

B Ō L Y Ü

carpet care, cleaning
and maintenance handbook



For your records:

Date Purchase Made

Retail Store Name

Address

Citty

State Postcode

Retailer Telephone Number

Metres Purchased

Style Name

Colour Name

Installer Name

Installer Telephone Number

BOLYU[®] carpet is manufactured in Australia by Beaulieu of Australia at our new state of the art manufacturing facility established in 2003 at Yatala in Queensland.

All technical, installation and maintenance enquiries should be directed through the BOLYU[®] hotline on 07 5540 6617.

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All BOLYU® carpet is produced with either premium solution dyed nylon and/or olefin carpet yarns. Both have excellent wear and anti-soiling characteristics.

Carpet performance is directly related to specification, installation, and proper maintenance.

Your BOLYU® professional can assist you to properly specify the appropriate BOLYU® carpet for the intended use of the carpet at its required location.

Installation of all BOLYU® carpet should be in accordance with Australian/New Zealand Standard AS/NZ 2455.1.1995 “Textile Floor coverings - Installation Practice”

Maintenance Guidelines

Introduction

- ◆ Your BOLYU® carpet installation is a significant investment both in financial terms and in the overall image of the facility.
- ◆ Proper, consistent carpet maintenance is critical to extending the life of your carpet and sustaining optimum performance and appearance levels and a healthy indoor environment.
- ◆ Every facility must have a clean, healthy carpet every day of the year and this can only be accomplished by selecting and establishing a maintenance program that best meets the facility's needs.

Always use an accredited cleaning professional such as members of

NUCA:

National Upholstery & Carpet Cleaners Association

Tel 1300 858 525

(members mainly metropolitan based)

or

FEN:

Tel 1300 852 855

(FEN members cover both regional and metropolitan areas)

Maintenance Plan and Schedule

An appropriate, comprehensive BOLYU® Carpet Care Program consists of five elements:

- ◆ Soil Containment - containment of soil entering the building using mats at entrances.
- ◆ Vacuuming - scheduled frequency for the removal of dry soil.
- ◆ Spot and Spill removal.
- ◆ Interim Cleaning - Dry Cleaning - scheduled frequency appearance cleaning for all traffic areas.
- ◆ Restorative Cleaning - scheduled frequency deep steam cleaning or hot water extraction to remove residues and trapped soils.

BOLYU® carpet maintenance actually begins outside the building. The pavement outside the building, the parking areas and walkways are all sources of debris that can be tracked in from outside and these areas should be swept regularly.

Always remember that 80% of soiling is caused by foot traffic and the use of walk-off mats - both inside and outside - will minimise this.

Outside mats scrape debris off shoes that have the capability to track in that material. Use soil removal mats that have a coarse texture, are able to brush soil from shoes and hold large amounts of soil in their pile.

Inside mats remove smaller particles of dirt as well as oils that can be tracked in from outside. Use water absorbent mats to prevent moisture from getting to the carpet.

Mats that extend for 5 to 6 steps (4 - 5 metres) will normally trap 80% of soil and moisture.

Mats must be vacuumed daily and cleaned frequently so that they do not become a source of soiling, adversely affect Indoor Air Quality and increase cleaning costs.

Vacuuming

Firstly identify and define the traffic areas in your facility and then prepare your maintenance plan.

Colour code your floor plan to indicate High, Moderate and Low traffic areas.

High Traffic - vacuum daily

High traffic areas include entranceways, busy hallways, stairways, lift lobbies, lifts, reception areas, cafeterias and staff rooms etc.

Moderate Traffic - vacuum daily

Medium traffic areas include conference rooms, secondary aisles, research areas, classrooms etc.

Low Traffic - vacuum twice weekly

Low traffic areas include offices, cubicles, storage rooms, executive areas etc.

Appropriate Vacuuming Equipment

Consideration should be given to the use of vacuum cleaners equipped with High Efficiency Particulate Air (HEPA) Filters. These filters are capable of filtering particles down to 0.2 micron, which includes bacteria and spores but not viruses. These filters prevent the recirculation of dangerous and unwanted particles and thus have a positive impact on Indoor Air Quality (IAQ) unlike most vacuum cleaners with standard filters.

Moderate to heavy traffic areas are best cleaned with dual motor vacuums with adjustable cylindrical brushes which both knock dirt loose and provide suction.

Light traffic areas can be cleaned with single motor vacuums that are moderately powerful and easy to manoeuvre around furniture.

Detail vacuums are recommended only for confined areas or around the edges of rooms.

On cut pile or cut/loop carpets periodic pile brushing with a pile lifter vacuum preconditions carpet and removes deeply embedded soil from high traffic areas:

High Traffic Areas

Pile lift monthly, vacuum daily.

Moderate Traffic Areas

Pile lift quarterly, vacuum daily.

Low Traffic Areas

Pile lift 6 monthly, vacuum twice weekly.

Vacuuming Procedure

Make 5 to 7 passes with the appropriate vacuum cleaner for heavy traffic areas.

