

SCHEDULE "A"

BRANDON POLICE SERVICE ADMINISTRATION BUILDING
1020 Victoria Avenue, Brandon

CLEANING SCHEDULES

Floors

Location	Remove Spots & Stains	Sweep with Broom &/or Dry Mop	Strip, Wax & Polish or Refinish	Hand or Machine Wash with Cleaner	Mobile Carpet Cleaner	Vacuum	Disinfect
All flooring	AR	D	SA	D			AR
Carpet	AR				SA	D	
Quarry Tile	AR	D	AR	D			
Rubber Base	AR			M			
Vinyl tile floor	AR	D	SA	D			
Washroom floor	AR	D	SA	D			D

Note: There is a mop sink located in the mechanical room in the basement.

*Clean all carpets in the building with the use of a mobile carpet cleaning plant using a steam extraction cleaning system. **(NOTE: Dry powder application will not be accepted.)**

Furnishings

Location	Remove Spots & Stains	Dust	Hand Clean with approved cleaner or disinfectant	Damp Wipe	Vacuum	Empty & Put in designated area
Blinds & drapes					Q	
Ceiling air grilles		SA	SA			
Cigarette Snuffers						W2
Coat Racks		AR				
Door Mats	AR				D	
Fridge, Stove & Dishwasher	AR		M	W		
Furniture (desks, tables)	AR	W				
Lamps		W				
Ledges, Shelves, Stair Railings & Window Sills	AR	W	AR			
Lunchroom Tables			D			
Recycle Baskets			AR			D
Sand Urn						W
Shoe racks & trays					W	
Telephones		W				
Upholstered Furniture					W	
Walls & ceilings	AR	SA				
Waste baskets & receptacles			W			D

Glass & Fixtures

Location	Remove Spots & Stains	Clean & Polish	Dust	Clean & Disinfect
Baseboards	AR	AR		
Doors	AR	W		
Entrance Glass		D		
High Fixtures		AR		
Kick Plates	AR	D		
Partition	AR	M		
Picture frames, charts, etc.	AR		M	
Remaining glass surfaces	AR	D		
Steel Surfaces		D		
Toilets & seats				D
Washroom (sinks, toilets, urinals & fountains)				D
Washroom (showers)	AR			W
Washroom Stalls	AR	D		M
Windows - interior	AR	SA		
Windows – Office	AR	SA		
Woodwork	D	AR		

Miscellaneous

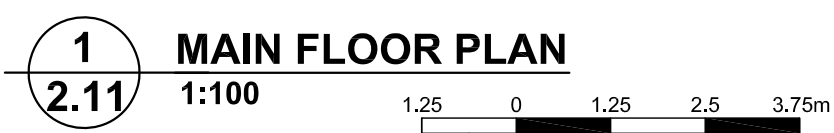
Location	Re-Stock Supplies	Refill Hand Soap	Clear Dirt	Clean & Disinfect	Clean & Hose down
Garage					AR*
Holding/Interview Rooms				AR*	
Ident Lab				W	
Tactical Response Unit Locker Room				AR*	
Washroom	D	D		D	

*When advised by BPS administration

Walls, Partitions & Doors				
Location	Remove Spots, Stains	Wipe Clean	Damp Wipe & Disinfect	Dry Wipe
Doors	AR	W		
Partitions	AR	W		
Walls	AR			SA

D – Daily
W – Once per week
W2 – Twice per week
M – Monthly
Q – Quarterly
SA – Semi-annual
AR – As Required

NOTE: Two (2) days notice shall be provided to the Contract Administrator prior to any monthly, quarterly, semi-annual or yearly tasks performed. Any “as required” tasks shall be completed at minimum every quarter. Written notice to the Contract Administrator shall be given so the department can be advised of required work to be performed and City staff can move any items (i.e., furniture, etc.) so the work can be completed.

[illegible]

THIS AGREEMENT made in duplicate this day of 2019.

BETWEEN:

(hereinafter called the "Contractor")
of the first part;

-and-

CITY OF BRANDON

(hereinafter called the "City")
of the second part.

WHEREAS the City is the owner and manager of the premises known as Brandon Police Service located at 1020 Victoria Avenue, Brandon, Manitoba (hereinafter called the "Building"); and

WHEREAS the Contractor has submitted a Proposal for a contract to clean the Building, which tender has been accepted by the City;

NOW THEREFORE the City and the Contractor covenant and agree as follows:

- 1.0 The Contract Documents consists of all the documents listed as follows:

i. This Agreement

ii. RFP Item #L-42/19

iii. Contractor's Response to Proposal

iv. Schedule "A" Specifications
- 2.0 The Contractor covenants and guarantees to provide the complete cleaning services for the Building in accordance with specifications attached hereto as Schedule "A" which shall form an integral part of this Agreement and, to supply all labour, materials, equipment and supervision of its employees necessary therefore, throughout the Term hereof at and for the total consideration of _____ including the Goods and Services Tax.
- 3.0 The City agrees to pay to the Contractor the said sum of _____ plus the Goods and Services Tax _____ in equal monthly instalments of _____ each payable on the last working day of each month commencing January, 2020. The Contractor will provide invoices to the City on a monthly basis. The above amount to be paid is based on the working of _____ hours per month.
- 3.1 The City reserves the right to request proof of the number of hours worked on a monthly basis at the building. Example: payroll records, timesheet, logs, etc..
- 4.0 This Agreement shall be in effect for a term commencing on the 15th day of January, 2020 and expiring on the 14th day of January, 2022. ("Initial Term") with the option to renew thereafter for a term of one (1) year on similar conditions as the Initial Term, upon the written request of the City and with written acceptance by the Contractor.
- 4.1 The City shall not incur any liability should it choose not to exercise its exclusive option to extend this Agreement.
- 5.0 In the event that the basic minimum wage in the Province of Manitoba, as set by Provincial Legislation, is increased during the term hereof, the City agrees that the monthly wage allotment of _____ shall be increased by the same percentage as the increase to the minimum wage for any payments to the Contractor made subsequent to any such increase.
- 6.0 The Contractor will be given a grace period of ten (10) working days to learn the building and refine cleaning methods. The Contractor will then be expected to comply fully with the cleaning requirements outlined in Schedule A.

