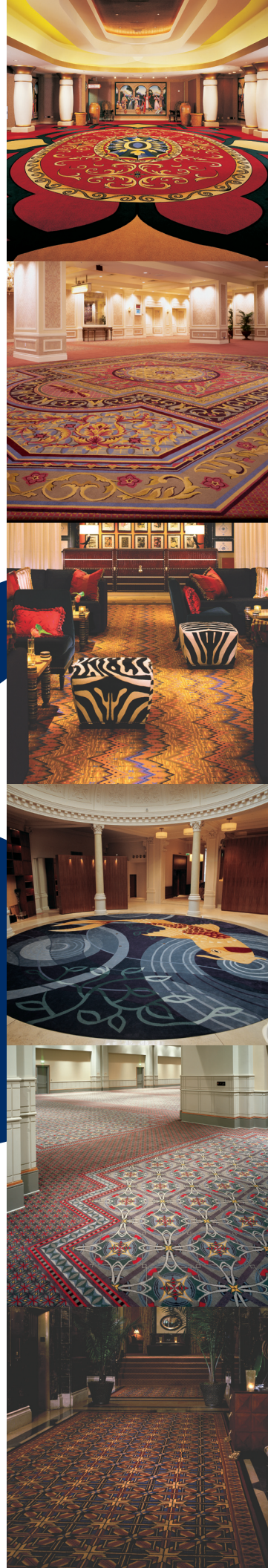




COURISTAN[®]
CONTRACT • HOSPITALITY

*Making the most of your
Couristan carpet*



***Commercial carpet represents a significant capital investment.
To get the most out of this investment competent maintenance is essential.
With correct maintenance you will extend the useful life of the carpet by many years.
These simple instructions are intended to help you achieve this objective.***

PREVENTATIVE MAINTENANCE

Always install entrance mats

Effective maintenance begins with prevention. Prevention that is, from allowing the carpet to become prematurely dirty. This is achieved by following a few simple steps.

Most importantly is the installation of adequate lengths of an effective barrier mat. In many commercial installations barrier matting is rejected because of its drab, unattractive appearance. However, research has shown that the installation of around 20-feet will reduce levels of soil being carried further into the building by as much as 92%. Unfortunately it is not always possible, for both logistical and aesthetic reasons, to install so much matting. Nevertheless, it may be possible to maximize the space that is available. For example, entrance matting can be placed under revolving doors. People tend to shuffle their feet as they pass through a revolving door and this shuffling results in passive wiping of the soles of the shoes without the person being aware that this is taking place. Barrier mats should be installed in elevators, this prevents street soil from being carried to upper floors of the building. This is particularly important in buildings where the elevators are near to the street and in cities where winters are harsh.

A rapid response to stains pays dividends

Prompt attention to stains is also considered to be a preventative technique as stains are much easier to remove if they are dealt with quickly. When a stain is still wet, as much as 90% of the stain may be removed by prompt action, whereas if the stain is dry at least 50% may remain after cleaning. One problem facing the hospitality industry, in particular, is that many stains go unreported and are not discovered by the housekeeping department until several hours later. By increasing staff vigilance a more rapid response and hence more success in removal can be achieved.

Try following these basic rules when dealing with carpet stains:

- Blot the stain instead of rubbing. Rubbing the stain may damage the fibers and untwist the yarn.
- Become familiar with the proper products to use for certain types of stains. Always use chemicals with the WoolSafe approved logo.

Color and design

The color of the carpet will have a significant influence on how quickly it starts to look dirty. So too will the design. Muted colors, especially browns, do not reveal soiling very quickly, while vivid colors look dirty much sooner. This needs to be taken into account when fixing maintenance frequencies. It follows that carpets with large amounts of yellow in the design require higher cleaning frequencies than those in which the colors are duller. Carpets with a busy, random design are good at hiding spots and stains, since the busyness of the design confuses the eye and diverts the attention away from the stain. (It is useful to bear these two aspects in mind at the planning stage).

What benefit protectors?

On wool and wool-rich carpets, Couristan does not recommend the application of topical treatments. Wool is naturally soil and stain resistant and does not require any additional protection. Furthermore, topical treatments, if applied unevenly or excessively, can result in other problems such as rapid re-soiling or a patchy appearance.



DAILY MAINTENANCE

Choose the right vacuum

The most effective method for vacuuming a commercial carpet is to use an upright machine fitted with a brush and/or beater bar. Such machines create a degree of vibration and opening of the pile, especially when the carpet is installed over a pad. The resultant vibration helps lift superficially trapped dirt particles into the air stream, thereby giving more efficient removal than can be achieved using a canister cleaner. Vacuums should be in good working order with no damage to the skirt, or splits in any hoses. The brush/beater bar should be regularly stripped of hair and other thread-like contamination and the bags should be emptied regularly. The performance of most vacuum cleaners falls off considerably once the bag is more than half full.

Take care at flooring interfaces

In many commercial establishments, especially hotels, carpet abuts marble or other hard flooring materials. Therefore, there is a tendency for the carpet to be damaged by the rotating head of a floor machine during spray cleaning or burnishing of the marble; or to be wet during mopping. In the first case the cleaning pad may abrade the carpet untwisting the yarn causing premature wear, matting or flattening. In the second case, hard floor detergents tend to dry to sticky residues resulting in rapid soiling along the edge of the carpet where contamination has occurred. Some hard floor detergents are also alkaline and may therefore cause bleeding and damage the wool fibers.

