

## **Tandus Broadloom CARE Guidelines and Recommendations**

### **The Key Points for your Planned CARE Program:**

- Maintain the exterior entry ports of the facility to minimize tracked or blown-in soil load. A leaf blower or pressure washer will work well for this purpose.
- Adequate (8-12 footfalls or 16-25 linear feet) entry matting systems are imperative in all facilities to capture, localize and prevent soil migration into the built environment.
- Daily, or more frequently if necessary, vacuuming is highly recommended to prevent particulate accumulation and soil migration.
- Daily, or more frequently if necessary, spot cleaning is highly recommended to prevent staining and cross contamination.
- Weekly pile lifting should be done in entrances and high traffic areas to aid in the removal of deeply embedded dry soil and help the vacuum to work more efficiently.
- A routine and continual visual assessment/ inspection based on the customers aesthetic expectations, with cleaning performed prior to visible aesthetic degradation.
- The frequencies of vacuuming and cleaning (spot and scheduled) are subject to be changed or modified based on the following considerations: desired aesthetic level, soil load, soil type, traffic count and traffic flow.
- Please refer to the Tandus Approved Equipment, Approved Cleaning Products Listings and Spot Cleaning Chart as available on [www.tandus.com](http://www.tandus.com) or from your local Account Executive.

### **Description of four basic components for proper Carpet Care:**

- 1) Soil Prevention, by use of Triad Matting Systems<sup>®</sup>, including Abrasive Action<sup>®</sup>, Geo Tiles<sup>®</sup> and Meridian Mats<sup>®</sup>.
- 2) Dry Soil Removal, utilizing Approved Pile Lifting and Vacuum Equipment.
- 3) Spot Cleaning of any spots, spills, food or gum as soon as they are noticed is very important. Another comprehensive professional Spot Removal Chart is available at [www.baneclene.com](http://www.baneclene.com)
- 4) Deep Cleaning/ Soil Extraction, in conformance to the industry standards as referenced in the IICRC S100 Standard Reference Guide for Professional On-Location Cleaning of Installed Textile Floor Covering Materials – 2002, as available on [www.iicrc.org](http://www.iicrc.org) or via e-mail: [supplies@iicrc.org](mailto:supplies@iicrc.org). Tandus does NOT recommend, nor condone the use of any Rotary Brush, Rotary Bonnet, Triple

Head Rotary (Cimex) Agitation devices, nor the use of polymer-based adsorbent powder systems as addressed in the aforementioned S100.

### **CARE and Maintenance Procedures:**

- 1) Soil Prevention by proper outdoor maintenance, in conjunction with adequate vacuuming of all Triad Matting Systems with a minimum of 2-4 cycles (4-8 strokes) utilizing an Approved Vacuum cleaner/ Pile lifter, daily or more frequently as necessary to prevent accumulation of insoluble particulate contamination.
- 2) Dry Soil Removal with an Approved Pile Lifter and Vacuum Cleaner on a daily, or more frequently as necessary of walk-off and heavy traffic zones of the installation.
- 3) Spot Cleaning of any solvent soluble contaminants, such as gum, tar or oil, should be addressed with a nonflammable, dry, volatile solvent such as: SAF T SOLV<sup>®</sup> (Bane-Clene). Water soluble spots, such as beverage spills, food droppings, etc. should be addressed with a CRI Seal of Approval prespray or low- moisture cleaning product, such as: SYON-5 (Tandus).
- 4) Deep Cleaning/ Soil Extraction should be performed on a regular, scheduled basis prior to aesthetic degradation. There are five primary principles of cleaning that need to be implemented for successful cleaning of any Tandus floor covering selections.
  - a) Pile lift and vacuum to remove dry, particulate soil load
  - b) Prespray an Approved-cleaning product onto the surface to be cleaned.
  - c) Cylindrical Agitation, such as: HOST Liberator<sup>®</sup>, FreeStyle<sup>®</sup> or Reliant<sup>®</sup> (Racine Industries), LoMAC<sup>®</sup> (RE Whittaker), or the iCapsol Mini<sup>®</sup> (Windsor Industries) to evenly distribute the prespray into the face yarn and pile lift to reorient the fibers into their original upright vertical position, as tufted.
  - d) Adequate dwell time (8-12 minutes minimum) is important to allow the selected cleaning products the necessary time to loosen the bond that the contaminant has on the face fiber.
  - e) Extract the loosened contamination with Hot Water Extraction, utilizing only Tandus Approved Equipment. \*(see note below.) It is imperative to perform slow, deliberate, perpendicular strokes in the effort to maximize soil and moisture recovery. The use of high velocity air movers and dehumidifiers will also expedite the drying process and is also highly recommended.

\*NOTE: The use of the HOST<sup>®</sup> Dry Extraction Cleaning System with the Host extractorSponges<sup>®</sup>, the R.E. Whittaker SmartCare System and the Windsor Industries 'iCapsol' Carpet Cleaning Systems are acceptable to be

employed as the method of maintenance and restorative deep soil extraction for all Tandus products. Please be sure to verify proper brush selection for use on specific styles, especially cut pile construction, by the respective system manufacturer.

PLEASE NOTE: The frequency requirements may range from daily to monthly, depending on weather conditions, traffic count, traffic flow, outdoor campus maintenance, type of tracked in soils/ contaminants and the desired level of aesthetic retention as determined by the consumer.

### **Selection of a Certified Service Provider:**

Tandus strongly recommends the selection of a Certified, Trained cleaning service provider, as they will be familiar with and will conform to all cleaning methods as recommended by Tandus. The Certification(s) should either be: CertiCARE (C&A/ Tandus) or Commercial Carpet Maintenance Technician-CCMT (IICRC).

### **Other Recommendations and Considerations:**

- 1) Supply lids for coffee and beverage cups, as well as trays for carrying multiple cups, to prevent unnecessary drips and spills.
- 2) Consider “white” alternatives to Grape and Cranberry Juices, as well as “clear” soft drinks such as: 7Up, Sprite, etc.
- 3) TIME is of the essence in spot removal. The sooner the better to prevent the spot from the potential of becoming a stain.
- 4) Blotting or patting a spot will achieve better results in its removal and retention of the pile texture. Rubbing and/ or scrubbing will distort and may cause permanent damage the face fibers.
- 5) In most cases, tap water and an absorbent towel will remove most water-soluble spots, if addressed immediately upon occurrence. Some dye based staining materials, as mentioned in #2 above, may require specialty chemical treatments, which should only be performed by trained personnel. Improper use of and/ or improper chemical application could result in permanent damage.