Initials

- 6.1 The City will charge a fixed sum of \$50.00 per scheduled working day for Defective Work.
- 6.2 The fee for Defective Work and Inspections will be deducted from the monthly payment that is made to the Contractor.
- 7.0 The City will perform Building Cleaning Inspections once a week on random days. In addition to the fixed sum for Defective Work for this Contract, the City, at their discretion, will impose an inspection fee of \$25.00 per cleaning inspection for all additional inspections required to ensure compliance with Schedule A.
- 8.0 The Contractor shall, without limiting its obligations or liabilities herein and at its own expense, provide and maintain throughout the Contract term hereby granted the following insurance with insurers licensed in the Province of Manitoba and in forms and amounts acceptable to the City.
- a) Commercial General Liability Insurance on an occurrence basis, in an amount not less than two million dollars (\$2,000,000.00) inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the Cleaning Services or operation of the Contractor, its employees and agents. The City shall be added to the policy as an additional named insured and the policy shall contain cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to:
 - i. Premises and operators liability, broad from products and completed operations, owners and Contractors protective liability, blanket contractual, employees as additional insured's, broad from property damage, non-owned automobile, contingent employers liability, broad form loss of use, personal injury, and incidental medical malpractice.
 - b) Automobile Liability Insurance covering all motor vehicles, owned, operated and used or to be used by the Contractor directly or indirectly in the performance of the Work or cleaning services. The limit of liability shall not be less than two million dollars (\$2,000,000.00) inclusive, for loss or damage including personal injuries and death resulting from any one accident or occurrence.
 - c) All Risks Insurance for loss of or damage to all Contractor's equipment, owned or leased for which the Contractor may otherwise be responsible and used or to be used in the performance of the cleaning services. This insurance shall be for an amount not less than the replacement cost value of the equipment. In the event of loss or damage, the Contractor shall, if so requested by the City, forthwith replace such lost or damaged equipment. Such All Risks Insurance shall be endorsed to waive all right of subrogation against the City.
 - d) All insurance must be primary; and not require the sharing of any loss by an insurer of the City.
 - e) The Contractor's Worker's Compensation Number _____ must be in good standing, and maintained throughout the Term of this Agreement.
- 9.0 The Contractor agrees to indemnify, defend, save and hold harmless the City, including and without limitation, its Council members, agents, servants and employees from and against all suits, claims, demands, losses, damages, expenses and costs made against or incurred, suffered or sustained by the City at any time or times (either before or after the expiration or sooner termination of this Agreement) where the same or any of them are based upon or arise out of or from anything done or omitted to be done by the Contractor or by any servant, employee, officers, director or sub-contractor the Contractor pursuant to this Agreement; excepting always, liability out of the independent acts of the City.
- 10.0 The Contractor shall ensure an individual is at the Building at all times who is able to communicate effectively in the English language with the City.
- 11.0 The Contractor shall be responsible for compost disposal and shall ensure of emptying the compost as required and putting in the designated bins.

Initials

- 12.0 The Contractor shall not assign this Agreement or any rights in respect of the same to any other party. Such an assignment or purported assignment will immediately invalidate this Agreement.
- 13.0 For the purpose of this Agreement, any notice to the City by the Contractor shall be addressed to: The Building Maintenance Chargehand, 900 Richmond Avenue East, Manitoba, R7A 7M1 and any notice to the Contractor shall be addressed to:
- 14.0 In the event of a dispute arising between the City and the Contractor as to their respective rights and obligations under the Agreement, both parties agree to resolve the dispute by:
- a) Frank and open negotiations whereby both parties use their best efforts to resolve the dispute by mutual agreement including the most Senior Management of both parties.
- 15.0 The City reserves the right to cancel this Agreement upon thirty (30) days written notice to the Contractor if, at any time, the City is not satisfied with the quality of work being performed under this Agreement or if the Contractor fails to comply with any of the specifications attached hereto. All notices, instructions and approvals shall be issued by the City whose decision shall be final and binding upon both parties.
- 15.1 The Contractor has the right to cancel this Agreement upon thirty (30) days written notice to the City.
- 16.0 The City reserves the right to cancel this Agreement:
- a) Immediately upon written notice of, in the opinion of the City, the Contractor is not fulfilling the terms, conditions and specification of the Contract; or
 - b) More than three (3) written occurrences of complaints for Work performed from the City; or
 - c) If, in the sole opinion of the City, the Contractor at anytime during the duration of this Agreement, endangers the public safety; or
 - d) Unknown Personnel, sub-contractor or assignment of cleaning services to others; or
 - e) If the Contractor should be adjudged or bankrupt; or
 - f) If the Contractor should make a general assignment for the benefit of its creditors;
 - g) If a receiver should be appointed on account of the Contractor's insolvency; or
 - h) If the operational requirement of the City change for the Building.

