Diversey

Commit 2 Clean™/MC

Carpet Care Program

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Commit 2 Clean™/MC

Carpet Care Program

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Your Carpet Maintenance Program

Carpets hide dirt well. If we wait until the carpet is so soiled that it demands cleaning, these soils may have already stained and damaged the carpet fibers, making it impossible to bring them back to looking new. This is why it's important to implement a regular carpet maintenance program.

Routine Maintenance Procedures

1 Soil and spot prevention

- Protect your carpet from outdoor soils and stains with a regular sweeping program, properly placed walk-off mats, and soil and stain repellent treatments.

2 Vacuum cleaning & vacuum cleaning tips

- Carpets in heavy traffic lanes need daily cleaning. Use of a powder cleaner can enhance your vacuuming results.

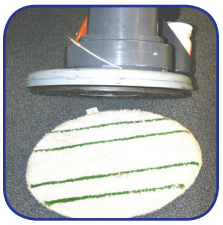
3 Spot removal

- Quick attention to a spot can prevent it from becoming a stain.

Interim Maintenance Procedures

4 Prespray

- Allows cleaning solution to be applied early, which allows greater contact time with the soil and results in thorough cleaning.



5 Bonnet buffing

- A rotary floor machine, yarn bonnet, and the right cleaner will loosen soil on the upper carpet fibers.

6 Carpet shampooing

- Shampoo equipment combines agitation with a high-foaming cleaner that loosens and suspends soils for vacuuming.

Restorative Maintenance Procedures

7 Extraction cleaning

- Hot water with non-foaming cleaners are forced into the carpet and then immediately recovered with their soils by the powerful vacuum of an extraction cleaner.

Your Carpet Care Toolbox

For an effective carpet maintenance job, you need the right tools.

Carpet rake – Raise carpet nap after vacuuming or cleaning.

Broom – Sweep outdoors to keep soils from entering the facility.

Measuring cup – Measure chemicals to recommended concentrations for best performance.

Spotters – Stop spots from becoming stains with prompt treatment. Use the right spotter for the job.

Absorbent towels, cloths or microfiber – Clean white towels or absorbent microfiber should be part of your spotting kit to check for stain removal and color transfer.

Tamping brush – Place an absorbent cloth on the spot, pressing down or tamping to avoid spreading the soil.

Bone scraper – The rounded edge makes it less likely to damage carpet when applying spotter.

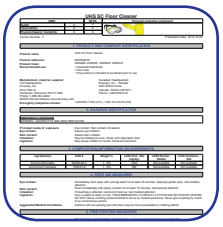
"Wet Floor" signs or other blockades – Reduce the risk of an unexpected slip and fall. Pay special attention to areas where carpeting meets hard floor.

Extra vacuum cleaner bags and belts – Change bags when 2/3 full. Replace chattering belts.

3-prong electrical adapter – Carpet equipment usually has a 3-prong plug, but a 3-prong outlet is not always available.

Labeled spray bottle – Spray to deliver cleaners or rinse water.

Appropriate Personal Protective Equipment – Always use appropriate PPE as stated on the product label and Safety Data Sheet (SDS).



Routine Maintenance Procedures

Equipment Checklist

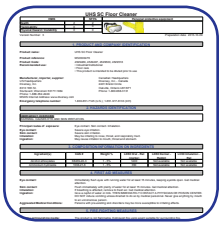
- "Wet Floor" sign or other blockades
- Vacuum cleaner and accessories
- Spotter Guide
- Extractor
- Push broom and dustpan

Soil Prevention

The best way to keep soil out of the carpet is to keep it from entering the building.

1. **Assemble your equipment and supplies.**

2. **Put on any appropriate Personal Protective Equipment when using chemicals, as stated on the product label and SDS.**



3. **Sweep sidewalks, parking areas, and places where soils collect.**
   - Plan a regular schedule.

4. **Use a hose or pressure washer for heavy soils.**
   - Plan a regular schedule.

5. **Vacuum and extract walk-off mats.**
   - Clean mats will help keep soils from tracking into the facility.

Vacuum Cleaning Procedures

Vacuum Cleaning

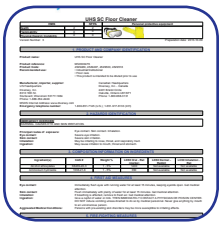
A soft nylon brush “beater-bar” agitates soils that are collected in the vacuum created by the mechanical equipment.

