



CARPET CARE TRAINING GUIDE

Introduction to Carpet Maintenance



Carpeting is probably the most common type of floor covering in commercial buildings. It can add an attractive appearance and a warm, soft feel to a facility while reducing noise. But because dirt is often hidden in the carpet, proper maintenance can be neglected until the carpet "ugly's out," and expensive restoration or replacement is needed.

Typical abrasive soil particles found between the tufts of carpet – dirt, sand, dust, etc. – cut, scratch and grind against carpet fibers. When combined with grease settling from the air, spills and normal traffic, they cause premature carpet wear and a dull and faded appearance if not properly maintained. The good news is that most of this soil can be removed and the life of your carpet extended with the right carpet care products, equipment and simple, regular procedures, like those offered in this Training Guide.

Preventive/Routine Maintenance

prolongs carpet life, improves appearance and reduces the need for more labor-intensive maintenance:

- most soil in carpeting can be stopped by the proper use of walk-off mats
- much of the remaining soil can be removed by vacuuming
- anything spilled on a carpet should be cleaned up promptly





- *surface extraction* (uses a quick pass of an extractor to spray cleaning solution into the carpet, possibly with agitation from a rotating brush, then dirt and solution are lifted out through a vacuum head)

Spin bonnet cleaning is the interim maintenance method presented in this Training Guide.

Restorative Maintenance can improve the general appearance and delay replacement of even damaged carpet. Deep extraction is the primary method used in our industry for restorative maintenance. This method is very similar to surface extraction where an extrac-

Interim Maintenance goes beyond vacuuming, which only removes dry soils.

Oily soils from cooking, air pollution and tracked-in greasy dirt attract more dirt, cause colors to dull and can ruin the carpet. Greasy soil is best removed by deep extraction, but fast, light, surface cleaning can be achieved by:

- *absorbent compound cleaning* (involves applying a low-moisture absorbent cleaning compound to the carpet, working it in with a brushing system and vacuuming soiled compound and dirt away)
- *spin bonnet cleaning* (uses a rotary floor machine and a cleaning solution with a special cleaning pad that absorbs soil as it is worked over the carpet)
- *shampooing* (either a dry foam shampoo with a shampooing machine, or a conventional shampoo with a rotary floor machine and carpet brush work chemical deep into carpet fibers; suspended soil and residue are then wet-vacuumed away)



tor is used to spray cleaning solution into the carpet, then dirt and solution are lifted out through a vacuum head. However, with deep extraction, a pre-spray or pretreatment is used and the equipment may be used at a slower rate or with more moisture and more passes. (Many

extractors work the solution in with a rotating brush to dislodge dirt.)



Standard of Cleanliness: Carpet should be free of any foreign matter, spots and visible traffic lanes

Preventive/Routine Carpet Maintenance Procedure

Assemble Materials

Tools

Safety Glasses/Goggles
Gloves
Wet Floor Signs
White Cotton Wiping Cloths
Carpet Scraper (if needed)
Vacuum

Bottle and Sprayer (if mixing a concentrate as a spot remover)

Chemicals

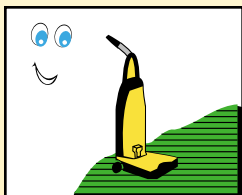
Gum Remover (if needed)
Carpet Spot Remover(s)

Cleaning Procedure



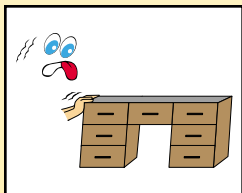
1. Select and Use Proper Floor Matting

- Strategically place appropriate type and size mats at entrances, high-traffic areas and service wipe-off regions



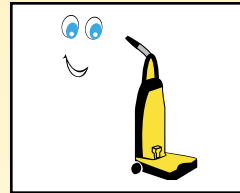
2. Clean Matting (or Replace Rental Matting as Required)