Make 4 passes with the appropriate vacuum cleaner for moderate traffic areas.

Vacuum with slow deliberate passes forward and backwards. A minimum of 4 passes forward and backwards on the same area is required to extract loose dirt.

Pile lift slowly and deliberately so that the pile is lifted to an erect position.

Inspect all equipment daily to ensure proper effectiveness. Repair or replace defective equipment immediately.

Empty vacuum cleaners regularly - remember, a vacuum cleaner just $\frac{1}{4}$ full is already only 70% effective.

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Spot and Stain Removal

All BOLYU® carpet is produced with premium solution dyed nylon and olefin carpet yarns which have excellent wear and anti-soiling characteristics.

Spots and stains are inevitable but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.

Spot and Stain Removal Procedures

Spills should be blotted up - dab,dab,dab, do not rub vigorously as this will spread the spill. Rinse with water immediately.

Use cold water first - use hot water second - if the spill was hot, such as tea or coffee, it may require hot water to remove it.

Always use cold water on blood spillages. Spotters should then be applied and then flushed out thoroughly with water (see Spot Removal Chart Attached).

- ◆ Blot liquid spills with a dry, white, absorbent cloth or plain white paper towels (without any print designs). Always blot gently, working from the outside of the spill towards the centre. Keep blotting until you cease to get a transfer of the spill to the cloth.
- ◆ For dried stains, solids and heavy oils use a spoon or spatula to gently brush and scrape the area and lift the residue.

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PROFESSIONAL IMMEDIATELY

Spot Removal Procedures

The following are suggested methods for spot removal. Refer to the Spot Removal Chart to find out which method is best for each kind of spot then use each method in turn .

1. Volatile Solvent or fast evaporating non-flammable dry cleaning fluid. Spray a small amount of solvent on the affected area. Gently massage the spotter into the soiled area using a clean, dry, white cloth. Blot up any residual moisture then vacuum.
2. Non-Volatile Solvents - often referred to as paint oil and grease removers. This type of solvent evaporates slower for more effective cleaning. Use the same procedure as 1. above but remember that non-volatile solvents can leave residues that can cause rapid re-soiling - always rinse the treated area with a volatile solvent then blot dry and vacuum.
3. Detergent Solution - always use a detergent solution with a pH of less than 10. Mix a $\frac{1}{4}$ teaspoon of liquid, non-lanolin hand dishwashing detergent with 1 cup of warm water. Mix professionally formulated detergent solutions according to the manufacturers recommendations. Never use a stronger concentration - this only makes the detergent residues more difficult to remove, increasing the possibility of rapid re-soiling.

4. **Warm Water Rinse** - use lukewarm tap water in most cases to rinse the spotting agent from the fibre.
Note - only use cold water when removing blood stains.
5. **Vinegar Solution** - mix one cup of white vinegar (a 5% acetic acid solution) with one cup of water. A professional solution available from sanitation suppliers may also be used.
6. **Ammonia Solution** - mix one tablespoon of household ammonia and one cup of water or use a professionally formulated protein spotter.
7. **Acetone Solution** - use nail polish remover that does not contain lanolin or conditioner.
8. **Tannin Stain Remover** - professionally formulated, use only in accordance with manufacturers instructions.
9. **Lacquer Thinners** - do not apply directly to the carpet. Pour a small amount of thinners onto a white cloth and dab gently over affected area.
10. **Rust Remover** - use only non-hydrofluoric acid rust remover and use strictly in accordance with manufacturers instructions.
11. **Vacuum** with wet/dry vacuum, apply a 10cm layer of plain white paper towel and weight with approx 1 kg (e.g. a phone book). Change towels in 3 hours.

Repeat, then remove towels in 4 hours. Allow to dry.

12. Solution Dyed Nylon Yarns

Premium solution dyed nylon yarns are used in selected BOLYU® carpets and whilst BOLYU® SDN carpets can be cleaned with general spot cleaning procedures, recommended bleach solutions can also be used to remove stains which might otherwise be impossible to remove with general spot cleaning techniques.

Only mild bleach solutions should be used - household bleach (5.25 - 6% sodium hypochlorite) should be diluted with 4 parts water to one part bleach.

This solution should be left on the carpet only as long as it takes to remove the stain - leaving bleach on the carpet for an extended period can physically damage the fibres.

Always rinse with clear water, pad dry and extract with a wet/dry vacuum cleaner to remove all bleach residue.

Spot Removal Chart

The following chart lists recommended cleaning procedures for BOLYU® carpets produced with premium solution dyed nylon and olefin yarns. Do not use on conventionally dyed carpet.

If the nature of the spill is unknown start with water then the mild detergent solution For persistent stains refer to Spot Removal Procedures, item 12. Follow each procedure in order until stain is removed.