Equipment Checklist

- “Wet Floor” sign or other blockades
- Vacuum cleaner and accessories
- Spotter Guide
- Extractor
- Push broom and dustpan

1. **Assemble your equipment and supplies.**

2. **Put on any appropriate Personal Protective Equipment when using chemicals, as stated on the product label and SDS.**



3. **Pick up light trash.**

4. **Lightly brush or broom carpet to spread and agitate.**

Vacuum Cleaning Procedures *cont.*

5 **Vacuum the carpet thoroughly.**

- Vacuum daily for best results.

6 **Use an attachment to clean hard-to-reach areas.**

- Vacuum along baseboards, next to heavy furniture, and behind doors.

7 **When finished, replace walk-off mats.**

Vacuum Cleaning Tips

Maintain your vacuum cleaner for strong performance and safety.

- Replace vacuum bags when ⅔ full.
- Inspect cords for cracks and breaks. Have cords repaired or replaced immediately.
- When your vacuum starts to "chatter," it may be due to a rip or crack in the drive belt for the brushes. Replace promptly.

Never unplug the vacuum by pulling on the cord.

- Unplug by grasping the plug.

Don't try to vacuum up wet spills with your standard upright equipment.

- Wet spills can be an electrical hazard.
- Water can damage the vacuum parts.
- Water can cause the vacuum bag to rip or encourage bacterial growth and odors in the bag.

Carpet has a "direction," called the lay, due to the way that it is manufactured.

- Raising the nap and standing up the fibers with a carpet rake improves appearance.

Spot Removal Procedures

Equipment Checklist

- "Wet Floor" sign or other blockades
- Any appropriate PPE
- Absorbent white cloth
- Blunt scraper
- Tamping brush
- Extractor with hand tool or spray bottle with rinse water
- Spotting Guide
- Spot removal kit

Spot Removal

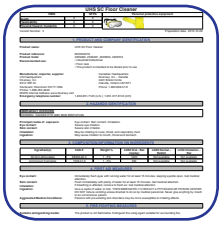
Use specialized detergents and/or solvents to dissolve spot causing and stain-causing soils. Blotting or extracting removes the soils.

1 **Identify the spot.**

- Note the appearance, location, color, size, shape, and odor.
- Check the Spotter Selection Guide for the right product(s) to use.

2 **Assemble your equipment and supplies.**

3 **Put on any appropriate Personal Protective Equipment when using chemicals, as stated on the product label and SDS.**



4 **Post "Wet Floor" signs or other blockades.**

- Prevent spots from being spread by unsuspecting traffic.
- Keep traffic away from your spotter chemicals and wet carpet.

Spot Removal Procedures *cont.*

5 **Pick up large debris from carpet.**

6 **Test the spotter in an inconspicuous place.**

- Apply H.D. PreSpray Spotter and cover with a clean, white cloth.
- After 5–7 minutes, check the cloth for color transfer.

7 **Apply spotter to the outside edges of the spot.**

- Do not over-wet the spot.

8 **Agitate with a blunt scraper.**

- Use a blunt scraper to work solution towards the middle of the spot.
- Agitation helps loosen soils.
- Don't spread the spot by scrubbing with a brush.

9 **Allow the spotter to remain on the spot according to label directions.**

10 **Blot the treated area with a clean, white towel, cloth or microfiber.**

- Continue blotting until soil is removed.

Spot Removal Procedures *cont.*

If you use an absorbent powder to treat spots:

11 **Treat fresh wet spots with absorbent compound.**
Treat older spots with liquid spotter and absorbent compound.

- Apply general purpose liquid spotter to the spot.
- Agitate the spot.
- Make a small mound of powder over the spot.
- Pat down the mound to ensure full contact with the spot.
- Allow 25-30 minutes for the compound to absorb the spot.
- Vacuum to remove soil and powder.

12 **Rinse the treated area with cool water and blot.**

- Extract or pick up water with a wet-vac.

13 **Raise the nap with a carpet rake.**
Remove "Wet Floor" signs or other blockade after the spot is dry.