- Sweep, shake-out, vacuum, hose-off or extract matting as required



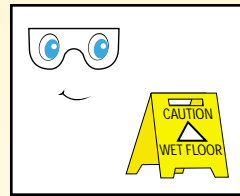
3. Remove Furniture

- Move furniture from the area to be cleaned, if necessary



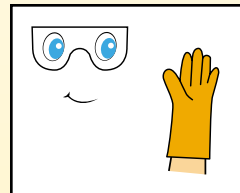
4. Vacuum Floor

- Vacuum the area of the floor to be cleaned



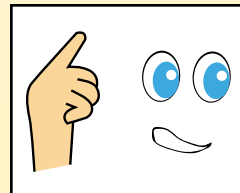
5. Post Wet Floor Signs

- Put Wet Floor signs at all entrances or near area to be spot cleaned



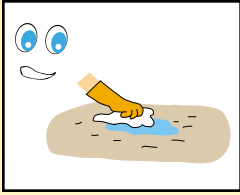
6. Put on Safety Equipment

- Always wear safety glasses/goggles and gloves when using chemicals



7. Plan Your Work

- Locate spots and gum for removal
- Identify spots, if possible



8. Spot and Gum Removal

- Remove spots as soon as possible to avoid setting the spot and making it a stain

- Test carpet for colorfastness by spraying **spot remover** in an inconspicuous area
- Scoop up as much of the spill as you can if possible
- Absorb as much liquid as possible
- Apply a **water-based** or **general-purpose spot remover** for water-soluble spots
- Apply a **solvent-based** or **general-purpose spot remover** for oil-based spots
- Use a clean, damp white cotton cloth with a blotting action, working from the outside in
- Repeat cleaning procedure, if necessary
- Flush with clean water and blot with a clean white cotton cloth or extract
- If spot does not come out, a specialty spot remover may be required
- Freeze surface gum with **gum remover**, break it away from carpet fibers and pick it up for disposal
- Gum smashed into carpet fibers requires a **solvent spot remover** and the use of a carpet scraper

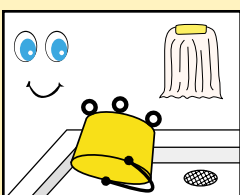
NOTE: If you do not know what type of material caused a spot, use a **solvent-based spot remover** first to avoid permanently setting the stain.



9. Inspect Your Work

- Replace any furniture, etc. that you moved (protect carpet if wet)
- Look to see that all work has been accomplished

- Remove Wet Floor sign(s)
- Report concerns and preventive maintenance needs to your supervisor



10. Clean Up Equipment

- Return supplies to storage area

Spot Removers



Hocus Pocus Spotter

General-purpose spot remover for organic or inorganic soils with "smart" sprayer that mixes two formulas together to create a heavy-duty, effervescent flushing action

Carpet Spot Lifter Stain Remover

Heavy-duty foam spray for water-soluble stains

Solvent Carpet Spotter Solvent Stain Remover

Waterless spotter for oil-soluble and stubborn stains

Hip Shot Carpet Stain Remover

Heavy-duty, general-purpose spotter for most soils

Citrus Solvent Degreaser

Natural solvent for oil, grease, paint, smashed gum removal and more

WAXIE Liquid Enzyme

Biodegradable blend of odor counteractants and bioengineered (bacteria) enzymes destroys and digests odor sources and organic stains (available in three fragrances)



Also see [Multipurpose Carpet Cleaners](#) and [Carpet Super System](#)

Interim Carpet Maintenance Procedure (Spin Bonnet Cleaning)

Assemble Materials

Tools

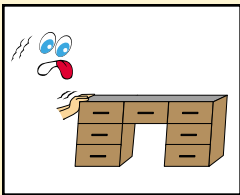
Safety Glasses/Goggles
Gloves
Wet Floor Signs
Pump-Up Sprayer
White Cotton Wiping
Cloths
Walk-Off Mats or Rags
to absorb moisture
from shoes
Carpet Scraper (if needed)
Vacuum
Measuring Cup (if not
using dilution control)