Asphalt/Bitumen	1
Adhesives	1
Auto Grease	1,3,4,
Beer	3,4,11
Betadine Solution	1,2,3,4,11
Blood	3,4cold,6,4cold,11
Bleach	3,4,11
Butter/Margarine	3,4,11
Calamine lotion	1,3,6,5,4,11
Candy	5,4,3
Cheese	3,5,3,4
Chewing Gum	2,3,4
Chocolate	5,3,4,11
Cosmetics	1,7,3,4,11
Clay	3,4,5,4,11
Coffee (wet)	3,4,5,11
Coffee (dry)	3,8,3,5,4,11
Cooking oil	3,4
Cough syrup	3,5
Crayon	3,4
Curry	5,4
Egg	8,3,4,11
Excrement (faeces)	3,6,5,4
Food Colouring	2,3,6,5,4,11
Furniture stain	2
Furniture polish	2,7,3,6,5,4,11
Gelatin	3,6,4,11
Gravy	2,3,6,5,4
Grass Stain	2,3,6,5,4,11
Ice Cream	3,6,5,4,11
Ink	3,6,5,4,11
Iodine	2,3,6,5,4,11
Lacquer	8,2,3,4,11
Juice (Fruit)	3,5,11
Lipstick	8,2,3,6,5,4,11
Machine oil	2,3,6,5,4,11
Mascara	3,1,4,11
Mayonnaise	6,3,4,11
Milk	6,3,4
Mustard	3,5,4,11
Nail polish	7,1,3,4,11
Paint (latex)	1,3,6,5,4,11
Paint (oil)	1,7,9,6,5,4,11
Rust	10
Salad dressing	3,6,3,4,11
Shoe dye	1,3,4,11
Shoe polish	7,1,3,6,4,11
Soy sauce	5,3,4,11

Starch	5,3,4
Tar	2,1
Tea	3,4,5
Toothpaste	3,4
Urine	3,5,4,11
Vomit	3,6,5,4,11
Water colours	3,5,6,4,11
Wine	3,5,6,4,111

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Interim Cleaning/Dry Cleaning

A primary objective of carpet cleaning is to maximise the removal of unwanted or foreign matter from the carpet and to minimise residues in the carpet.

Effective Interim Cleaning includes:

- ◆ Pile lifting and vacuuming - thoroughly pre-vacuum all areas.
- ◆ Wet or dry spot cleaning - apply cleaner only to soiled areas.
- ◆ Dry cleaning or low moisture surface cleaning in high traffic areas.

The dry extraction method uses absorbent compounds which can be used to keep traffic lanes clean between hot water extraction and in areas where constant traffic does not allow sufficient drying time for a wet system.

Absorbent compounds are recommended for cut pile constructions only and must be thoroughly vacuumed after use to ensure that any residual does not cause re-soiling.

Low moisture surface cleaning is not a substitute for the thorough deep cleaning process of a Restorative Cleaning (see next section) but offers the advantage of a quick drying time. A fine mist of carpet spray cleaner can be applied to the carpet and after a short dwell time of about 5 minutes, use a low speed bonnet machine (max. 200rpm). Drying time should be 30 to 60 minutes.

Vacuum again when dry to remove released soil.

Restorative Cleaning

Restorative Cleaning or Deep Cleaning is the process of restoring the carpets appearance by extracting soil and substances that can damage your carpet. This procedure will extend the life of your carpet, enhance its appearance and protect your investment.

Beaulieu of Australia recommends hot water extraction as the most effective method to give the best restorative deep cleaning results for all BOLYU® carpets.

Always spot clean Blood Spills using cold water prior to hot water extraction. (refer to Spot Removal Chart p.8)

Hot water extraction is the industry's most frequently used method of deep cleaning.

Restorative Cleaning Procedure

- ◆ Thoroughly vacuum all traffic areas.
- ◆ Pre-spray with a fine mist of carpet spray cleaner.
- ◆ Allow 5 minutes dwell time.
- ◆ Heavy soiled areas may require scrubbing with a nylon brush or a rotary machine to break up soil deposits prior to hot water extraction.
- ◆ Extract thoroughly using water only.
- ◆ Follow each wet pass with a minimum of 3 dry passes.
- ◆ Improve drying time by following the extraction with a dry terry cloth bonnet procedure.

Note - When using bonnet pad equipment on olefin (polypropylene) carpets machine speeds should never exceed 300rpm.

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Transition Areas

Transition areas where carpet and hard floors meet provide a unique maintenance challenge. It is very important to keep hard surface flooring clean in order to prevent the tracking of hard surface residues onto carpet.

- ◆ During treatment of hard surface floors, whether stripping, finishing or maintaining, keep chemicals off the carpet.
- ◆ Dry hard surfaces completely after wet mopping maintenance, before allowing traffic onto carpets. This will help prevent tracking any residues of hard surface cleaning agents.
- ◆ When using rotary equipment on hard surfaces next to carpet, be careful not to allow pads or brushes to come into contact with and abrade the carpet pile.
- ◆ Do not place buckets or equipment used for the maintenance of hard floors on the carpet as residues on the bucket may cause soiling or staining.
- ◆ Spot prone areas should be checked daily in order to remove spills before they attract dirt or become permanent.

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