The Truth About Spots

- The older a spot is, the harder it is to remove.
- The more a spot has been treated, the harder it is to remove.
- No one spotter will treat all spots, but a general purpose spotter can treat 90% or more of the spots you encounter.
- Successful treatment requires the right products, procedures, and patience.
- Unfortunately, some stains are virtually impossible to remove.
- The difference between a spot and a stain is time.

If you use an absorbent powder to treat spots:

Gum is easiest to remove when frozen. A non-flammable aerosol gum remover will freeze the gum, allowing removal with a scraper. A final cleaning with a solvent-based spotter and rinse with clear water may also be required.

Urine is a challenge because of its odor, germs, and because it can penetrate the fibers, the carpet backing, matting, and even the substrate underneath.

Urine stains can also be large — more than a pint if made by a large pet.

Use recommended Personal Protective Equipment and follow the three-step process:

1. Extract as much of the urine as possible.
2. Treat the area with a bacteria-based cleaner/degreaser that is designed for urine. By wetting the area, the bacteria can digest the remaining urine. Cover the wet area with a piece of aluminum foil or plastic sheet to reduce evaporation. Allow the product to work for at least 1 hour — and preferably overnight.
3. When done, extract the area again.

Blood is a special concern because of the hazardous pathogens that it may contain. Always assume that blood spills are hazardous.

There are no chemicals or procedures that assure disinfection — 100% kill of the germs. However, use recommended Personal Protective Equipment and follow the three-step process:

1. Prepare a standard solution of disinfectant cleaner. Wet the blood spill, but do not touch it. Let the disinfectant work for 10 minutes.
2. At the end of the contact time, extract the area with hot water and an extractor cleaner. Extract as much water from the spill as possible.
3. When done, extract the area again.

Carpet Spotter Guide

Stain Chart	General Purpose Spotter	P.O.G. Spotter Gel	Citrus Express Gel	Tannin Stain Remover	Red Juice Remover	Gum Remover	Protein Spotter	Stench and Stain Digester	Water Rinse
Adhesive		1	1						2
Asphalt/Tar		1	1						2
Blood*	1						2		3
Butter	1						2		3
Soot	1								2
Catsup/Tomato Sauce	1			2	3				4
Chocolate	1			2					3
Coffee/Tea	1			2					3
Crayon		1	1						2
Excrement	2						3		4
Fruit Juice	1			2	3				4
Furniture Polish	1	2	2						3
Glue – Solvent		1	1						2
Glue – White	1								2
Grease/Oil	1	2	2						3
Gum		2	2			1			3
Hand Lotion	1	2	2						3
Inks	1								3
Lipstick	1	2	2						3
Liquor	1								4
Marker	1								2
Mascara	1	2	2						3
Milk Products	2			2	3		3		4
Mud	1								2
Mustard (if fresh)	1								3
Nail Polish		1	1						2
Paint – Latex		1	1						2
Paint – Oil Base		1	1	2					2
Red Juice	1				2				3
Rubber Cement		1	1						2
Salad Dressing	2						3		4
Shoe Polish	1	2	2						3
Soft Drinks	1			2					3
Toner									2
Urine	2			3			4		5
Vomit	2						3		4
Water Stain	1								2
Wax – Candle		2	2			1			3
Wine – Red & White	1			2	3				4
Unknown	1	3	3	2					

General Purpose Spotter is effective on a wide variety of spots and stains. If spots remain after its use, follow the recommendations outlined on the Stain Chart. First, identify stain/spot on the chart then apply spotters in the order shown on the chart -1= first product, followed by product 2 until the spot is gone.

Carpet Care Tips

General Spotting Rules:

Identify stain and use appropriate spotter(s). If stain cannot be identified, use General Purpose Spotter or Percolator. If stain remains, use Paint, Oil, and Grease Spotter Gel or Citrus Express Gel. Follow with a thorough rinsing so no cleaner residue is left in carpet.

Difficult Spots and Stains:

Asphalt Tracking: Vacuum thoroughly before applying diluted HD Prespray. Agitate with a carpet rake, extractor or brush and let sit for 10 minutes to loosen soils. Extract according to directions. Dry carpets as quickly as possible.

Reoccurring Spots:

This occurs because excessive soil or detergent from spotter remains in carpet. Remove by recleaning with appropriate spotter, rinse until thoroughly clean and blot dry.