Bottle and Sprayer (if
mixing a concentrate as
a spot remover)
Mop Bucket and Wringer
175-300 RPM Floor
Machine with Pad Driver
Carpet Spin Bonnets
Air Mover/Carpet Fan/
Floor Fan(s) (optional)

Chemicals

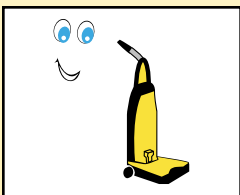
Gum Remover (if needed)
Carpet Spot Remover(s)
Spin Bonnet Cleaner
Neutralizer/Conditioner

Cleaning Procedure



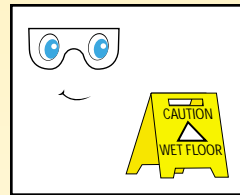
1. Remove Furniture

- Move furniture from the area to be cleaned



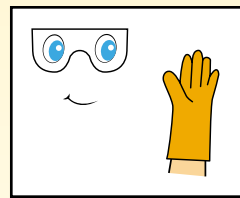
2. Vacuum Floor and Clean Mats (or Replace Rental Mats as Required)

- Vacuum the area of the floor to be cleaned
- Sweep, shake-out, vacuum, hose-off or extract matting as required



3. Post Wet Floor Signs

- Put Wet Floor signs at all entrances



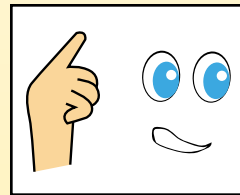
4. Put on Safety Equipment

- Always wear safety glasses/goggles and gloves when using chemicals



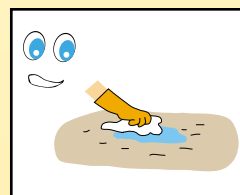
5. Mix Spin Bonnet Cleaning Solution

- Mix solution according to directions on label in a pump-up sprayer



6. Plan Your Work

- Divide the area to be cleaned into manageable sections

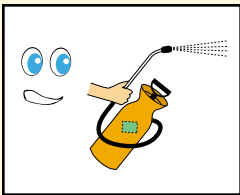


7. Spot and Gum Removal

- Remove spots as soon as possible to avoid setting the spot and making it a stain

- Test carpet for colorfastness by spraying **spot remover** in an inconspicuous area
- Scoop up as much of the spill as you can, if possible
- Absorb as much liquid as possible
- Apply a **water-based** or **general-purpose spot remover** for water-soluble spots
- Apply a **solvent-based** or **general-purpose spot remover** for oil-based spots
- Use a clean, damp white cotton cloth with a blotting action, working from the outside in
- Repeat cleaning procedure, if necessary
- Flush with clean water and blot with a clean white cotton cloth or extract
- If spot does not come out, a specialty spot remover may be required
- Freeze surface gum with **gum remover**, break it away from carpet fibers and pick it up for disposal
- Gum smashed into carpet fibers requires a **solvent spot remover** and the use of a carpet scraper

NOTE: If you do not know what type of material caused a spot, use a **solvent-based spot remover** first to avoid permanently setting the stain.



8. Spray Section to be Cleaned

- Using the pump-up sprayer lightly spray **spin bonnet cleaner** evenly across the

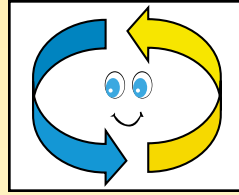
surface of about 100 square feet of carpeting



9. Bonnet Clean

- Mist **spin bonnet cleaner** onto bonnet prior to use to lubricate bonnet
- Attach clean, lubricated bonnet to pad driver

- Work carpet in tight, overlapping circles
- Turn pad over, or rinse, or replace it when it becomes obviously soiled (about 100 square feet of cleaning per side)
- To rinse bonnet, put it in a mop bucket with **neutralizer/conditioner** solution and wring it out tightly