In the event the City terminates this Contract:

- a) The City's liability shall be limited to only the Contractor fees and expenses for satisfactorily completed Work up to the date of termination and not thereafter; and
 - b) The City may enter into an Agreement, in its sole discretion, with another Contractor for the provisions of cleaning services.
- 17.0 The Contractor and any approved sub-contractors shall obtain and maintain a current City of Brandon Business Licence for the duration of the Contract.
- 18.0 The Contractor, its sub-contractors, the officers, directors, shareholders, partners, personnel, affiliates and agents of the Contractor and sub-contractors are not, nor are they to be deemed to be partners, appointees, employees or agents of the City.
- 19.0 a) The Contractor will bind all approved sub-contractors to the terms of the Agreement, as applicable to the sub-contractors Work.
- b) The Contractor will preserve and protect the rights of the City with respect to any

Initials

Work performed under sub-contract and incorporate the terms and conditions of this Agreement into all sub-contracts as necessary to preserve the rights of the City under this Agreement.

- c) The Contractor shall require each of its sub-contractors to provide comparable insurance to that set forth above in clause 8.0.
 - d) All sub-contractors, if any, are the responsibility of the Contractor.
 - e) The Contractor will be as fully responsible to the City for acts and omissions of sub-contractors and of persons directly or indirectly employed by them as for acts and omissions of persons directly employed by the Contractor.
- 20.0 a) The Contractor(s), their employees, agents and vehicles shall have and maintain permits and licenses as required by law for the execution of cleaning services related to this Agreement.
- b) Contractor will conform to all Federal, Provincial Acts, and City By-laws and Regulations that may apply to the cleaning services performed under this Agreement. The Contractor is required to obtain and pay for all necessary permits, licenses, and inspection fees.
- c) Certified copies of required permits/licenses will be available upon request by the City.
- 21.0 The City requires that a criminal record check be conducted by the Contractor on all individuals performing Work under this Agreement. The cost will be borne by the Contractor.
- 22.0 This Agreement shall enure to the benefit of and be binding upon the parties hereto, their heirs, executors, and administrators.
- 23.0 Time shall be of the essence in this Contract.

IN WITNESS WHEREOF the parties hereto have hereunto caused their signatures to be affixed by their duly authorized persons the day and year first above written.

“Authorized Signatory
I am authorized to bind the company.”

“Authorized Signatory
I am authorized to bind the company.”

THE CITY OF BRANDON

Initials

THIS AGREEMENT made in duplicate this day of
2019.

BETWEEN:

(hereinafter called the "Contractor"),
OF THE FIRST PART.

-and-

THE CITY OF BRANDON

(hereinafter called the "City"),
OF THE SECOND PART.

**BRANDON POLICE SERVICE
CLEANING AGREEMENT**

November 27, 2019

THE CITY OF BRANDON
Operations, Public Works Division
900 Richmond Avenue East
Brandon, Manitoba
R7A 7M1

Mark Yeomans
Director of Public Works, Operations

Telephone: 204-729-2292
Fax: 204-729-2485
Email: m.yeomans@brandon.ca



altro

Altro Safety Flooring Cleaning & Maintenance Guide

Maxis, Suprema, Timbersafe, Walkway 20, Impressionist II, Marine 20,
Designer 25, Stronghold 30, Atlas 40, Cordiale

The preferred method of maintenance is with the use of an auto-scrubber (3 in 1 machine) and with the use of AltroClean 44™. A low speed swing machine or a nylon bristle deck brush are alternatives.

Initial Maintenance

Machine

1. Do not begin any maintenance procedure for at least 72 hours after installation.
2. Sweep or vacuum floor surface to remove all loose dirt and debris.
3. Floor should be cleaned using an auto-scrubber fitted with the Altro UniPad, medium duty nylon pads or medium duty brushes.
4. Add AltroClean 44™ cleaner or equivalent alkaline floor cleaner to the auto scrubber in the correct dilution per container label.
5. If using a swing machine, remove the dirty water from the floor with a wet vacuum, a non shedding floor mop intended for rough floor surfaces using a double bucket, or squeegee to a drain.
6. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water)

DO NOT FLOOD THE FLOOR!

Manual

1. Sweep or vacuum floor surface to remove all loose dirt and debris.
2. Apply AltroClean 44™ or equivalent alkaline floor cleaner in the correct dilution per container label and allow a few minutes for the cleaner to attack the surface soil.
3. Scrub floor with a rectangular Altro UniPad or a deck brush attached to a mop handle.
4. Remove the dirty water from the floor with a wet vacuum, a non shedding floor mop intended for rough floor surfaces using a double bucket, or squeegee to a drain.
5. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water)

DO NOT FLOOD THE FLOOR!

Routine Maintenance - Light to Moderate Soiling

We recommend using AltroClean 44

Machine

1. Sweep or vacuum floor surface to remove all loose dirt and debris.
2. Apply AltroClean 44 onto the floor and allow a few minutes for the cleaner to attack the surface soil. The dilution rate depends upon how dirty the floor is.
3. Scrub using an auto-scrubber or a swing machine fitted with Altro UniPads. Medium duty nylon pads or a deck brush or medium duty brushes may be substituted, but they will not be as effective as the UniPads.
4. If not using an auto scrubber, remove the dirty water from the floor with a wet vacuum, a rough floor mop using a double bucket, or squeegee to a drain.
5. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water)

DO NOT FLOOD THE FLOOR!

Manual

1. Sweep or vacuum floor surface to remove all loose dirt and debris.
2. Apply AltroClean 44™ onto the floor and allow a few minutes for the cleaner to attack the surface soil. The dilution rate depends upon how dirty the floor is.
3. Scrub floor with a rectangular Altro UniPad or a deck brush attached to a mop handle.
4. Remove the dirty water from the floor with a wet vacuum, a rough floor mop using a double bucket, or squeegee to a drain.
5. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water)

DO NOT FLOOD THE FLOOR!

