soft and flexible vegetable or union fibre brush. Be extremely

careful to cover the area thoroughly so that the carpet pile has the opportunity to be agitated in several directions, which will loosen attached soil and other contaminants.

Before the agitated area begins to dry, cover the area a second time using a 100% cotton bonnet, lightly moistened with clean water. As the area is covered, soil and contaminants will accumulate in the bonnet, requiring that the bonnet be rinsed in clean water before proceeding.

(Bonnet Cleaning continued)

After the area has dried completely, the carpet should be pile lifted.

NOTE: BONNET SHOULD BE CHECKED FREQUENTLY FOR CLEANLINESS.

### **Hot Water Extraction**

Hot water extraction is an effective method for removing soil and residue from carpeting. This system is based on injection of water and cleaning agents into the carpet, which suspends the soils and contaminants in the solution for easy removal by a built-in vacuum system.

NOTE: ALTHOUGH THE METHOD IS TERMED "HOT WATER EXTRACTION," IT IS TYPICAL TO USE WATER CLOSER TO ROOM TEMPERATURE.

As with all other maintenance methods, always prepare the carpet by vacuuming and pile lifting.

The recommended technique is as follows: Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately 1 to 2 metres (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times with the solution valve off to remove as much moisture from the carpet as possible.

Overlap approximately 5 centimetres into the area already cleaned and proceed as described above. In extremely soiled areas, it may be necessary to make two or three additional passes with the solution valve on. Make several additional passes with the solution valve off to remove as much moisture from the area as possible, always being careful not to over wet the carpet.

CAUTION: WATER TEMPERATURES SHOULD NEVER EXCEED 50 DEGREES CENTIGRADE (120 DEGREES FAHRENHEIT). DO NOT ALLOW FOOT TRAFFIC ONTO THE CARPET UNTIL IT IS DRY. FOOT TRAFFIC CAN CAUSE FIBRE DAMAGE AND RAPID RE-SOILING.

Place drying fans on wet areas during cleaning and allow the carpet to dry as long as possible. Complete the procedure with a thorough pile lifting.

## **Floor Care Solutions**

Some commercial carpet cleaning solutions are very harsh and can damage yarn and/or fiber. It is important to select solutions that meet the basic standards outlined here and to evaluate each product before using it.

Interface brand carpet may be maintained using a number of widely recognised and readily available carpet cleaning agents. Avoid products with pH levels over 9.5 and products that

contain toxic, odorous or flammable solvents. Products designed for use in hot water extraction equipment should not contain oil based defoamers, and no product should include optical brighteners. Oil based defoamers have the potential to leave oily residues causing rapid re-soiling, and optical brighteners can adversely affect the coloration of carpet.

Cleaning solutions should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount of concentrated detergent/ cleaning solution into a small, clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterized as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky or in waxy flakes, the solution is not acceptable since it would likely contribute to rapid re-soiling.

Spotting solutions should be used as needed and should be flushed out with clean water after the spot has been treated.

# Floor Care Solutions

## IMAGE Products

IMAGE products by Interface are a full line of floor care solutions designed specifically for Interface, Heuga, Firth and Bentley brands. From coffee spills to the toughest stain, we have a floor care solution designed to meet your needs.

The following IMAGE brand products are available from your interface service centre

### Product and description.

**Carpet Spotter** - is a unique blend of cleaning agents designed for the quick removal of daily spots and spills that occur during normal use. The easy to use spotter can be applied directly to the problem areas using the trigger sprayer and can be removed after a few minutes using only a clean cloth to blot out the remaining spot/spill residue.

**Heavy Duty Spotter** - is a combination of ingredients designed to dissolve tough, built up, deep embedded soil, grease oil spills from the carpet. This fast acting solution can be applied directly to the soiled areas using the trigger spray supplied and can be removed after ten minutes by flushing out using a hot or cold water extraction machine.

**Traffic Lane Cleaner** - is designed for maintaining areas that receive high concentrations of foot traffic and the soil and dirt associated with them. this product assists the cleaning method by breaking down greasy and oily deposits and should be used as directed prior to using either the Dry Extraction or Wet Extraction cleaning methods.

**Dry Extraction Compound** - is a low moisture solution to carpet maintenance. This gentle cleaner removes soil from the carpet on a release and absorb principle. The product is scrubbed in to the pile surface then the compound absorbs the surrounding soil, once dry ( approx. 45 minutes ) the carpet is then vacuumed to remove the compound and soil and the area is immediately ready for re-use.

**Coffee Breaker** - from Interface is an exclusive patented formula that really does remove tough coffee stains and other acid based stains such as red wine, fruit juice, tea, Coca Cola etc., whilst at the same time being gentle on the carpet.

**Chewing Gum Remover** - is a specially formulated refrigerant designed to remove gummy or sticky contaminants, such as chewing gum. This fast acting spray is ideal for preserving the life of tables, chairs, floors and other non-porous surfaces throughout any facility.

**Defoamer** - reduces the problem of foam build up during the wet cleaning process, foam build often occurs where detergents have been previously used to clean the carpet.

**Extraction Concentrate** - is a specially formulated low foam cleaning agent designed to remove general soil and oil-or water based stains during the wet cleaning process.

**Emergency Kit** - is a all-in-one kit containing the necessary products for the first response and on-site maintenance for carpet spills and accidents. This kit is ideal to keep around any facility

Cleaning Solution Specifications ( non Interface products )

Maximum pH 9.5 in dilution preferred.

Solvents at a maximum of 10% by volume

No optical brighteners.

# Maintenance Equipment

Using the right equipment is as important as using the right cleaning solutions and the best techniques. These guidelines provide the technical specifications you need for key pieces of carpet maintenance equipment.