10. Clean Each Section Until the Entire Area is Completed

- Repeat Steps 1 thru 12 for each section in the area



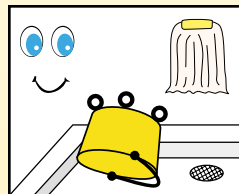
11. Inspect Your Work

- Replace any furniture, etc. that you moved (protect carpet if wet)
- Look to see that all work has been accomplished
- Remove Wet Floor sign(s)
- Report concerns and preventive maintenance needs to your supervisor



12. Dry Wet Areas with an Air Mover/ Carpet Fan/Floor Fan(s) if Desired

- Without a fan, dry time could be 1-2 hours



13. Clean Up Equipment

- Remove drive pad from floor machine and hang it on machine's handle or a hook
- Return supplies to storage area
- Rinse out pump-up sprayer with **neutralizer/conditioner** solution, including spraying the solution through the spray tip to remove residue
- Rinse out soiled bonnets using **neutralizer/conditioner** solution
- Wipe down floor machine
- Wipe down cord on floor machine
- Empty and rinse out mop bucket
- Turn mop bucket upside down in mop sink to dry

Restorative Carpet Maintenance Procedure

Assemble Materials

Tools

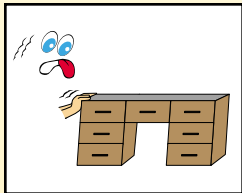
Safety Glasses/Goggles
Gloves
Wet Floor Signs
Pump Up Sprayer (2 are needed if applying post treatment too)
White Cotton Wiping Cloths
Carpet Scraper (if needed)
Carpet Extractor Vacuum
Measuring Cup (if not using dilution control)

Air Mover/Carpet Fan/
Floor Fan(s) (optional)
Bottle and Sprayer (if mixing a concentrate for a spot remover)

Chemicals

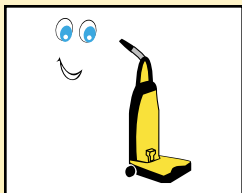
Gum Remover (if needed)
Carpet Spot Remover(s)
Extraction Cleaner
Pre-Spray/Pretreatment (should be compatible with Extraction Cleaner)
Defoamer
Post Treatment (optional)

Cleaning Procedure



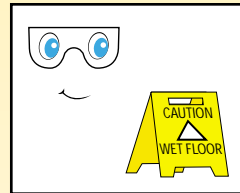
1. Remove Furniture

- Move furniture from the area to be cleaned



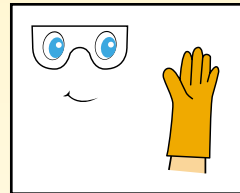
2. Vacuum Floor and Clean Mats (or Replace Rental Mats as Required)

- Vacuum the area of the floor to be cleaned
- Sweep, shake-out, vacuum, hose-off or extract matting as required



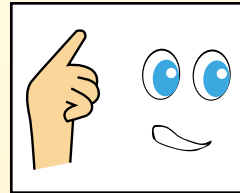
3. Post Wet Floor Signs

- Put Wet Floor signs at all entrances



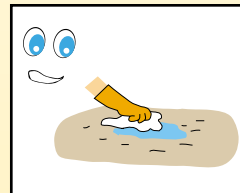
4. Put on Safety Equipment

- Always wear safety glasses/goggles and gloves when using chemicals



5. Plan Your Work

- Divide the area to be cleaned into manageable sections



6. Spot and Gum Removal

- Remove spots as soon as possible to avoid setting the spot and making it a stain
- Test carpet for colorfastness by spraying **spot remover** in an inconspicuous area
- Scoop up as much of the spill as you can, if possible
- Absorb as much liquid as possible
- Apply a **water-based** or **general-purpose spot remover** for water-soluble spots
- Apply a **solvent-based** or **general-purpose spot remover** for oil-based spots
- Use a clean, damp white cotton cloth with a blotting action, working from the outside in
- Repeat cleaning procedure, if necessary
- Flush with clean water and blot with a clean white cotton cloth or extract

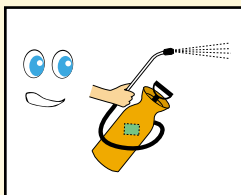
- If spot does not come out, a specialty spot remover may be required
- Freeze surface gum with **gum remover**, break it away from carpet fibers and pick it up for disposal
- Gum smashed into carpet fibers requires a **solvent spot remover** and the use of a carpet scraper

NOTE: If you do not know what type of material caused a spot, use a **solvent-based spot remover** first to avoid permanently setting the stain.



