Commercial Carpet Maintenance Guidelines

Maintenance Identification

Different areas of interior are subject to different types and levels of use, and this will determine the level and frequency of maintenance needed. A comprehensive maintenance program should have a chart or diagram with suggested frequency and minimum frequency based on different location and traffic volume. This well-designed maintenance plan will add years of useful life to your carpet investment.

Recommended Cleaning Frequency For Commercial Carpet

Traffic Volume	Location Reference	Maintenance plan	Suggested Frequency
Light	- Private offices - Cubicles	Full Vacuum	2+ times weekly
		Stain Removal	As needed
		Interim Clean	As needed
		Deepening Clean	1 times annually
Moderate	- Shared offices - Secondary hallways - Conference rooms - Classrooms	Full Vacuum	1 time daily
		Stain Removal	As needed
		Interim Clean	As needed
		Deepening Clean	2 times annually
Heavy	- Common entrances - Elevators - Main hallways - Break rooms - Work rooms - Mail rooms - Patient rooms - Waiting areas	Full Vacuum	1+ time daily
		Stain Removal	As needed
		Interim Clean	Monthly
		Deepening Clean	4 times annually

Severe	- Common entrances
	  in severe climates
	- Cafeterias /
	  food service areas
	- Extra heavy traffic
		Full Vacuum	1+ time daily

		Stain Removal	As needed
		Interim Clean	Weekly
		Deepening Clean	Monthly

Notice:
1.This chart represents a general guideline; your program should be customized to your specific conditions.
2.Extra heavy traffic and soiling conditions require more frequent attention.
3.Full Vacuum and Stain Removal could be applied by carpet owner or maintainer. For Interim and deepening clean of large area, please consult professional carpet cleaning company.

Maintenance Techniques

Preventative Maintenance:

- Using walk-off mats helps keep soil from entering the building.
- Outside mats are designed to scrape dirt and debris off shoes while interior mats are designed to remove smaller soil particles and help absorb moisture.
- Interior walk-off mats should extend a minimum of 6 feet inside the entrance. At 15 feet, these mats can effectively remove 80% of soil and moisture before they reach the carpet.

Full Vacuum:

- A regular use of vacuum cleaner over the carpet ensure a longer life to the product and might avoid the need of deeper intervention.
- Vacuuming is designed to remove dry soil matter.
- Vacuuming thoroughly after carpet installation is quite essential.
- When cleaning, vacuum cleaner moving speed should not be too fast, to ensure that the vacuum cleaner and carpet are full contacted.
- In order to perform very well and retain a good working routine, we recommend to check and clean the vacuum cleaner at least once a week.

Stain Removal :

- Immediate action against stain reduces the probability of a permanent stain. The longer the dirt is in the carpet, the more difficult it will be to wash it away.
- If the carpet is dirty, it needs to be immediately processed including the process of post- installation and daily maintenance.

Recommended Cleaning Steps For Stain Removal

Stain Type	Dry Stain	Wet Stain	Dried Stain
Step 1	Vacuum thoroughly to remove dry strain. For most dry strains, the use of water is not necessary.	Remove extra stains by covering the dry towel on the wet pollution or using spatula gently. Vacuum is also effective.	Remove crusted materials by using a soft brush or spatula. Vacuum is effective for loose particles. Then use the towel with water to wet the contaminated sites.
Step 2	Spray the cleaning agent on pollution and brush the carpet from outside to inside to make full contact.		
Step 3	Add water depending on size of stain and wait for a period of time.		
Step 4	Use a dry towel to drain excess water. If the stain is still there, repeat the above steps.		
Step 5	Keep the finished cleaning area completely dry.		

Notice: Please check carefully the oxidant concentration before using any washing agent, to avoid the risk of carpet damaging. Ammonia and alcohol, etc., can be used.

- VOXFLOR Greenpad Sorona carpets are the easiest to to be cleaned among VOXFLOR products. Since the collections use the Sorona fiber material, the cleaning can be done just with some water, with the advantages of quick-drying and resistance to chlorine bleaching.

Specific Stain Classification

Spot Problem	Actions	Spot Problem	Actions	Spot Problem	Actions
Asphalt	B	Glue	B	Oil	B
Barium Sulphate	A	Grape Juice	A	Ointment	B
Beer	A	Gravy	A	Orange Drink	A
Berry Stain	A	Grease	B	Paint (Oil-Base)	B
Betadine	B	Ice Cream	A	Paint (Water-Base)	A
Bleach	A	Ink (Washable)	A	Petroleum Jelly	B
Blood	A	Ink (India)	B	Fertilizer	A
Butter	B	Ink (Permanent)	B	Pyridum	A
Carbon Black	B	Insecticides	B	Rubber Cement	B
Chalk	A	Motor Oil	B	Salad Dressing	B
Chocolate	B	Iron Rust	A	Shoe Polish	B
Clay (Red)	A	IV Solution	A	Soft Drinks	A
Coffee	C	Ketchup	A	Soup	B
Copier Toner	A	Lipstick	B	Soy Sauce	B
Cough Syrup	A	Liquor	B	Steak Sauce	B
Cranberry Juice	A	Mascara	B	Tea	C
Crayon	B	Mayonnaise	B	Tomato Sauce	A
Faeces	A	Peanut Butter	A	Toothpaste	A
Felt tip marker	B	Merthiolate	B	Urine	C
Jelly	A	Methylene Blue	B	Vomit	C
Mud	A	Milk	A	Water Colors	C
Furniture Dye	B	Cooking Oil	B	Wax	B
Furniture Polish	B	Month Wash	A	Whiskey	A

Recommended Cleaning Steps For Specific Stain Removal

Stain Type	A	B	C
Step 1	Apply carpet detergent gently on the stain area. Wipe to remove the hard substances and use clean water to remove detergent residue.	Wipe dry the spillages with clean towel. Repeat as long as the stain continues to transfer.	Apply carpet detergent gently on the stain area. Wipe to remove the hard substances and use clean water to remove detergent residue.
Step 2	Follow the detergent procedure with the recommended ammonia solution. Rinse thoroughly with clean water.	Apply carpet detergent gently on the stain area. Wipe to remove the hard substances and use clean water to remove detergent residue.	
Step 3	Apply the white vinegar solution to the cleaned area. Rinse thoroughly with clean water. Wipe dry.		

Notice: For acid cleaners or other highly alkaline substances in Type A stain problem, don't follow step 1.