

SOFT SURFACE MAINTENANCE MANUAL

INTRODUCTION

These instructions are written as a guide to be used by professionals for the proper care and maintenance of Tarkett Soft Surface flooring. These recommendations should be implemented prior to or immediately after the installation of Tarkett Soft Surface products. Utilizing these guidelines will ease the maintenance process and provide the customer with a product that will perform to its intended purpose. Always visit www.tarkett.com for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-248-2878 with any questions.

CLEANING EQUIPMENT & CHEMISTRIES

Cleaning equipment and chemistry shall be selected from those products certified under the *Carpet & Rug Institute Seal of Approval* testing programs. For carpets with wool fiber, the cleaning chemistry shall be selected from recommendations by WoolSafe® Organization (www.wool-safe.com). The equipment manufacturer of any counter rotating brush equipment should be consulted to help determine the correct brush configuration for the textile. The complete and current listing of these products may be found at www.carpet-rug.org. All of the cleaning agents certified under the *Seal of Approval* program have been tested for cleaning efficacy, proper pH levels, absence of optical brighteners, and neutral re-soil properties.

Truck-mounted extraction:

- Gasoline, kerosene, or propane heated equipment that sits outside of the structure while hoses run inside for cleaning
- Highest levels of soil and moisture removal

Portable extraction:

- Box-and-Wand type equipment
- Equipment more mobile, possibly more practical in most commercial applications

Self-contained extractors:

- Walk behind, pull back, or ride on type equipment
- Average soil removal, between low moisture and truck mount or portable extractors
- Much higher *perceived* production rate compared to truck-mount or portable extractors
- About the same *perceived* production rate as low moisture encapsulation cleaning

- Typically, not capable of operating at the same, higher vacuum and PSI as truck-mounted or portable equipment
- Once the application, agitation, and dwell time of a pretreatment is taken into consideration, the production rate is very similar to truck mount or portable extractors.
- Cannot effectively be used as a single pass cleaning method

Twin Cylindrical Counter Rotating Brush (CRB) equipment:

- High production rate
- Excellent removal of deeply embedded soils and debris
- Has the ability to evenly distribute cleaning solution without building up friction or causing fiber abrasion
- Can be wet spray or low moisture foam devices
- Cannot entirely replace the need for water rinse extraction

NOTE: Cleaning equipment will require regular cleaning and maintenance to maintain effective results. Follow equipment manufacturer's recommendations for equipment care. For vacuum cleaners, replace nylon brush rollers at the first sign of wear. Check regularly to ensure the brush rolls are not entangled with hair and string. Empty vacuum bags when they become 1/2 to 2/3 full to improve soil removal results. Use only original manufacturer parts for cleaning equipment for consistent performance results.

BLEACH STATEMENT

Products with 100% solution dyed face fiber content are much more resistant to damage from exposure to bleach than products constructed with face yarns processed with other types of dye methods. However, even 100% solution dyed products will eventually exhibit fiber degradation from exposure to bleach. This fiber degradation can take the form of color loss/change as well as a loss of physical properties such as tensile strength. Accidental spills of bleach must be saturated with water and thoroughly extracted as quickly as possible. This procedure must then be followed by an application of an approved general cleaning agent, such as Tarkett SYON5®, agitation with a twin cylindrical counter rotating brush machine, and water rinse extraction.

ROTARY PROHIBITION STATEMENT

Please be advised that Tarkett prohibits the use of all rotary and oscillating devices or machines for the purpose of soft surface cleaning, rotary water rinse extraction, physical agitation and/or speed drying.

In place of these devices, the use of twin cylindrical counter rotating brush (CRB) machines is recommended.

The counter rotating action of the brushes in these machines allow for beneficial effects that cannot occur with any rotary device. First, the deeply embedded soils and debris in the carpet fiber are lifted up and out of the fiber and deposited into a catch tray or other component of the CRB to be removed by the user. Second, the small surface area of the brush that is in contact with the face fiber of the carpet is allowed to cool during each revolution. This contrasts with the rotary brush, bonnet, pad, plate, or disk, which is in continual contact with the face of the carpet leading to heat build-up and potential fiber damage. The proper denier or thickness of the bristles of twin cylindrical counter rotating brush equipment is essential to the care and preservation of the fiber of the soft surface product. The equipment manufacturer should be consulted to help determine the correct brush configuration for the textile. The complete and current listing of these products may be found at www.carpet-rug.org