Don't ignore old stains

Inevitably not all stains can be dealt with as soon as they arise. Others will be discovered during the routine cleaning operation. In the case of dried-in stains, removal will be less successful than dealing with a fresh stain. Nevertheless, the success of removal is still time dependent. The older the stain, the more difficult it will be to remove. For this reason, newly discovered old stains should be dealt with as soon as possible.

INTERIM MAINTENANCE

Interim maintenance is the term applied to cleaning techniques that are intended to achieve superficial cleaning, but not necessarily in-depth cleaning. Sometimes these procedures are also known as "cosmetic cleaning"; a term which is particularly appropriate in describing what is being achieved. Most people judge a carpet's cleanliness by its appearance and interim maintenance addresses this.

There are three techniques: bonnet cleaning, dry foam shampooing and absorbent powder cleaning. Collectively, these tend to be known as low moisture techniques, which are particularly desirable in locations where there is a constant flow of customers, as is the case of a hotel or casino.

Bonnet cleaning involves skimming over the surface of the carpet with a damp mop-like pad impregnated with a cleaning agent and using a slow speed rotary machine. The procedure is speedy and therefore reasonably inexpensive, and it leaves the carpet quite dry. However, there is a significant risk, especially on carpets with a low-pile density, that pile burst and untwisting of the yarn will be accelerated.

This results in a loss of pattern definition and a general fuzziness of the surface, for this reason, Couristan does not recommend bonnet cleaning.

Most dry foam shampooing techniques involve application of low moisture foam by means of a soft bristled brush rotating about a horizontal axis. There is less risk of pile burst from this technique and the carpet dries in a short period of time.

In absorbent powder cleaning, a fine powdered material impregnated with a mixture of detergents, solvents and water is scattered over the surface of the carpet and brushed in, typically with two contra rotating soft brushes mounted about a horizontal axis. The detergent components loosen the dirt which combines with the absorbent material and is then vacuumed away. The carpet dries quite quickly and can be walked upon almost immediately. Manufacturers of this type of cleaning agent also state that their product is suitable for long-term maintenance programs, as well as being an interim procedure.

If interim maintenance is carried out, Couristan recommends that either the dry foam technique applied by a cylindrical brush, or the absorbent powder method, is followed.



PERIODIC MAINTENANCE

Periodic maintenance is the term applied to cleaning techniques intended to remove impacted soil, as well as achieving cosmetic cleaning.

In heavily trafficked areas where there is a considerable accumulation of impacted dirt, such as is the case in entrances, it is advisable before starting to clean, to thoroughly vacuum the area using a pile lifter (also known as a power brush). This is a twin motor upright vacuum cleaner with one motor driving the brush and another providing the suction. The machine is operated more slowly than a conventional vacuum cleaner and usually involves pulling it backwards over the carpet. The extra mechanical action and suction power that such machines provide help to remove dry impacted soil thereby making subsequent wet cleaning operations more successful.

The two most common wet cleaning techniques are shampooing and hot water extraction. Shampooing usually makes use of a rotary brush machine (one which rotates about a vertical axis). The cleaning agent is held in a solution tank and is typically fed through the bristles of the brush as cleaning continues. This technique has two shortcomings. The first, is that being a rotary technique, it has a tendency, like bonnet cleaning, to burst the pile. Secondly, there is no suction, so the dirt is left behind in the carpet, along with the shampoo residues, which needs to be vacuumed away when the carpet is dry; shampooing also leaves carpets very wet. Couristan does not recommend the use of rotary shampooing for their carpets.

Hot water extraction has over the past decades, become the preferred wet cleaning technique. The cleaning agent is sprayed onto the carpet and immediately extracted by an integral vacuum unit where it is collected in a recovery tank. This means that there is very short contact time between the carpet and the detergent. In order to increase contact time and thus obtain better detergency, the correct procedure is to pre-spray the carpet with a more concentrated detergent and allow a dwell time of approximately 10 minutes before the detergent is extracted. If the dwell time is too short, maximum benefit will not be achieved; if it is too long, the pre-spray will dry out and again cleaning performance will fail.

CORRECT CHOICE OF CLEANING AGENTS

Wool and wool rich carpet yarns are always dyed under acidic conditions. Nylon carpet yarns are often dyed under acidic conditions. If the cleaning agent causes the carpet to become alkaline, color bleeding is likely to result. This may not occur the first time that the wrong chemical is used, but the effect can be cumulative and bleeding may take place after the third or fourth cleaning.

Problems may also arise if the cleaning agent dries to a sticky residue. Such products are likely to promote rapid re-soiling. This means that once the carpet has been cleaned it will become much dirtier in appearance far more quickly.

To avoid either of these risks, Couristan requires that any carpet they produce be cleaned using Woolsafe approved chemicals. The Woolsafe Program is an internationally recognized certification program used to denote that the product has been tested for its suitability for use on wool (and also acid dyed nylon) carpets. Suitable products are identified by the logo illustrated below and a comprehensive list of more than 150 approved cleaning agents, stain removal products and ancillary products may be accessed at www.woolsafe.org.



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