

Interface Maintenance Specification Guide



I N T E R F A C E

Exclusive to all Bentley,
Interface Flooring Systems
and Prince Street products

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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 utilized by the 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 dollars 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 dollars in 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 customized 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 Bentley, Interface Flooring Systems and Prince Street 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. Your Bentley, Interface Flooring and Prince Street representative will work with you and your Re:Source Solutions Provider 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 Re:Source Solutions Provider 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. Six- to ten-foot barrier mats 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, NYL FLOR, SUPER FLOR AND CONGRESS, A SUCTION ONLY VACUUM IS RECOMMENDED.

Maintenance Techniques

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 USED ON FLOR S, NYL FLOR, SUPER FLOR AND CONGRESS CARPETS.

Spot Cleaning

(NYLON CARPETS ONLY)

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 RESOURCE 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 GRAB-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.

Maintenance Techniques

(Treating Water-Based Spots continued)

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.

Treating Oil-Based Spots

For the removal of oily stains such as paint, grease, tar, asphalt, etc., IMAGE Penetrating Spotter is recommended. Always check for colorfastness 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 color transfer is evident, do not use the solution. If colorfastness is not a problem, apply IMAGE Penetrating 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 GRAB-Dry Extraction Compound.

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

Removing Gum

To remove gum, use IMAGE Cleaner 4200. Lightly spray IMAGE Cleaner 4200 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 fiber 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 GRAB-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, NYL FLOR, SUPER FLOR AND CONGRESS PRODUCT, HOT WATER EXTRACTION IS THE ONLY RECOMMENDED PROCEDURE.

Maintenance Techniques

Crystal Clean Application

The Crystal Clean method of maintenance is a low moisture procedure similar in some respects to the dry extraction method. Benefits include immediate access to the area without the necessity of extended drying time.

Preparation should always include vacuuming and pile lifting. IMAGE Crystal Clean can be applied using an electric sprayer or a simple pump-up garden type sprayer. The carpet pile is then agitated to gently brush the solution into the fiber while dislodging and dispersing accumulated soil. Allow time for the solution to dry and to form the encapsulating crystalline formations around the fiber, effectively trapping soils and contaminants. Drying time will vary according to several factors including humidity, air flow and air temperature but can normally be expected to be between 30 and 45 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. 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. The methodology specified here is also effective in some cases that require restorative cleaning. Care should be used in deploying this method especially on carpets made using cut piles, as improper treatment can damage yarn and fiber.

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

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

Maintenance Techniques

(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 3 to 5 feet (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 2 inches 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 overwet the carpet.

CAUTION: WATER TEMPERATURES SHOULD NEVER EXCEED 120 DEGREES FAHRENHEIT. DO NOT ALLOW FOOT TRAFFIC ONTO THE CARPET UNTIL IT IS DRY. FOOT TRAFFIC CAN CAUSE FIBER 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 recognized 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 Bentley, Interface Flooring Systems and Prince Street products. From coffee spills to the toughest stain, we have a floor care solution designed to meet your needs.

IMAGE Carpet Spotter

This is a general purpose spotter for use in areas that have light to medium spots and soils.

IMAGE Penetrating Spotter

A combination of ingredients that are tough on oil-based or non-aqueous stains and residues yet gentle on fabric surfaces.

IMAGE Fluorosept™

A water-based carpet treatment containing Intersept™, our patented antimicrobial. Tests show that Intersept is effective in the prevention of mold, mildew, and bacterial growth. Fluorosept also assists in the protection from stains.

NOTE: IMAGE CARPET SPOTTER, PENETRATING SPOTTER AND FLOUROSEPT ARE AVAILABLE IN 28 OZ AND 1 GALLON UNITS

IMAGE GRAB-Dry Extraction Compound

An effective yet gentle compound for removing soil—providing a low moisture solution for routine carpet surface maintenance.

IMAGE Extraction Concentrate

This product is formulated for use with general hot water extraction machines. The concentrate contains powerful dispersing and suspending agents to quickly remove accumulated soils, as well as water- and oil-based stains.

NOTE: IMAGE GRAB-DRY EXTRACTION COMPOUND AND EXTRACTION CONCENTRATE ARE AVAILABLE IN 1 AND 4 GALLON UNITS

Floor Care Solutions

IMAGE 4210

A combination of powerful dispersing agents that dislodge and encapsulate soil and other contaminants and dry to a friable crystal that is easily and effectively removed along with the encapsulated soils.

