

Cleaning and Maintenance Program for Tecsom Carpet Tiles



FOUR-STEP PROGRAM

Introduction: Protecting your flooring investment

Cleaning & Maintenance Program has been designed to protect your flooring investment and conserve the beauty of your carpet for as long as possible. Manufacture Françoise des Ardennes will support its full product guarantee provided products have been installed and maintained correctly. Our recommended cleaning and maintenance program comprises the following four steps:

1. Preventive care

In order to get the most value out of your flooring investment, you need to plan and execute regular cleaning and maintenance intervals.

1.1 Planning cleaning and maintenance

Plan the frequency of cleaning and maintenance when installing a new carpet, given the volume of traffic and the type of soiling that the carpet will be subjected to. This may vary considerably from area to area and will require different solutions and frequencies of maintenance to be adopted.

1.2 Dirt-barrier systems

To considerably reduce the degree of soiling, especially in areas that will be subject of abuse (e.g. main entrances and walkways leading from a main entrance), install an efficient dirt-barrier system at each entry point of the building. Efficient systems are based on a three-stage principle. Nearest the outside there is a scraper grid, in the centre a “grass mat” and finally a fibre mat to trap and absorb the remaining dirt on the building’s inside.

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General remark: The greater the effectiveness of the dirt barrier system is at absorbing foot borne soiling will reduce the cost of cleaning and maintenance of the internal textile floorings. It will also greatly enhance the lifespan and appearance of the indoor floorcoverings. Fibre and yarn manufacturers also recommend the use of such preventative measures to protect and prolong the longevity of their products.

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2. Daily cleaning

An effective maintenance regime should include daily vacuum cleaning (3-5 slow passes) and immediate spot removal. This will ensure that:

- Dry and bulk dirt can be permanently removed.
- Premature deformation of carpet pile can be prevented in heavily foot trafficked areas and areas where wheel chairs are used.
- The properties and appearance of your carpet remains.

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2.1 Vacuum cleaning

The daily use of a high performance upright vacuum cleaner with power headed rotating brushes avoids the deep infiltration of soil into the carpet pile and is highly effective in removal of dust and soil particles. To achieve an efficient and extensive cleaning performance, clean and change the brushes regularly. In sensitive and hygienic areas, the use of a vacuum cleaner with a microfilter is recommended.

2.2 Spot removal

Always remove stains as soon as possible. More than 80% of all stains are easily removed without difficulty by the simple use of water.

- Remove solids with a spatula or a blunt knife.
- Fresh wet spots (i.e., spilt liquids) blot with an absorbent cloth (i.e., paper towels, white cotton cloth or micro fibre glove).
- Dried substances should be dislodged by brushing or by vacuuming. If this fails scrape with a spatula or a blunt knife taking care not to damage the carpet.
- Water-based spots are best treated first with water (i.e., sprinkled with water) and after blot up the residue.
- Always use the appropriate cleaning materials and accessories to obtain a complete spot removal.

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General remark: For the effective removal of persistent and specific stains please refer to the "Stain Removal list" (see below)

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3. Interim cleaning

For interim cleaning, several dry and wet methods are recommended every 3 months for heavily trafficked areas, 6-12 months in all other areas. The cleaning can be implemented on a partial area or over the whole installation.

For the appropriate interim cleaning method for our different product types, see the different methods detailed below. Always test the proposed method on an inconspicuous area of the floor covering before proceeding with a full clean to ensure colour fastness.

3.1 Cleaning with Rotocleaner

- Carry out an extensive vacuum clean.
- Spray the textile flooring with a detergent solution (shampoo) either with a pump or fingertip dispenser (aerosol spray).
- Fill tank with water only.
- Spraying continuously and simultaneously brush the carpet: the water and dirt are collected in the tray
- After drying time brush and soak up the foam including the detached dirt.

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Notice: To shorten the drying time and prevent spotting, you can perform a recovery passage without spraying
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3.2 Cleaning with precast foam

- Carry out an extensive vacuum clean.
- Spray the textile flooring with the pre-cast foam either with a pump or fingertip dispenser (aerosol spray).
- Rub the foam into the pile.
- After drying time brush and soak up the foam including the detached dirt.

3.3 Powder cleaning

Powder cleaning has the advantage that no drying time is necessary and the room stays accessible and can be walked on during the cleaning.

- Carry out an extensive vacuum clean.
- Disperse the cleaning powder. Approximately 50 – 100g/m² depending on the degree of soiling.
- Using a contra rotating brush machine, brush the powder into the pile lengthwise and in a lateral direction. This will dislodge the dust and soil particles in the carpet pile.
- After the recommended application time remove the powder with a vacuum cleaner.