7. Mix Pre-Spray Chemicals

- Mix **pre-spray/pretreatment** according to directions on label in a pump-up sprayer



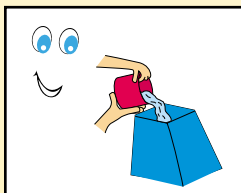
8. Pre-Spray Section to be Cleaned

- Using the pump up sprayer, lightly spray **pre-spray/pretreatment** evenly

across the surface of about 100-250 square feet of section to be cleaned

NOTE: Using pre-spray/pretreatment is actually more important than placing chemicals in the extractor.

NOTE: Extremely soiled carpets may require power scrubbing with a low-speed floor machine and a carpet brush after pre-spraying and prior to extracting.



9. Fill Extractor

- Fill the solution tank of the extractor with clear water
- Add **extraction cleaner** according to directions on label

Continues on next page

Gum Remover



Gum Away II Chewing Gum & Candle Wax Remover

Spray refrigerant freezes gum, wax, or other similar substances, which releases adhesion for easy removal

Multipurpose Carpet Cleaners



#800 Multi-Purpose Carpet Cleaner



An effective and economical extraction or spin bonnet cleaner, pre-spray/traffic lane treatment and spot remover conveniently dispensed through WAXIE's Solution Station dilution control system



#810 4-in-1 Carpet Cleaner



Four products in one: extraction or spin bonnet cleaner, pre-spray/traffic lane treatment and spot remover conveniently dispensed through WAXIE's Solution Station dilution control system



FiberCare Soil Extractor

For extraction, spin bonnet cleaning, spot removal or as a pre-spray to clean, neutralize, brighten and deodorize carpets (helps eliminate Brown Out, mold, mildew stains and their odors)



Carpet Super System



With the instant, on-site mixing capability of our Solution Station dilution control system, it is possible to dispense a very aggressive combination of our two Solution Station carpet cleaning formulas (800 & 810)

- Cleaning staffs have dial-up access to a powerful extraction or spin bonnet cleaner, pre-spray/traffic lane treatment and spot remover, right at their fingertips
- Dynamic cleaning technology with effervescent action surrounds and "flushes" carpet fibers with very active, heavy-duty cleaners

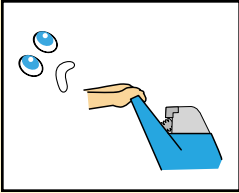
Carpet Specialty Products



WAXIE Liquid Enzyme

Destroys and digests odor sources and organic stains on carpets (three fragrances to choose from)

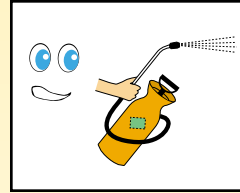
Restorative Carpet Maintenance Procedure continued



10. Extract Section to be Cleaned

- Heavily soiled areas and areas previously treated with a spot remover may need several passes
- To reduce dry time, make an additional pass using only the vacuum for pickup

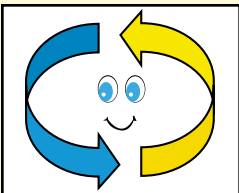
NOTE: To reduce foaming in the recovery tank use a **defoamer** according to label directions.



14. Apply Post Treatment (Soil Retardant) According to Label Directions, if Desired

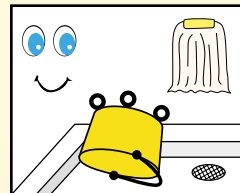
- Do not apply **post treatment** to walk-off mats

NOTE: If needed, an **anti-static product** may be applied to clean, dry carpets according to the product's label.