Preventing reoccurring spots from wicking:

- When spotting, be sure to blot until all of the liquid is removed.
- Dry the carpet as quickly as possible using carpet fans or some type of air mover.
- Use a carpet rake. Depending on the thickness of the pile of the carpet, using a carpet rake can decrease drying time by at least 30 percent.
- Do not overwet the carpet.

* Follow OSHA Blood borne Pathogen standards for blood stains

Prespray Procedures

Equipment Checklist

- Any appropriate PPE
- "Wet Floor" signs or other blockades
- Vacuum cleaner
- Pump sprayer or lower pressure electric sprayer
- Prespray cleaner

Carpet Prespray

Apply a specially formulated cleaner to high-traffic or heavily soiled areas before bonnet, shampoo, or extraction cleaning. Prespraying gives cleaner extra time to loosen soils.

1. **Pick up large debris from carpet.**

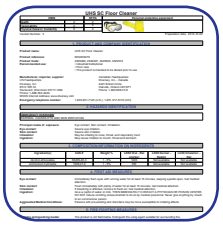
2. **Vacuum and roll up walk-off mats.**
   - Store mats out of the way.

3. **Vacuum carpet thoroughly.**

4. **Assemble your equipment and supplies.**

Prespray Procedures *cont.*

5 **Put on appropriate Personal Protective Equipment, as stated on the product label and SDS.**



6 **Prepare your prespray detergent solution.**

- Fill the sprayer 3/4 full with cool or lukewarm water. Do not overfill.
- Measure prespray detergent and pour into the sprayer.
- Follow label instructions for dilution rates.
- Allow 5-10 minutes dwell time with H.D. PreSpray

7 **Post "Wet Floor" signs or other blockades.**

- Identify your work area.

8 **Prespray the area to be cleaned.**

- Pay special attention to high-traffic or heavily soiled areas.
- Don't saturate carpet.
- Avoid overspray onto walls and furniture.

9 **Allow prespray to remain on the carpet 5-10 minutes.**

- Don't spray too big an area.
- Don't let the prespray dry.

Prespray Procedures *cont.*

10 After prespraying, follow with extraction process.

11 Rinse and store your equipment.

12 Remove “Wet Floor” signs or other blockades after the carpet is dry.

Bonnet Buffing Procedures

Equipment Checklist

- Any appropriate PPE
- "Wet Floor" signs or other blockades
- Vacuum cleaner
- Rotary floor machine
- Cotton or synthetic yarn pad and a pad driver
- Pump sprayer
- Cleaner in labeled spray bottle
- Water in labeled spray bottle for spotting
- Fan for drying carpet

Bonnet Buffing

Interim cleaning method. A looped cotton or synthetic yarn pad (bonnet) is used under a low speed (175-RPM) rotary floor machine. The bonnet provides scrubbing agitation while absorbing cleaning chemicals and surface soils.

1. **Remove large debris from carpet. Move light or moveable furniture.**
   - Place foil under heavy legs.
   - Use safe lifting methods.

2. **Vacuum and roll up walk-off mats.**
   - Store mats out of the way.

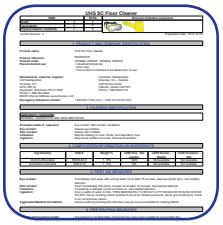
3. **Vacuum carpet thoroughly.**

4. **Treat spots on the carpet.**
   - Follow the spotting steps in the Spot Removal Procedures section (page 8-10).

Bonnet Buffing Procedures *cont.*

5 **Assemble your equipment and supplies.**

6 **Put on appropriate Personal Protective Equipment as stated on the product label and SDS.**



7 **Prepare your bonnet buffing detergent solution.**

- Fill 3/4 your sprayer with cool water.
- Add the measured amount of bonnet detergent.
- Do not use a foamy detergent.
- Finish filling the tank to the “full” line.

For “wet” buffing:

- Fill your bucket half-full with warm water.
- Add measured amount of cleaner.

8 **Post “Wet Floor” signs or other blockades.**

9 **Prespray high-traffic areas and heaviest soils.**

- Allow prespray to work for 5 minutes.