### Equipment specifications

The following equipment specifications are the minimum requirements for use on Interface and Heuga brand products.

#### **Vacuum Cleaning Equipment.**

##### Twin Motor Upright Machines.

Power Requirements: 8 AMP 220/240 Volts  
Vacuum motor 750 Watt  
Water Lift 1700 mm  
Air Lift 38 Litres/ Second  
Filtration Down to .3 Microns or lower  
{Hospital grade preferred }  
Dust bag Capacity Minimum of 5 litre preferred

Brush Details  
Brush Motor 150 Watt  
Brush Strip Replaceable  
Brush Drive Toothed Belt Drive { non-slip } Preferred  
Adjustment Brush Height Adjustment essential  
Working Width 325" mm - 460 mm"

##### Recommended Manufacturers/ Supplier/ Distributors,

Sebo Tel : 01494 464499  
Windsor Industries Tel : 0800 0687160  
Karcher Tel : 01295 267511

#### **Suction Only Vacuum machines**

Power requirements 8 AMP 220/240 Volts  
Vacuum Motor 750 Watt  
Water Lift 1700 mm  
Air lift 38 Litres/ Second  
Filtration 3 Stage Preferred down to .3 Microns  
Dustbin Capacity Minimum of 5 litre preferred

##### Recommended Manufacturers/ Supplier/ Distributors,

Sebo Tel : 01494 464499

Other suppliers i.e. Nilfisk and Numatic can also provide equipment that meets this specification, check locally for distributors.

#### **Pile Lifting Machines**

Power Requirements  
Drive Motor 1/2 Horse Power  
Vacuum Motor 1 1/2 - 1 3/4 Horse Power

Brush Width                      Approximately 100 mm; Spirals,  
total width 400 mm Vegetable Fill or Nylon  
Brush Adjustment              Self Levelling.

Recommended Manufacturers/ Supplier/ Distributors, Chem-Quip and Certified International and Fabrizon, check locally for distributors.

### **Dry Extraction Compound Application Machines**

Power Requirements    2 - 8 AMPS 220/240 Volts  
Motor                      200 Watt  
2 Brush system            Contra Rotating  
Brush Width              250 mm" - 500 mm"  
Brush Speed              400 RPM

Recommended Manufacturers/ Suppliers/ Distributors,  
Sebo                        Tel : 01494 464499  
Windsor Industries      Tel : 0800 0687160

Other Manufacturers, Rotowash, GLS Series II, R. E. Whittaker Company Racine Industries, Inc. (Host), can provide Equipment that meets this specification, check locally for distributors.

### **Hot Water Extraction Machines**

Power requirements    10 - 15 AMPS 220 - 240 Volts  
Vacuum Motor            1500 Watt  
Vacuum type              3 Stage by-pass  
Vacuum Shoe             300 mm - 500 mm  
Water Lift                2.5m - 3.5m At 100 CFM  
Fluid Delivery           2 Litres/ Per Minute at 50 - 100 PSI  
Solution Tanks          15 Litres Upwards for both solution & Recovery  
Brush Motor              90 Watt 1/8 Horse Power  
Brush Width              250 mm - 450 mm with 4 v-Shaped rows of Nylon Bristles

Recommended Manufacturers/ Suppliers/ Distributors,  
Windsor Industries      Tel : 0800 0687160  
Karcher                    Tel : 01295 267511  
CFR Corporation         Tel : 01273 857888

### **Crystalline Shampoo Systems**

Dry Extractor and Crystalline Applicator

Power                      • 2-8 amp  
Width                      • 12"- 22"  
Brushes (2)              • 10"- 20"  
Brush Speed              • 400 rpm

Recommended Models:  
GLS Series II, R. E. Whittaker Company  
Several, Racine Industries, Inc. (Host)

### **Rotary Shampoo system from Cimex**

Machine Name            CR38/48  
Brush system            3 Contra rotating brushes  
Power Motor             370/550 Watts  
Brush Speed             400/620 RPM  
Working Width          380/480 mm

Brush Type                      Nylon Model no 4807  
Tank Capacity                 25 Litres  
Cleaning Agent                 D73 Dry Foam Shampoo only

Cimex Telephone               01202 499699

### **Bonnet/Rotary Floor Machine**

Drive Motor                     • 3/4 horse power minimum  
Size                                • 17" x 20"  
RPM                                • 175 RPM maximum  
Brush type                        • Pad driver  
Notes                               • Do not exceed 175 RPM  
Pads                                 • Absorba 100% cotton

Recommended Models:

Most floor machine manufacturers offer 175 RPM versions. Please discuss the detailed specifications with your nearest equipment manufacturer

**All the above equipment must be CE approved and comply to EEC regulations.**

# Miscellaneous Maintenance Issues

## **Tile Replacement**

(Not applicable to Broadloom) Carpet tiles that become badly stained or damaged can be replaced from additional/spare stock. Damaged tiles can be removed by slipping a knife edge under one corner and peeling it from the floor.

Be sure that the face pile of the surrounding tiles are brushed upright and that the replacement is fitted carefully to prevent pile fibres from becoming trapped between joints.

Carpet tiles taken from additional/spare stock will likely have a newer appearance than the ones being replaced. If new tiles stand out in sharp contrast to surrounding, older tiles, you may want to shuffle them in a "musical chair" fashion. Place the new tile(s) in less visible areas, and place the aged, undamaged tiles in a more visible area.

### **Access floors**

Contact relevant access floor manufacturer for recommendations for carpet cleaning in relation to the methods and techniques recommended herein. Low moisture methods and techniques are generally preferred.

For further information relating to maintenance, Interface Maintenance Services or IMAGE maintenance products contact your local Interface sales centre or visit our web site at [www.interfaceinc.com](http://www.interfaceinc.com)