11. Clean Each Section Until the Entire Area is Completed

- Repeat Steps 1 thru 14 for each section in the area



15. Clean Up Equipment

- Rinse out extractor using **neutralizer/conditioner** solution several times, if necessary, including spraying the solution through the spray jets to remove alkaline buildup
- Return supplies to storage area
- Rinse out pump-up sprayer(s) with **neutralizer/conditioner** solution, including spraying the solution through the spray tip to remove residue



12. Inspect Your Work

- Replace any furniture, etc. that you moved (protect carpet if wet)
- Look to see that all work has been accomplished

- Remove Wet Floor sign(s)
- Report concerns and preventive maintenance needs to your supervisor



13. Dry Wet Areas With Air Mover/ Carpet Fan/Floor Fan(s), if Desired

- Without a fan, dry time could be 4-8 hours

Neutralizer/Conditioner



Kleenline Floor Conditioner and Neutralizer

Neutralizes odors and removes alkaline residue from carpets, mops, spin bonnets, solution tanks, spray jets/tips and more

Shampoos



Rug-Brite Rug & Upholstery Shampoo

Excellent for rotary shampooing or dry foam machines

Dry Foam Extra-Dry Rug Shampoo

For use in dry foam machines, creates super-active, dirt-cutting foam that attacks soils without soaking or over-wetting carpet or upholstery



Anti-Static Product



Anti-Stat Anti-Static Compound for Carpets

Eliminates static electricity from carpets and helps surfaces stay cleaner longer by repelling dust, dirt and lint (one gallon covers 1000 square feet)

Pre-Spray/Pretreatment



Traffic Lane Pre-Spray Carpet Treatment

Pre-spray/pretreatment penetrates, loosens and emulsifies embedded soil in heavily soiled areas and traffic lanes prior to cleaning

Extraction Cleaner



Steam It Clean Carpet Extraction Cleaner

Self-neutralizing extraction cleaner with water conditioners and fast-acting, low-sudsing cleaning solvents and detergents

Defoamer



Defoamer Foam Dissipater

Defoamer dissipates foam in recovery tanks of extractors, autoscrubbers and wet vacs and protects vacuum motors from foam damage

Spin Bonnet Cleaners



Rotokleen Carpet Dry Cleaner

Powerful spin bonnet cleaner loosens soil quickly

Traffic Lane Pre-Spray Carpet Treatment

Use as a spin bonnet cleaner or carpet pre-spray; loosens and emulsifies embedded soils



Odor Control for Carpets



WAXIE Liquid Deodorant Concentrates

Biodegradable odor counteractants can be used as additives for shampoo or extraction solutions (six fragrances to choose from)

Carpet Patrol Lite

Shaker can of non-abrasive, biodegradable, cellulose-based powdered carpet and room deodorizer (Baby Powder fragrance)



Carpet Powder Plus

Shaker can of odor counteractant powder (Spring Green fragrance)





WAXIE's Training

The first step to beautiful carpets is proper training.

- Our trained Sanitary Maintenance Consultants offer on-site analysis and consulting
- WAXIE has a dedicated staff of Chemical and Machine Specialists to offer you more specialized assistance
- Seminars and training are available at WAXIE's state-of-the-art training centers or at your location

WAXIE is at the leading edge in maintenance technology, offering our customers cost-effective, cutting-edge solutions to their maintenance problems.

WAXIE's Support

On-Site Support

Besides our trained Sanitary Maintenance Consultants, WAXIE also has Chemical and Machine Specialists available. And, if needed, technical expertise and assistance can be provided by our manufacturers' representatives.

Facility Management Software

WAXIE has software programs that use database technology to analyze manpower allocation, labor costs, tasks and frequencies, inventory control, employee management and more.

Customer Service

Just call 1-800-995-4466 to reach a live Customer Service Representative at the WAXIE location nearest you to:

- Assist with product information or cleaning techniques
- Receive Material Safety Data Sheets or literature by fax or mail
- Place product orders for next day delivery in most metropolitan areas



800-995-4466

www.waxie.com