**Twin Cylindrical Counter rotating brush
machine cross section**

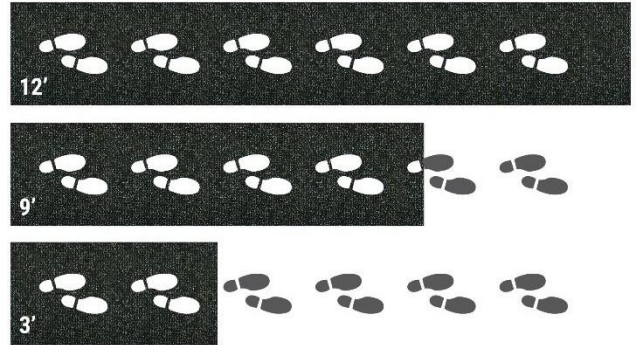
EFFECTIVE MAINTENANCE PLAN

In addition to initial planning, the maintenance program must be reviewed on a regular basis to adjust for changing traffic and use patterns. An effective maintenance plan will include the following:

1. Walk-off material at entrances and transition areas
2. Protect the flooring from damage by using good quality protective glides and casters for chairs, tables, and other furniture using products designed for soft surface floors. Caster or wheel damage, in work stations or similar environments, can be avoided with the use of chair pads.
3. Frequent dry vacuuming
4. Prompt attention to spots and spills
5. Periodic water rinse extraction for deep cleaning (**NOTE: Cool water extraction in the case of wool fiber content**)
6. Interim cleaning methods such as low moisture encapsulation may be used to provide a more uniform appearance between scheduled water rinse extractions
7. Ongoing assessment of results and adjustment of cleaning frequencies as necessary to produce the desired conditions

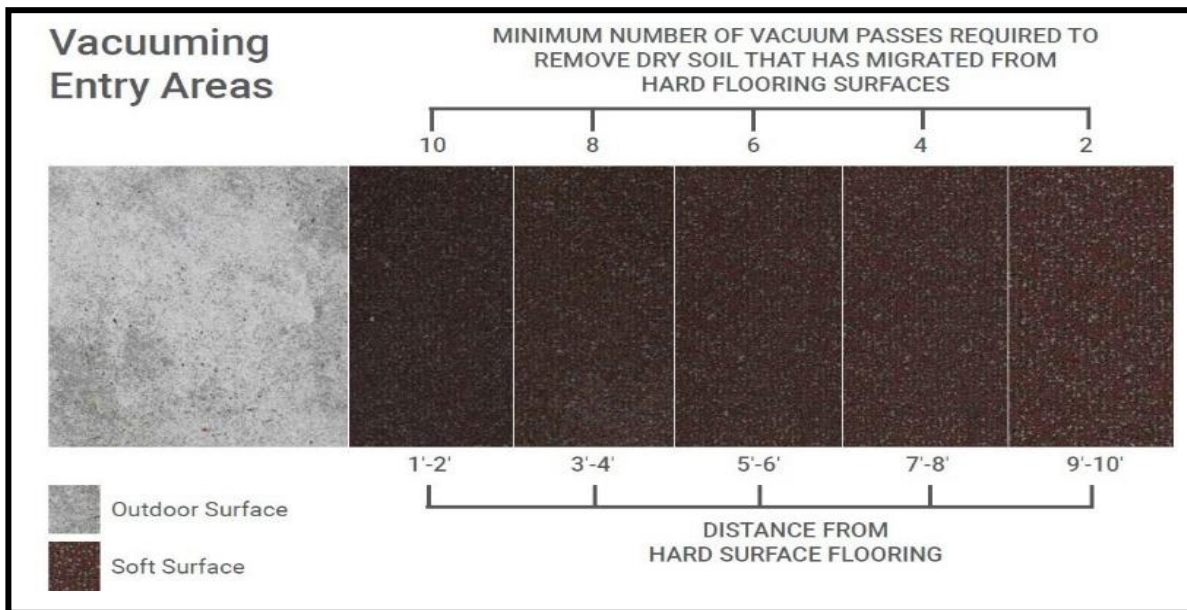
WALK OFF MATERIAL

The use of walk off material at entrances and transition areas can significantly reduce the amount of soil brought into the facility. A minimum of 12 lf (3.7 m) of coverage should be utilized, which can trap 80% of soil tracked into the building. Properly designed walk-off material will serve to scrape soil from shoe soles and wheeled traffic and retain the soil for removal via maintenance procedures. In this way, soil can be prevented from migrating through the interior space. The most intensive maintenance must therefore be applied to this area. Thewalk-off material must be cleaned regularly before it becomes full to the point of refusal and ceases to function as a soil barrier. Tarkett Assertive Action and Abrasive Action II meet the above specifications.