Bonnet Buffing Procedures *cont.*

If you use the Dry Method:

10 **Spray the bonnet and carpet with cleaning solution.**

- Work in 10 x 15 foot (3 x 4.6 m) sections.
- Allow the cleaner to work for 1-2 minutes.

If you use the Wet Method:

11 **Soak yarn pads in bucket and wring out thoroughly.**

12 **Center the bonnet under the rotary floor machine.**

13 **Slowly buff the carpet.**

- Concentrate on high soil areas.
- Work in 10 x 15 foot (3 x 4.6 m) sections.
- Don't let the carpet or pad get dry.

14 **Remove "Wet Floor" signs or other blockades after the carpet is dry**

Shampoo Cleaning Procedures

Equipment Checklist

- Any appropriate PPE
- "Wet Floor" signs or other blockades
- Vacuum cleaner
- Pump sprayer
- Rotary floor machine
- Nylon shampoo brush
- Shampoo detergent
- Fan for drying carpet

Carpet Shampoo

Is an interim carpet cleaning method. It uses a high-foam detergent to clean the carpet fiber. The foam is allowed to dry and the residue is collected with a vacuum cleaner.

1. **Remove large debris from carpet. Move light or moveable furnitures.**
   - Place foil under heavy legs.
   - Use safe lifting methods.

2. **Vacuum and roll up walk-off mats.**
   - Store mats out of the way.

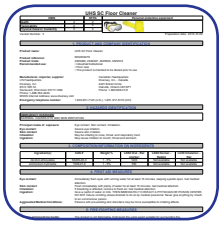
3. **Vacuum carpet thoroughly.**

4. **Treat spots on the carpet.**
   - Follow the spotting steps in the Spot Removal Procedures section (page 8).

Shampoo Cleaning Procedures *cont.*

5 **Assemble your equipment and supplies.**

6 **Put on appropriate Personal Protective Equipment as stated on the product label and SDS.**



7 **Prepare your shampoo detergent solution.**

- Fill 3/4 your sprayer with cool water.
- Add the measured amount of bonnet detergent.
- Do not use a foamy detergent.
- Finish filling the tank to the “full” line.

8 **Post “Wet Floor” signs or other blockades.**

- Use several signs to mark off your working area.

9 **Slowly scrub the area with the shampoo machine.**

- Follow equipment manufacturer’s directions.
- Add enough solution to produce foam.
- Don’t over-wet the carpet.

Shampoo Cleaning Procedures *cont.*

10 **Dry the carpet with a carpet fan.**

- Do not use a foamy detergent.
- Finish filling the tank to the "full" line.

11 **When the carpet is dry, vacuum to collect loose soils and dry shampoo or extract the area with water when wet.**

- Raise the nap with a carpet rake.

12 **Clean your equipment and return it to its proper location.**

13 **Remove "Wet Floor" signs or other blockades after the carpet is dry.**

14 **Replace walk-off mats.**

- Check backs of mats to make sure they are clean and dry.
- Never cover wet carpeting with a mat.

Shampoo Tips

Carpet Shampoos Must:

- Wet the pile. Carpet fibers must be evenly wet, but not soaked.
- Release soils. To clean thoroughly, the shampoo must loosen and lift soils away from the fiber.
- Create dense foam with agitation from the shampoo equipment. Thick foam will hold the solid particles in suspension and keep them from settling back onto the fibers.
- Dry quickly to a crisp residue. Once the soil-holding foam is dry, it can be vacuumed.

Shampoo Tips:

- To speed drying times and help avoid mildew odors in carpets:
  - use a carpet fan.
  - make sure HVAC systems are working.
  - open windows (if possible and if humidity is not high).
  - make a dry pass with extractor or wet vac.
  - make a pass with a dry bonnet.
- "Break in" your new shampoo brush. Before using on the carpet, run the brush over a wet concrete floor to remove the sharp edges on the bristles and make it easier on the carpet.
- Never put a walk-off mat over wet carpeting.

Extraction Cleaning Procedures

Equipment Checklist

- Any appropriate PPE
- ”Wet Floor” signs or other blockades
- Vacuum cleaner
- Pressure Pump sprayer
- Carpet extractor
- Carpet extraction cleaner and rinse
- Heavy-duty prespray

Extraction Cleaning

Restorative procedure. Specialized extractor equipment sprays a low-foaming detergent into vvthe carpet. Detergent and soils are immediately collected by the extractor’s wet vacuum system.