Altro Floors

80 Industrial Way, Wilmington, MA 01887
6221 Kennedy Rd Unit 1, Mississauga, ON L5T 2S8

T: 800.377.5597

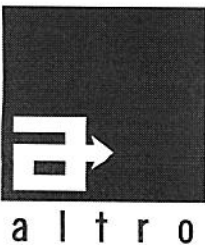
T: 800.565.4658

F: 610.746.4325

F: 905.564.0750

www.altrofloors.com

www.altrofloors.com



Routine Maintenance - Heavy Soiling

We recommend using AltroClean 44

Machine

1. Sweep or vacuum floor surface to remove all loose dirt and debris.
2. Apply AltroClean 44 onto the floor and allow a few minutes for the cleaner to attack the surface soil. The dilution rate depends upon how dirty the floor is.
3. Scrub using an auto-scrubber or a swing machine fitted with Altro UniPads. Medium duty nylon pads or a deck brush or medium duty brushes may be substituted, but they will not be as effective as the UniPads.
4. If not using an auto scrubber, remove the dirty water from the floor with a wet vacuum, a rough floor mop using a double bucket or squeegee to a drain.
5. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water.)

DO NOT FLOOD THE FLOOR!

Manual

1. Sweep or vacuum floor surface to remove all loose dirt and debris.
2. Apply AltroClean 44™ onto the floor and allow a few minutes for the cleaner to attack the surface soil. The dilution rate depends upon how dirty the floor is.
3. Scrub floor with a rectangular Altro UniPad or a deck brush attached to a mop handle.
4. Remove the dirty water from the floor with a wet vacuum, a rough floor mop using a double bucket or squeegee to a drain.
5. **IMPORTANT:** Rinse the floor with clean water. (Ensure the floor is rinsed well with clean water.)

DO NOT FLOOD THE FLOOR!

* For Altro Marine™ 20 - normally used in showers or for pool surrounds, a deck brush or scrubber brush is recommended rather than pads or mops. A special cleaner, such as CLR™ may be required occasionally to remove hardened lime deposits.

* Altro Walkway™ 20 SD and Altro ContraX™ - for general maintenance use a neutral cleaner. Aggressive cleaning or the use of polishes may affect the static dissipative properties of Walkway 20 SD.

* Failure to maintain Altro flooring in accordance with recommended procedures can affect the performance of the product. Further information is available from Altro. Please ensure you have the MSDS sheets for any cleaner that you intend to use. If you have any questions, our Technical Services Department will be pleased to advise you.

Cleaning Agent Companies				
Alkaline Cleaners:	AltroClean 44	Altro Flooring	USA/CAN	800-377-5597 / 800-565-4658
	Johnson's Break-Up	Diversey	USA/CAN	800-842-2341
Neutral Cleaners:	AltroClean 48W	Altro Flooring	USA/CAN	800-377-5597 / 800-565-4658
	Johnson's Over & Under Stride	Diversey	USA/CAN	800-842-2341
	Taski Profi	Diversey	USA/CAN	800-842-2341
Disinfectants:	Virex 128 Disinfectant	Diversey	USA/CAN	800-842-2341
	PerDiem Disinfectant	Diversey	USA/CAN	800-842-2341
	VIROX 5 Disinfectant	Diversey	USA/CAN	800-842-2341
Acrylic Floor Finishes Companies				
	AltroClean 48 W	Altro Floors		800-377-5597 / 800-565-4658
	Johnson's Carefree Matte	Diversey		800-842-2341
	Johnson's Complete	Diversey		800-842-2341
	Taski Wiwax	Diversey		800-842-2341
For suppliers of machines and equipment, contact:				
	Altro UniPad	Altro	USA/CAN	800-377-5597 / 800-565-4658
	T-255 Rough Floor Mop	Rubbermaid	USA/CAN	www.rcpworksmaster.com
	Scrubtec 545	Nilfish ALTO	USA/CAN	800-898-2235 / 800-668-8400
	Vantage 17 Scrubber	Clarke	USA/CAN	800-253-0367 / 800-668-8400
	Taski Combimat 300E	Diversey	USA/CAN	800-842-2341
	Taski Floor Machines	Wood Wyant Inc. CAN		800-668-3131
	Windsor iScrub 2	Windsor	USA/CAN	800-444-7654
	Roto Wash	R.E. Whittaker Co. USA/CAN		800-422-7686

Vinyl Composition Tile

ARTEFFECTS® | RAFFIA™

EXCELON®: ChromaSpin™ | Stonetex® | Companion Square® | Feature™ Tile/Strips

Standard EXCELON®: MultiColor™ | Imperial® Texture | Imperial Texture Classics | Imperial Texture Rave®

Armstrong commercial vinyl composition tile is coated with the Fast Start Factory Finish. Fortunately, the Fast Start Factory Finish makes initial maintenance quick and easy and does not require removal after installation. It is compatible with commercial floor polishes such as Armstrong S-480 Commercial Floor Polish and reduces the need to strip the tile. Vinyl composition tile requires polishing for protection, ease of maintenance and an attractive overall appearance.