TRAFFIC LEVELS

The following are guidelines for cleaning frequencies in average commercial spaces. The frequencies are suggested starting points only. The actual frequencies required to properly maintain the product are dependent upon local site conditions and are determined by continual assessment of the ongoing maintenance program.



1. **Walk-Off Areas**
 - a. Vacuum daily using multiple passes
 - b. Water rinse extraction every month or as necessary to maintain the desired appearance level.
 - c. Spot clean as necessary
2. **Heavy Traffic Zones (More than 1,000 foot traffics per day)**
 - a. Vacuum daily using multiple passes
 - b. Water rinse extraction every 2 months or as necessary to maintain the desired appearance level
 - c. Spot clean as necessary
3. **Moderate Traffic Zones (500-1,000 foot traffics per day)**
 - a. Vacuum traffic lanes daily
 - b. Full vacuum 2-3 times weekly
 - c. Water rinse extraction every 3 months or as necessary to maintain the desired appearance level
 - d. Spot clean as necessary
4. **Light Traffic Zones (Less than 500 foot traffics per day)**
 - a. Vacuum traffic lanes daily
 - b. Full vacuum once per week
 - c. Water rinse extraction every 6 months or as necessary to maintain the desired appearance level

- d. Spot clean as necessary

WATER RINSE EXTRACTION – DEEP CLEANING

1. Thoroughly vacuum the area to remove dry soil.
2. Fill the rinse tank of the carpet extractor with clean water. Following chemistry manufacturer's instructions for dilution, add a rinsing agent such as XL North Crystallizing Rinse.
3. Following chemistry manufacturer's instructions for dilution, apply an approved cleaning solution, such as Tarkett's SYON5 to the area as a pretreatment.
4. Mechanically agitate with a twin cylindrical counter rotating brush agitation device. Examples of this type of equipment are the XL North XLERator® and the Windsor® iCapsol.
5. Allow the agitated solution to dwell for 5 to 10 minutes or as recommended by the manufacturer of the cleaning agent. **NOTE: Do not allow the cleaning solution to dry before proceeding to the next step.**
6. Extract thoroughly to rinse and remove the cleaning agent and suspended soil.
7. Continue to rinse and extract until the recovery water runs clear.
8. Finish with dry passes (vacuum only) to remove as much moisture as possible.
9. Place air movers to expedite drying time.
10. Limit foot traffic on the area until dry.

LOW MOISTURE ENCAPSULATION – INTERIM CLEANING

1. Thoroughly vacuum the area to remove dry soil.
2. Following chemistry manufacturer's instructions for dilution, apply an approved cleaning solution, such as Tarkett's SYON5 to the area as a pretreatment.
3. Immediately mechanically agitate with a twin cylindrical counter rotating brush (CRB) agitation device. Examples of this type of equipment are the XL North XLERator and the Whittaker Smart Care® Trio.
4. **Place air movers to expedite drying time.**
5. Limit foot traffic on the area until dry.
6. Dry vacuum once the area is completely dry.

SPILL REMOVAL

The following steps may be used to remove liquid spills. Spills may require a cleaning solution to remove.

1. As soon as spill occurs, use a portable extractor filled with fresh hot water to flush out and remove the liquid.

-OR-

1. If a portable extractor is not available, blot the area with clean paper or cloth towels.
2. Place several layers of towels over the spill and apply pressure until excess liquid has been removed.

SPOT TREATMENT

The following steps may be used to treat more difficult spots that cannot be removed by the above steps.

Determine if the spot is water soluble or oil-based by applying water and pressing the spot with an absorbent towel. Water-soluble spots will transfer to the towel, oil-based will not transfer.