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General remark: Always follow the powder manufactures instructions and specification as to application rate and drying time
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3.4 Pad cleaning (Microfibre pad)

Pad Cleaning is a very environmentally friendly method, because it works without water. This procedure has to be performed before soiling of the carpet is visible:

- Carry out an extensive vacuum clean before the use of the cleaning pads.
- Spray the cleanser on the textile flooring.
- Set the pad on a bonnet cleaner which has a special rotary disk.
- Let the machine with the pad rotate on the carpet using a circular action.
- The dirt is dissolved and sticks to the pad.

As Pad Cleaning is a relatively gentle procedure during which the carpet remains dry it is usable within 20-30 minutes of the application.



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4. Periodic cleaning

Depending on the degree of soiling the textile flooring, a final periodic cleaning procedure has to be carried out 1 – 2 times a year. This is the last phase in thoroughly cleaning the carpet and comprehends either spray extraction or shampooing, or a combination of both.

Always test the proposed method on an inconspicuous area of the floor covering before proceeding with a full clean to ensure colour fastness.

4.1 Spray extraction

The adoption of a spray extraction is for light soiling and is recommended for cleaning stairs.

- Carry out an extensive vacuum clean.
- Inject textile flooring with an extraction cleaner and leave for a while to react.
- After reaction time, use an extraction machine. First rinse the cleaning liquid out with adequate water. Next using the extraction machine absorbs the cleanser and water until the textile floor is free of cleaning residues.
- Whilst the carpet is drying the carpet should not be walked on. Once dry use a power headed vacuum cleaner to achieve a satisfactory appearance.

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General remark: Depending on the degree of soiling it may be necessary to repeat the spray extraction using water only. A repeat extraction clean is especially recommended for our Manufacture Française des Ardennes tiles with Backing System.

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4.2 Shampooing

- Carry out an extensive vacuum clean
- Apply the shampoo with a one disk shampoo brush machine using a circular action, which dislodges dirt and soil.
- Following the same method as Extraction cleaning: rinse with cold water to extract the soiling and remaining shampoo.

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General remark: Depending on the product and the pile height, a residual humidity could stay in the carpet, which will affect the drying time.

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4.3 Combination of extraction and shampooing

To obtain maximum performance a combination of Extraction and First shampoo this detaches and absorbs the dust and dirt particles by mechanical treatment and chemical reaction. Following the shampooing, use water extraction to rinse the remaining dirt particles and cleanser residues out. Once dry, use a power headed vacuum cleaner to achieve a satisfactory appearance.

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Special Notice: This cleaning and maintenance manual is a guide for expert and professional cleaning staff and does not contain any claim to completeness. The recommendations and instructions of the manufacturers and suppliers of supplementary materials such as cleanser and stain remover should always take precedence.

It is the responsibility of the cleaners to choose the suitable cleaning material and to check it before using. Any remedial actions necessary is the responsibility of the cleaning staff.

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STAIN REMOVAL LIST

Normal Soiling

Substances	Spot Removal
Non-alcoholic drinks	Cleanser - Dab - Colourless vinegar - Rinse with water
Waste oil	Stain remover - Dab - Carpet shampoo - Rinse with water
Asphalt	Adequate stain remover - Dab - Cleanser - Rinse with water
Soft fruit/Berry fruits	Cleanser - Dab - Colourless vinegar - Cleanser - Dab - Rinse with water - Dab
Beer	Cleanser - Dab - Colourless vinegar - Cleanser - Dab - Rinse with water - Dab
Sweets (Bonbons)	Cleanser - Dab - Colourless vinegar - Cleanser - Dab - Rinse with water - Dab
Gravy	Adequate stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Butter/Margarine	Adequate stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Coke	Carpet shampoo dissolution - Water and fettleing vinegar (10:1) - Water
Curry	Rinse with water / Spray extraction - For after care use a stain remover
Egg (raw)	Remove solids with a knife or spoon - Rinse with water / Spray extraction
Egg yolk	Rinse with water - Cleanser - Dab - Carpet shampoo dissolution - Rinse with water
Egg soft	Remove solids with a knife or spoon - Rinse with water / Spray extraction
Lacquer of colour	Stain remover - Dab - Cleanser - Rinse with water - Dab
Crayon/Pencil	Stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Fat/Grease	Blot with a spot remover soaked cloth or spray detergent onto spot then hot water extraction