For Best Results

- ⚠ When performing wet maintenance, always use proper signage and prohibit traffic until the floor is completely dry.
- ⚠ Do not wet wash, machine scrub or strip the floor for at least 4 days after installation. This is to prevent excess moisture from interfering with the adhesive bond.
- ⚠ The use of aggressive strippers such as mop-on/mop-off, no-scrub and no-rinse strippers is not recommended on tile floors less than 2 years old because they may affect the adhesive bond.
- ⚠ Do not use excessive amounts of liquid during maintenance.
- ⚠ Do not use brown or black pads, equivalent brushes or stiff-bristled, highly abrasive brushes on Armstrong resilient flooring.
- ⚠ If it becomes necessary to move any heavy fixtures or appliances over the flooring on casters or dollies, the flooring should be protected with 1/4" or thicker plywood, hardboard or other underlayment panels. If other on-site work is continuing, consider using a protective covering such as plain, undyed kraft paper to guard against damage to the new floor.

A. Initial Maintenance – Immediately After Installation

1. Sweep, dust mop or vacuum the floor thoroughly to remove all loose dust, dirt, grit and debris.
2. Remove any dried adhesive residue with a clean white cloth dampened with mineral spirits, carefully following warnings on the container.
3. Damp mop the floor with a properly diluted neutral (pH 6 to 8) detergent solution such as Armstrong S-485 Commercial Floor Cleaner.
4. Apply a minimum of 2 coats of a high-quality commercial floor polish such as Armstrong S-480 Commercial Floor Polish to temporarily protect the floor until regular maintenance procedures can begin. The use of a high-quality stain-resistant sealer such as Armstrong S-495 Commercial Floor Sealer beneath the polish should be considered in areas of high traffic, high soil load and areas where staining potential is high.

B. Initial Maintenance - Preparation for Commercial Traffic

1. Machine scrub the floor with a properly diluted neutral detergent solution such as Armstrong S-485 Commercial Floor Cleaner and a scrubbing pad (3M blue or equal) or equivalent brushes. If the floor is badly soiled and/or scratched, strip it using the same procedure, but substituting a properly diluted stripping solution. **NOTE: The use of aggressive strippers such as mop-on/mop-off, no-scrub and no-rinse strippers is not recommended on tile floors less than 2 years old because they may affect the adhesive bond.**
2. Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.
3. Apply 3 to 5 coats of high-quality commercial floor polish, such as Armstrong S-480 Commercial Floor Polish. If the floor has been stripped, the application of a stain resistant sealer (such as Armstrong S-495 Commercial Floor Sealer) prior to the application of polish, is recommended in areas that will be exposed to heavy traffic and/or staining agents.

C. Daily/Regular Maintenance

1. Sweep, dust mop or vacuum the floor daily to remove dust, dirt, grit and debris that can damage the floor and become ground into the surface.
2. Spot mop as needed. Any spills should be cleaned up immediately.
3. Damp mopping of the floor should be performed on a regular or daily basis, depending upon traffic and soil levels in the space. Use a properly diluted neutral detergent solution such as Armstrong S-485 Commercial Floor Cleaner.

D. Periodic Maintenance

1. When needed, machine scrub the floor with a properly diluted neutral detergent solution (such as Armstrong S-485 Commercial Floor Cleaner) and the appropriate scrubbing pad (3M red or equal for light scrub, 3M blue or equal for a deep scrub) or equivalent brush.
2. Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.
3. If there is sufficient (3 to 5 coats) polish remaining on the floor, buff, spray buff or burnish to restore gloss.
4. If needed, additional coats of floor polish may be applied at this time.

E. Restorative Maintenance - Stripping

NOTE: The use of aggressive strippers such as mop-on/mop-off, no-scrub and no-rinse strippers is not recommended on tile floors less than 2 years old because they may affect the adhesive bond.

1. Mix stripping solution to the appropriate dilution, depending on floor finish build-up. Blockade areas to be stripped. Apply liberal amounts of solution uniformly on floor. Let stripping solution soak for the appropriate amount of time recommended by the stripper