NOTE: AVAILABLE IN 8 AND 16 OZ UNITS

IMAGE Coffee Breaker

A unique product designed to remove the most prevalent commercial carpet stain, coffee. IMAGE Coffee Breaker is also very effective on other stains including tea, juice and soft drinks.

IMAGE Cleaner 4200

Ensures thorough and easy removal of gum and adhesives from carpets.

NOTE: IMAGE COFFEE BREAKER AND GUM REMOVER ARE AVAILABLE IN 8 OZ UNITS

IMAGE Emergency Kit

This kit contains everything you need for early, on-site response to carpet spills and potential problems. It includes ready-to-use Carpet Spotter, Cleaner 4200, GRAB-Dry Extraction compound, Coffee Breaker, furniture skates, one brush and one cotton towel.

Cleaning Solution Specifications: (for products not manufactured by Interface)

Maximum pH 9.5 in dilution preferred

Fluid must dry to non-sticky powder, flake or crystal

No optical brighteners

Solvents at a maximum of 10% by volume

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.

Vacuum

(for twin motor uprights)

Power	• 8 amp
Filtration	• Down to .3 microns or lower
Vacuum	• 60" water or better @ 90+ cfm
Brush	• Toothed belt drive preferred • Brush speed 2,500 -3,500 rpm • Brush diameter 2 1/2" x 3 1/2" • Brush height adjustment essential; self-adjusting design preferred
Working Width	• 14" - 18"
Dust Bag Capacity	• 300-400 cubic inches

NOTES

TOP-LOADING DUST BAG MACHINES
ARE STRONGLY RECOMMENDED.

BATTERY-POWERED VACUUM CLEANERS
ARE NOT RECOMMENDED.

FOR HEALTHCARE USE, LOOK FOR MACHINES
WITH A 65 OR LOWER DBA RATING.

Recommended Models:

Castex Viper 14", Castex Inc.

Castex Magna Twin 16", Castex Inc.

Windsor Versamatic Plus, Windsor Industries, Inc.

Maintenance Equipment

Pile Lifter

- Drive Motor • 1/2 horse power
- Vacuum Motor • 1 1/2" - 1 3/4" horse power
- Brush Length • 15-inch self leveling
- Brush Width • Approximately 4 inches, spiral vegetable fill or nylon
- Weight • 60-80 pounds

Recommended Models:

Certified Model "S", Nilodor, Inc.
Chem-Quip PLV 5500, Fabri-Zone Canada Ltd.

Dry Extractor and Crystal 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)

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.

Hot Water Extractor

- Power • 10-15 amp
- Fluid Delivery • 1/2 gallons/minute 50-100 psi
- Tanks • 8-20 gallon solution
- 8-20 gallon recovery
- Vacuum • 100" - 140" waterlift at around 90-100 cfm
- Vacuum Shoe • 11" - 18" wide
- Wheels • Non-marking 4"- 10" diameter

NOTE: BATTERY OPERATED EQUIPMENT IS NOT RECOMMENDED

Recommended Models:

Several, CFR Corporation
Several, Castex, Inc.

Miscellaneous Maintenance Issues

Indoor Air Quality: Antimicrobial Protection

Indoor air quality problems cost North America more than \$100 billion each year in health care, absenteeism, lost production time and lost revenue. Microorganisms have been identified as a major cause of common indoor air quality issues. Regular maintenance of your floorcovering can assist in the reduction of microorganisms in your floorcovering. For added protection, we manufacture IMAGE Fluorosept, a topical Intersept application.

Intersept is our patented, EPA-registered antimicrobial preservative that has been proven effective against a broad spectrum of gram-positive and gram-negative bacteria and fungi. Tests show that Intersept is effective in the prevention of mold, mildew and bacterial growth.

Intersept's effectiveness can be temporarily reduced when exposed to an inappropriate cleaning solution or chronic soil buildup. IMAGE Fluorosept should be reapplied after every professional cleaning.

Tile Replacement

(Not applicable to Broadloom)

Carpet tiles that become badly stained or damaged can be replaced from shelf 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 fibers from becoming trapped between joints.

Carpet tiles taken from shelf 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

Where applicable, contact should be made with the relevant access floor manufacturer for recommendations for carpet cleaning directions in relation to the methods and techniques recommended herein. Low moisture methods and techniques are generally preferred.

Consultants

For more information about carpet maintenance, please contact one of the following consultants:

IMAGE Hotline 1.800.442.4624

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