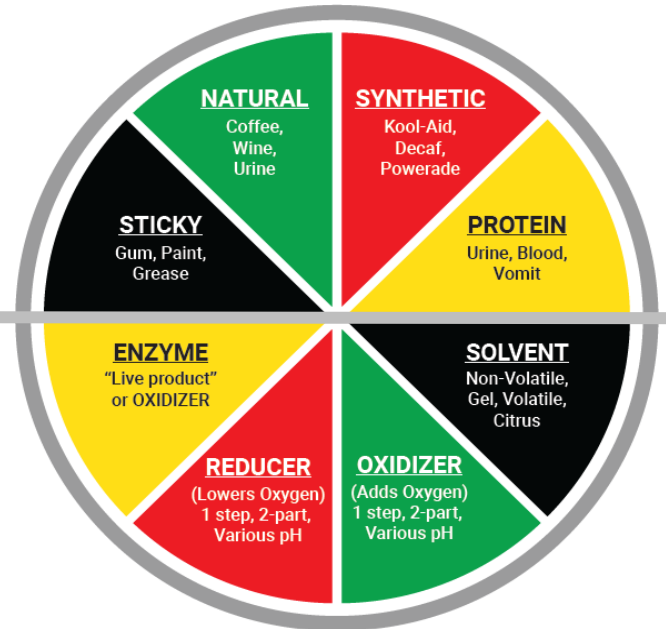
- a. For water-based spots, continue rinsing with water as long as there is transfer to the towel. A cleaning agent may not be necessary if water continues to remove the spot. If a cleaning agent is needed, apply an approved spot lifter such as Tarkett Syon-5® to the area and allow it to dwell for 5 minutes. Then, flush thoroughly with water until all detergent residues have been removed. Repeat this process as necessary to completely remove the spot.
- b. For oil-based spots, blot to remove excess liquid, then apply a solvent-based cleaning agent such as XL North's XL VDS to a towel and apply to the spot. Do not apply the cleaning agent directly to the surface as this may cause the spot to spread. Work from the outer edges of the spot towards the center. Continue to reapply solution in this manner until the spot is completely removed. Then, flush thoroughly with water until all residues has been removed.
- c. For spots of known origin, i.e., ketchup, red wine, etc., comprehensive stain removal guides for specific staining agents can be found at www.bridgepoint.com and www.proschoice.com. Following the removal of the spot as directed by the guides, the affected area must be cleaned with an approved general cleaning solution such as Tarkett Syon-5 to remove any residues from specialty spotting chemicals or other agents that were used as directed by the guides. Failure to remove these residues may result in accelerated soiling.

SPOT CHART

NOTICE: All label instructions on cleaning products must be followed.

SPOTS: 4 main types that may be left behind by conventional cleaning processes.

SPOTTERS: A variety that can help remedy those conditions. Match **COLOR** to **COLOR** to use chart



SNOW / ICE MELT COMPOUND MIGRATION & REMOVAL

It is essential to use walk-off material at entry areas to deter migration of snow/ice melt compound into the facility. It is equally important to act quickly to remove visible deposits that are not captured by the walk-off matting. **NOTE: The walk-off material must be cleaned regularly before it becomes "full" to the point of refusal and ceases to function as a soil barrier. The most intensive maintenance must therefore be applied to this area. In some environments, this process may need to be performed multiple times daily to stay ahead of snow/ice melt compound track-in.**

The use of alkaline detergents may worsen conditions. Calcium chloride snow/ice melt compound is hygroscopic (draws moisture) and turns to calcium hydroxide (lime) after attempts to clean with an alkaline detergent. The white residues from calcium chloride will very quickly track throughout a building interior and will cause severe soiling due to these hygroscopic properties.

Snow/Ice Melt Compound Removal

1. Dry vacuum the area thoroughly with a beater bar/brush equipped vacuum and making passes in North/South and East/West directions.
2. Apply an acidic tannin type stain remover such as Matrix Target Tannin Stain Remover (www.jondon.com) or Brown Out Solution & Rinse (www.baneclene.com) utilizing dilution ratios per label directions.
3. Agitate with a twin cylindrical counter-rotating brush machine or appropriate hand tool and allow to dwell for 10-15 minutes.
4. Thoroughly rinse using water rinse extraction utilizing an acidic rinse such as XL North® Crystallizing Acid Rinse (available from www.xlnorth.com) or Matrix® All Fiber Rinse, (available from www.jondon.com). Dilute per label directions and extract using the hottest water possible at 300-500 psi extractor settings.
5. Continue to rinse and extract until the recovery water runs clear.
6. Finish with multiple dry passes (vacuum only) to remove as much moisture as possible.

NOTE: It is very important to remove maximum moisture to help prevent salt from wicking back during the drying process. It is likely that steps 1 through 6 will need to be repeated for heavy contamination.