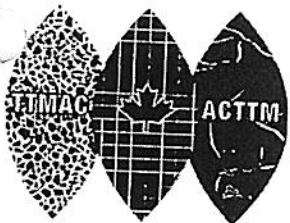
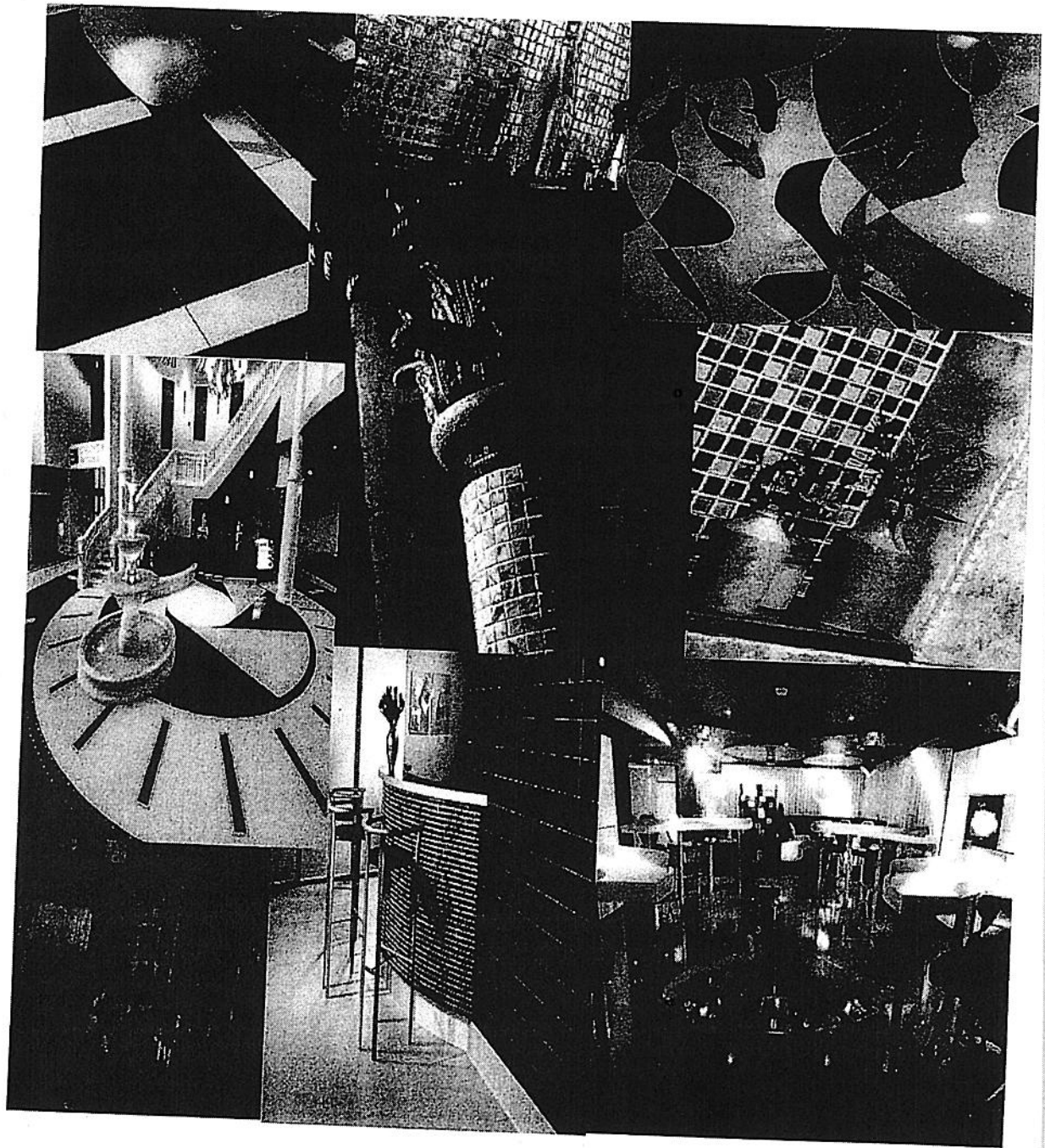
- manufacturer. Keep areas to be stripped wet. Rewet if necessary.
2. Machine scrub the floor (300 rpm or less) with a scrubbing pad (3M blue or equal) or equivalent scrub brush to break up the polish film. **Do not allow stripping solution to dry on the floor.**
 3. Remove dirty stripping solution. **TIP: Drizzling fresh, clean rinse water onto the dirty stripping solution will assist with more thorough removal.**
 4. Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow it to dry completely.
 5. Apply 3 to 5 coats of high-quality commercial floor polish such as Armstrong S-480 Commercial Floor Polish. The use of a high-quality stain-resistant sealer (such as Armstrong S-495 Commercial Floor Sealer) beneath the polish should be considered in areas of high traffic, areas of high soil load and areas where staining potential is high.

Special Considerations

FEATURE TILE: Feature Tile, like solid-colored floors of any composition, shows scratches and soiling more readily than patterned materials. They have been designed for use as decorative bands, borders and spot accent colors in combination with other Armstrong 1/8" Standard EXCELON and EXCELON Tile. Feature Tile is not suitable for use as an overall floor color and is not recommended for this use. When first installed, the plain-colored surface may reveal a light dusty or powdery film and some directional surface markings. These are common to the production of this type of product, but the markings will be eliminated with regular cleaning and polishing and they will not affect the performance of the floor.

STONETEX: Although Stonetex presents a monolithic or solid-colored image, the speckled pattern enables it to look better longer than Feature Tile or other non-patterned vinyl composition tile. Stonetex may require more frequent maintenance than a typical vinyl composition tile with a more prominent pattern.

HARD SURFACE MAINTENANCE GUIDE



TERRAZZO, TILE AND MARBLE ASSOCIATION OF CANADA
L'ASSOCIATION CANADIENNE DE TERRAZZO, TUILE ET MARBRE

CERAMIC TILE CARE & MAINTENANCE

Introduction

Ceramic tile is one of the most durable and easiest to maintain surfaces you can choose for walls, floors, countertops, etc. With proper care and minimum maintenance, it will retain its original beauty and luster for many years. Generally, all that's necessary to keep the tile looking good as new is a quick wipe with a damp cloth or mop. Heavier cleaning may be required periodically to refresh the tile, or to clean tile that has been neglected. No special or unusual treatment should be required, and does not require waxing or polishing.

Post Installation Cleaning

- To facilitate ease of cleaning, a tiled surface must be free from all setting and grouting materials. Note that a haze may exist and not be readily apparent.
- For tile that are able to accept the treatment, an organic or sulfamic acid applied after installation will improve the over all performance of the product. Note: Organic or sulfamic acid used only when grout haze occurs; not as standard for all tile jobs.
- Wet the grout prior to applying an acid solution which is sufficiently strong to do the job but not burn the grout or surrounding fixtures. Always test an area first.
- Apply the solution to a small area, agitate and pick up the acid or move it to another area if not spent.
- Rinse the area well with clean water and remove excess water with a wet vac.
- Rinse a second time and pick up all traces of water.

NOTE: Do not let acid solution dry on tile as it will be very difficult to remove and could damage the product. Do not use acids stronger than those recommended. Acids are very dangerous to both those cleaning the tile and the environment. Once clean, protect the tiling from further construction dirt.