1. **Remove large debris from carpet. Move light or moveable furnitures.**
   - Place foil under heavy legs.
   - Use safe lifting methods.

2. **Vacuum and roll up walk-off mats.**
   - Store mats out of the way.

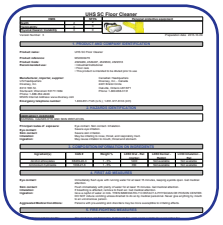
3. **Vacuum carpet thoroughly**

4. **Treat spots.**
   - Follow the spotting steps in the Spot Removal Procedures section (page 8-10).

Extraction Cleaning Procedures *cont.*

5 **Assemble your equipment and supplies.**

6 **Put on appropriate Personal Protective Equipment as stated on the product label and SDS.**



7 **Prepare your prespray solution.**

- Follow label directions.
- Fill pump sprayer with hot water and detergent.

8 **Prepare your extraction cleaning or rinse solution.**

- Fill solution tank with hot water.
- Add measured amount of extraction cleaner or extraction rinse.

9 **Post "Wet Floor" signs or other blockades.**

- Use several signs to mark off your working area.

Extraction Cleaning Procedures *cont.*

10 **Prespray the carpet.**

- Work in a manageable section.
- Allow the detergent to work for 10-15 minutes.

11 **Extract the carpet.**

- Follow equipment manufacturer instructions.
- Extract in overlapping paths, pulling the machine back towards you.
- Make a second “dry” pass with the solution off.
- Collect any or as much moisture as possible.

12 **Empty the recovery tank when full. Refill the solution tank.**

- If foam collects in recovery tank, add an anti-foam agent.
- Complete the procedure until the entire carpet is clean.

13 **Dry the carpet with a carpet fan.**

- Place the fan out of traffic areas.
- Turn up HVAC or open doors and windows.

14 **Raise the carpet nap.**

- Finish the job with a vacuum cleaner or carpet rake.

Extraction Cleaning Procedures *cont.*

15 **Remove "Wet Floor" signs or other blockades after the carpet is dry.**

16 **Clean your equipment and return it to its proper location.**

- Rinse extractor solution and recovery tanks.
- Rinse filters and hoses.
- Clean under machine.

17 **Replace walk-off mats.**

- Check backs of mats to make sure they are clean and dry.
- Never cover wet carpeting with a mat.

Extracting Tips

There are three extraction strategies. Diversey will help you pick the one best for your carpet, soil, and resources.

For Heaviest Soils:

Strategy 1: Spray the carpet with **Heavy-Duty Prespray**, agitate with shampoo brush and 175 RPM rotary floor machine, wait 15 minutes, and then extract with **Extraction Rinse**.

- Schedule carpet extraction on a regular basis according to conditions or specific areas.

For Medium Soils:

Strategy 2: Spray the carpet with Extraction Cleaner, wait 15 minutes, then extract with **Extraction Rinse**.

For Light Soils:

Strategy 3: Use Extraction Cleaner in the tank and then extract with **Extraction Rinse**.

Heavy Soils:	Every 1–3 months or as required
Medium Soils:	Every 4–6 months or as required
Light Soils:	Every 12–24 months or as required

- **When the extractor appears slow in recovering solution, check exterior hoses for tight connections or leaks.** Check internal filters for plugs that can reduce vacuum pressure.
- **When solution is not being delivered to the carpet, it may be caused by:**
  - Hard water buildup plugging in the solution spray valves. Clean with a lime remover and rinse.
  - Valves may be plugged by carpet fiber. Inspect and clean.
  - You're out of solution and need to refill.
- **Setting the pile with a carpet rake will help the drying process.**
- **Check the vacuum power of your equipment.**

Notes

Notes

Diversey has been, and always will be, a pioneer and facilitator for life. We constantly deliver revolutionary cleaning and hygiene technologies that provide total confidence to our customers across all of our global sectors. Led by Dr. Ilham Kadri, President & CEO, and headquartered in Charlotte, North Carolina, USA, Diversey employs approximately 9,000 people globally, generating net sales of approximately $2.6 billion in 2016.

For more information, visit www.diversey.com or follow us on social media.

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