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Fruit juices	Blot with carpet-detergent soaked cloth or spray detergent onto spot then hot water extraction
Garden mould	Cleanser- Dab - Ammonium hydroxide - Dab - Cleanser - Dab – Rinse with water - Dab
Make up	Stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Hair oil	Stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Hair spray	Stain remover - Dab - Cleanser - Dab - Rinse with water - Dab
Hand cream/Hand lotion	Stain remover - Dab- Cleanser - Dab - Rinse with water - Dab
Honey	Douse with hot water - Rinse with warm water / Spray extraction
Cough Syrup	Cleanser - Dab - Ammonium hydroxide - Dab - Colourless vinegar - Dab – Rinse with water - Dab
Yoghurt	Water - Cleanser - Dab - Carpet shampoo - Rinse with water
Coffee • Fresh spots: • Dried spots:	Blot with a dry cloth - Douse with mineral water - Use a spray extraction Stain remover
Cocoa / hot chocolate	Rinse with water / Spray extraction - For after treatment use a stain remover
Cheese	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Chewing gum	Apply an ice cube or Ice spray to the gum - Scrape with a blunt knife (taking care not to damage the carpet) Vacuum - Use a dissolver -- Repeat if necessary
Candle wax	Stain remover - Dab - Cleanser - Dab - Water - Dab
Ketchup	Rinse with water / Spray extraction - After treatment with stain remover
Glue/ Adhesive	Remove glue residue by hand - Stain remover - Dab
Condense Milk	Rinse with water / Spray extraction - For after treatment use a stain remover
Jam	Rinse with water / Spray extraction - For after treatment use a stain remover

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Body Creams	Stain remover - Dab - Carpet shampoo - Rinse with water
Ball pen (Biro)	To dab off with chemical clean alcohol - Carpet shampoo - Water
Lacquer	
• Oil based:	Turpentine/Turps - Carpet shampoo - Water
• Water based:	Water - Carpet shampoo - Water
Latex paint	Stain remover - Dab - Cleanser - Dab - Water - Dab
Food colouring	Industrial cleaning
Linseed oil	Stain remover
Lipstick	Stain remover - Dab - carpet shampoo - Water
Soldering flux	Industrial cleaning
Mayonnaise	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Marmalade	Rinse with water / Spray extraction - For after treatment use a stain remover
Mascara	Stain remover - Dab - Cleanser - Dab - Water - Dab
Machine Oil	Stain remover - Dab - Cleanser - Dab - Water - Dab
Milk	Rinse with water / Spray extraction - For after treatment use a stain remover
Milk drink	Cleanser - Dab - Colourless vinegar - Cleanser - Dab- Water - Dab
Furniture polish	Stain remover - Dab - Cleanser - Dab - Water - Dab
Furniture polish (with corrosive content)	Ethylated spirit - Dab --> Repeat if necessary
Nail polish	Stain remover - Dab - Cleanser - Dab - Water - Dab
Fruits water	Stain remover
Oil	Remove solids with a knife - Stain remover - Dab - Carpet shampoo - Water

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Rust	Industrial cleaning
Salad dressing	Stain remover - Dab - Cleanser - Dab - Water - Dab
Sauces	Stain remover - Dab - Cleanser - Dab - Water - Dab
Lard	Stain remover - Dab - Cleanser - Dab - Water - Dab
Chocolate	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Shoe polish	Stain remover - Dab - Cleanser - Dab - Water - Dab
Mustard	Rinse with water - Spray extraction - For after treatment use a stain remover
Soy sauce	Cleanser - Dab - Ammonium hydroxide - Dab - cleanser - Dab - Water - Dab
Ice cream	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Cooking oil	Stain remover - Dab - Cleanser - Dab - Water - Dab
Starch	Stain remover - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Cheese Spread/ Cream Cheese	Remove solids with a knife - Stain remover - Rinse with warm water / Spray extraction
Soup	Rinse with warm water / Spray extraction - For after treatment use a stain remover
Tea • Fresh spot: • Dry spot:	Douse with mineral water and use a spray extraction Stain remover
Tar/Soot	Stain remover - Dab - Cleanser - Dab - Water - Dab
Textile colour	Industrial cleaning
Ink	Absorb with blotting paper or absorbent cloth - Carpet shampoo - Water
Wax	Stain remover - Dab - Cleanser - Dab - Water - Dab
Wine	Cleanser - Dab - Colourless vinegar - Cleanser - Dab - Water - Dab

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White glue	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab
Toothpaste	Cleanser - Dab - Ammonium hydroxide - Dab - Cleanser - Dab - Water - Dab

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General Remark: Remove spots as fast as you can. Most stains are removable with water, but some substances are harder to remove such as:

- Dried coke, coffee or blood
- Substances that can bleach or dye the carpet

To treat and remove such substances please pay special attention to the details in the stain tables below. Before proceeding with applying cleaning material always test an inconspicuous area for colour fastness and remove any solids first with a knife!

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