Routine Ceramic Tile Care

- Use only non oil-based neutral cleaner, non-acidic, neutral PH cleaners.
- Wipe glazed wall tiles periodically using a cloth or sponge dampened with a non oil-based household cleaner.
- Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with an all-purpose, non oil-based cleaner.
- Do not use ammonia, as it will discolor grout.
- Clean unglazed wall and floor tiles in a similar manner using a solution of water and a PH neutral detergent or a tile cleaner following manufacturers recommendations.

Grout Care

- Once the tile has been cleaned and dried (shortly after installation), grout joints should be treated with a penetrating sealer if required. Consult grout manufacturers recommendations.
- Epoxy grouts do not require a sealer.

Heavy Duty Cleaning

- Neglected or heavily trafficked tile may require more intensive cleaning.
- Clean glazed wall tiles with a scouring powder or all-purpose cleaner applied to a non-metallic pad.
- Rinse and wipe dry.
- For glazed floor tiles, use a commercial tile cleaner, or apply a strong solution of all-purpose, non oil- based cleaner or scouring powder paste.
- Let stand for five minutes, brush and scrub.
- Then rinse with clean water and wipe dry.
- For heavy-duty cleaning of unglazed wall tiles, make a paste of scouring powder.
- Apply to surface and let stand for 5 minutes.
- Scour with brush, rinse and wipe dry.
- Unglazed floor tiles may be cleaned in the same way.
- Though a small brush is suitable for most floors, you may want to use a scrubbing machine for

- large areas.
- To clean badly soiled countertops, apply a solution of scouring powder and hot water.
 - Let stand for five minutes, scrub with a stiff brush and rinse.
 - Soap scum, mildew stains and hard-water deposits may be removed from the tile using appropriate cleaning products. Follow manufacturers recommendations.
 - Use all-purpose, non oil- based cleaner.
 - Allow to stand for 5 minutes before lightly scrubbing with a sponge.
 - Rinse well.

Sourcing Maintenance Products

- Ceramic tile and natural stone cleaning products and sealers may be purchased at your tile/ stone distributor, TTMAC member companies, home centres or floor covering stores.
- Consult the manufacturer of the cleaner, sealer or wax for usage instructions and more detailed information about how its specific cleaning solution or sealant may impact the safety, maintenance or appearance of your ceramic tile product.

Do

1. DO use a sealer on grout joints.
2. DO have any damaged or broken tiles removed and replaced only by a qualified contractor.
3. DO test scouring powders and other cleaners on a small area first.

Don't

1. DO NOT use cleansers containing acid or bleach for routine maintenance.
2. DO NOT use wax cleaners, oil-based detergents or sealants to maintain your tile.
3. DO NOT use ammonia (it will discolor grout).
4. DO NOT use harsh cleaning aids such as steel wool pads or scouring pads containing metal.
5. DO NOT use a cleaning agent that contains color on unglazed ceramic tile or natural stone.

CERAMIC TILE CHART

TYPE OF TILE/USAGE	ROUTINE CLEANING	HEAVY-DUTY CLEANING
Glazed tile walls, counter tops	Wipe with damp cloth or sponge using all-purpose cleaner. Use a light neutral cleaner for glossy surfaces. Wipe dry with cloth.	Clean with scouring powder, commercial tile cleaner or all-purpose cleaner using a non-metallic scouring pad. Rinse and wipe dry.
Glazed tile floor	Vacuum regularly to remove gritty particles. Damp mop using solution of water and "soapless detergent."	Use a commercial tile cleaner or a strong solution of water and "soapless detergent." If stained, use scouring powder paste. Let stand five minutes, brush and scrub. Rinse and dry. For large areas and for areas that are difficult to clean, a power scrubber is recommended.
Glazed tile showers	Use all-purpose or bathroom cleaner. Allow to stand for five minutes, rinse and dry with towels. May also use neutral PH cleaners. No Acids.	Use chlorine bleach or hydrogen peroxide. For stubborn stains, use scouring powder containing a bleach agent. Let stand four to six hours, then scrub and rinse thoroughly. To remove mildew, use a commercial tile cleaner or chlorine bleach or ammonia. Do not mix chlorine bleach and ammonia.
Unglazed tile walls	Sponge with a diluted solution of water and "soapless detergent."	Use scouring powder paste. Let stand five minutes, then scour with brush. Rinse and wipe dry.
Unglazed tile floors	Vacuum regularly to remove gritty particles. Damp mop or sponge with water and/or a diluted solution of water and "soapless detergent."	Use scouring powder paste. Let stand five minutes, then scour with brush. Rinse and wipe dry. A small brush is suitable for small floors; consider a scrubbing machine for larger areas.

PORCELAIN TILE CARE & MAINTENANCE

Introduction

Porcelain stoneware is a technologically advanced material; porcelain tiles are composed of ultra purified, highly ground clays with silica and feldspar additives. Porcelain tile is heated to extremely high temperatures, during which vitrification occurs, resulting in a surface of greater hardness than marble or granite. Porcelain stonewares' deep abrasion resistance, shock resistance, frost proof characteristics and exhibits the lowest water absorption rates and the greatest resistance to staining of any hard surface material.

Allow new installations of setting material to cure in accordance with manufacturers instructions prior to treating the tile. Always test a small area to ensure desired results.

Post Installation Cleaning

- Post installation cleaning is the responsibility of the installer.
- Remove all construction debris from the area.
- Excess grout residues and factory applied protections must be removed from the surface of the tile immediately after the completion of the installation.
- Clean water and a cheese cloth are normally sufficient.
- If a light film of grout is still apparent, other acid solutions may be used. However, if not used correctly these solutions may weaken and deteriorate the grout joints.
- It is recommended to wait until the grout is fully cured before performing the acid wash.
- Surface should be cleaned with a sulfamic or mild organic based detergent and rinsed with clean water.