7. Place air movers to expedite drying time.
8. Limit foot traffic on the area until dry.

ENVIRONMENTAL CONTROLS: PERIODS OF DISCONTINUED HVAC OPERATION

Every facility may have challenges when faced with the task of closing all or a portion of their buildings during periods of inactivity. Some examples may include but not limited to schools during summer break, professional buildings during a work from home event, or hospital areas during a construction project.

To aid end users in the prevention of potential microbial growth during periods of inactivity in a facility, Tarkett encourages following the EPA Guidelines for managing an empty building space:

- Consider cycling the air conditioning system (if present) several hours every day to reduce indoor moisture or run portable de-humidifiers.
- Consider establishing policies that moisture generating activities (e.g., carpet cleaning) not be conducted in the summer in humid climates unless air conditioning or other moisture removing equipment is available.
- Consider manual thermostat overrides. A manual override on each thermostat should be provided so that teachers and staff can easily activate the HVAC system during non-standard hours when the energy management system has the HVAC off, such as evenings, weekends and holiday breaks. A simple push of the override button would allow a preset amount of operating time, typically 30 to 60 minutes, thus providing thermal comfort and outdoor air.
- Consider CO2 sensors in each zone to control outdoor air dampers during summer periods when occupancy may be intermittent.

For more information, visit www.epa.gov.

WATER INTRUSION & FLOODING CONDITIONS

The guidelines that are listed below are provided as general information. Tarkett cannot guarantee the degree of success that may result from an attempt to restore flooded carpet and provides no warranty coverage for the affected material.

NOTE: Limited Warranty coverage is voided for Tarkett Soft Surface products that have been exposed to flood conditions.

Soft surface flooring that has been saturated with standing water is subject to possible degradation. This degradation may lead to short term or long-term loss of adhesion and/or tuft bind strength as well as deterioration of the appearance and performance of the carpet.

Depending on the extent of damage it may be possible that the textile can be restored and continue to provide acceptable performance. A decision to attempt restoration of flooded carpet is at the discretion of the owner.

An IICRC certified water damage restoration expert should evaluate each situation to develop a specific course of action based on the conditions involved. The following suggested procedural guideline has been developed as a general guide for most water intrusion situations. Consult www.IICRC.org for water damage restoration experts in your area.

Establish the type of water intrusion that has occurred.

NOTE: When Category 1 water intrusion migrates through building materials, it quickly transitions to a Category 2 water intrusion as microbes, debris, and other contaminants are absorbed. Time is of the essence in water intrusion situations. Sanitary flooding may transition to unsanitary and finally black water as biological agents can incubate and proliferate. Once the flow of water has been stopped, restoration should begin as soon as possible.

1. **Category 1: Sanitary** – Involves flooding by potable (drinking) water. These situations may include uncontaminated sink or toilet tank overflows and ruptured pipes.
 - Extract carpet immediately (within 48 hrs. of flood event)
 - Return to a dry state within 12 hours following the intervention using air movers and dehumidification equipment
2. **Category 2: Unsanitary** – Includes any water with potential bio-contaminants. These may include roof leaks, toilet overflows with limited urine content, or any intrusion with limited contamination.
 - Employ the services of an IICRC certified water damage restoration expert
 - Extract carpet within immediately (within 48 hours) after the flow of water has stopped
 - Treat with an approved carpet sanitizer or antimicrobial, making sure to follow all label instructions closely
 - Rinse and extract
 - Return to a dry state within 12 hours following the intervention using air movers and dehumidification equipment
3. **Category 3: Black Water** – Includes any water coming into contact with the ground, seawater, raw sewage, or flooding because of rising water. Carpet exposed to black water should be replaced. Immediate removal is recommended because of potentially high bio-pollutant levels.
 - Always assume there is concern for human health and use proper personal protective equipment (gloves, safety glasses, respirators, etc.) even if reoccupying the facility
 - Employ the services of an IICRC certified water damage restoration expert
 - Subfloors must be treated with an approved disinfectant, making sure to follow all label instructions closely
 - Walls, furnishings, and other interior items may require demolition and proper disposal
 - Return to a dry state within 12 hours following the intervention using air movers and dehumidification equipment

Tarkett North America

Technical Services Department
1000 Vista Dr.
Dalton, GA 30721
800.248.2878
info@tarkettna.com

www.tarkett.com