

These guidelines are designed to provide you with the basic information needed to create an effective maintenance programme, however for detailed advice and implementation please consult our national aftercare service provider Traffik UK Ltd ([www.traffik.uk.com](http://www.traffik.uk.com) T:0800 298 5012). Quadrant cannot accept responsibility for claims arising from product that has not been specified, installed or maintained in accordance with our guidelines. A consistent, proactive maintenance programme can significantly improve appearance retention throughout the life of the flooring and defer the need for premature replacement. Planned maintenance not only maximises your return on investment but also represents sound environmental stewardship as lifecycle analysis shows that the overall environmental footprint of flooring is reduced by increasing the amount of time a floorcovering remains on the floor.

## PREVENTING PROBLEMS

- Outside maintenance helps minimise the immediate sources of soil. The cleaner you keep the areas around the perimeter of your building, the less dirt that will be tracked inside.
- Walk-off mats, grates and removable mats help collect soil before it can be tracked throughout the building. Be sure soil barriers are large enough to allow for at least 5 steps across. Vacuum daily, clean frequently and change often for best results.
- Use strong plastic sheeting with taped joints to protect the flooring during any building or enabling works as damage caused by contamination by products such as paint and varnish may prove difficult to remove.
- To avoid damaging the floorcovering, protect sharp edges of furniture and avoid dragging items across the flooring.
- Manage your HVAC system to remove any airborne particles before they are re-circulated, regularly replace or clean filters on air-handling equipment. Airborne soil includes industrial wastes, auto emissions, tobacco smoke and pollen.
- Maintain your vacuum cleaners to ensure effective regular cleaning of your facility your vacuum cleaners must retain extracted dry particulate within the vacuum cleaner and not push it back into the area as fine dust.

## MANAGING SPILLS AND STAINS

- Promptly remove spills & stains because although spills are inevitable, permanent stains do not have to be. Most stains can be avoided or removed by immediate, or at least same day, treatment. It is good practice to have spot and stain removal products and equipment on hand for immediate use and to follow the manufacturer's detailed instructions carefully.

## VACUUMING

- Heavy to moderate traffic areas such as entrances, receptions, lift lobbies, lift cars, busy corridors and walkways, funnel points, cafeterias, vending areas, should be vacuumed daily. Light traffic areas such as offices and conference rooms should be vacuumed at least two to three times per week.
- Vacuum to remove dry soil using an upright vacuum. Dual motor vacuums are very effective machines for thoroughly cleaning all areas of flooring. This vacuum uses two motors to clean. One motor drives a beater-brush bar that knocks dirt loose, while the second motor provides suction that pulls dirt into the vacuum bag.
- Vacuums must be capable of removing the dry soil without producing unacceptable pile distortion and without distribution of the particulate or volatile organic chemicals into the air.
- Consideration should be given to the use of vacuums equipped with High Efficiency Particulate Air Filters (HEPA). These filters are capable of filtering particles down to 0.3 microns, which includes bacteria and spores but not viruses. The HEPA-filtered vacuums have a very healthy impact upon indoor air quality.
- Vacuum bags should be emptied frequently, and never allowed to become more than one-quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Change filters and brushes before they become clogged or worn.

## CLEANING

- Cleaning should be carried out by professionals with experience cleaning your particular floor. There is a significant risk of permanently damaging flooring if cleaning is not carried out using the correct methods, equipment, chemicals and procedures. We strongly recommend you implement a planned carpet maintenance programme using a reputable and experienced carpet cleaning expert. For detailed advice and quotes please consult our national aftercare service provider Traffik UK Ltd ([www.traffik.uk.com](http://www.traffik.uk.com) T:0800 298 5012).
- The goal of planned maintenance is to keep the carpet clean and maintain a consistent appearance level at the lowest possible cost, without sacrificing safety. Therefore a planned maintenance programme will consider...
  - Prompt removal of spills and stains (see above)
  - A properly executed vacuuming plan (see above)
  - An interim cleaning programme
  - A supplementary deep cleaning programme
- Interim cleaning of carpets involves frequent low-moisture pile revival and the removal of oily soil and sticky residues that would otherwise hold soil in the carpet and lead to over-cleaning. The two most effective methods of interim cleaning are Encapsulation and Dry Compound Cleaning.
- Where an effective and consistent planned cleaning programme has been adopted, periodic deep cleaning should only be performed occasionally, and less often in light traffic areas, except in special cases such as poor scheduling of emergency maintenance, flooding or otherwise extraordinary conditions. The most effective form of deep cleaning is Hot Water Extraction.