Note: Do not assume that because you cannot see the grout, it isn't there; a thin nearly invisible film may remain.

Regular Maintenance

- Sweep or vacuum the floor free of debris. If sweeping, use a soft natural bristle broom.
- Use the recommended amount of general purpose neutralizing cleaner to clean the surface.
- Rinse with clean water or a mild solution of neutral cleaner, suspend and remove all soft residues.
- Remove excess water.

Maintenance for Extremely Dirty Areas

- Sweep or vacuum the floor free of debris.
- Scrub with a high PH or alkaline cleaning compound and floor machine equipment with an abrasive pad or natural bristle brush.
- Pick up soiled cleaning solution with a wet vacuum.
- Rinse floor area twice with clean water.
- Remove excess with a wet vacuum.

Maintenance for Textured Surfaces

NOTE: Textured surfaces, although it offers excellent safety features (e.g.: increased co-efficient of friction) require additional maintenance. Due to the crevices on the tile surface, it will be necessary to reach the soil that rests in the low points. Standard wet mopping will not be completely effective in maintaining these surfaces.

- Sweep and vacuum floor debris ensuring that all soil is removed completely.
- Use a scrubbing machine or mop with a mild cleaning solution, using cross action to ensure that all dirt is removed.
- Rinse several times with clean water.
- Proper cleaning enhances the aesthetic characteristics of any floor.

GLASS TILE CLEANING & MAINTENANCE

Post Installation

- Do not attempt to clean new installations for a minimum of 24 hours after completing the grouting process. After 24 hours remove loose dirt by vacuuming or sweeping.
- Follow directions and prepare a cleaning solution using warm water and a neutral ph cleaner. These types of cleaners are available from tile suppliers.
- Thoroughly clean the glass tile, including the grout joints, using a nylon scrub brush or nylon scrub pad following manufacturer's directions.
- Rinse thoroughly with clean, warm water and allow to dry. A second rinsing may be required to completely remove all traces of the cleaning solution.

Regular Maintenance

- Prepare a cleaning solution using warm water and a neutral ph cleaner specifically designed for cleaning glass tile. These types of cleaners are available from tile suppliers.
- Thoroughly clean the glass tile, including the grout joints, using a nylon scrub brush or nylon scrub pad following the manufacturer's directions.
- Rinse thoroughly with clean, warm water and allow glass tiles to dry.
- A second rinsing may be needed to completely remove the cleaning solution.

Heavy Duty Maintenance

- Grout must be cured for a minimum of 14 days.
- The following method of maintenance should be used for installations with cement based grout or setting material haze that require a stronger cleaning solution.
- Wait 14 days after the grout has been installed then use a sulfamic acid or organic based cleaner.
- Follow the manufacturer's directions using a nylon scrub brush or nylon scrub pad.
- Apply the solution allowing it to penetrate for 3-5 minutes followed by re-applying and scrubbing.
- Rinse thoroughly with clean, warm water and allow to dry. A second rinsing may be needed to completely remove the cleaning solution.

Additional Cleaning Instructions For Glass Tile With Latex Based Smears

- Use of stone and tile strippers may be required.
- The stripper will work to clean latex smears not removed by using acid based cleaners.
- Allow a minimum of 14 days cure time and always follow the manufacturer's directions.
- Rinse thoroughly with clean, warm water and allow to dry. A second rinsing may be needed to completely remove the cleaning solution.

Sealing

- Sealers can be beneficial for grouts if recommended. Grout will not penetrate the tile due to the impervious nature of glass.
- Consult grout manufacturers for their recommendations.
- To reduce the possibility of sealer smears, buff sealer off glass tile with dry, clean towels before it dries.
- Always test a product in an inconspicuous area before treating the entire tile installation.
- When using recommended products for tiled areas, protect surrounding non-tiled surfaces.
- Tile cleaning and maintenance products can adversely affect metals and wood.
- When using acid cleaning products always follow proper procedures and use personal protection equipment.

NATURAL STONE CARE AND MAINTENANCE

Note: The first step in stone tile maintenance is the sealing of the stone. Generally, all stone must be sealed. Follow the manufacturers recommendations for the product chosen.

Knowing the surface type (polished, honed, or natural) coupled with the density and porosity of the stone will determine the best type (petroleum or water based) of sealer to be used.

Regular Maintenance

- Immediately wipe up spills and messes. Use pH neutral cleaners and soapless detergents for daily cleaning.
- Rinse the stone and grout thoroughly to remove any remaining cleaner.
- Agitate grout joints with a soft bristled brush to loosen debris.
- Thoroughly rinse, dry, and polish cleaned areas.
- Acidic cleaners will etch and remove the polished surfaces from calcium based stones such as marble, travertine, and limestone.
- Acidic cleaners will eventually erode the grout in the joints making cleaning and maintenance more problematic. This is especially true if using acid cleaners on sanded grout installations.
- Colored grout pigment can be permanently damaged by using acidic cleaners. This is especially true if acidic cleaners are used on a daily basis.

Heavy Duty Maintenance

Heavy duty cleaning requires the use of pH alkaline based cleaners. These can include scouring cleaners and poultices manufactured for this purpose. Use a soft bristled brush to agitate the cleaners in the grout joints.

- Test an inconspicuous area with any abrasive powder to evaluate if it will adversely affect the finish of the stone.
- Allow the cleaner to rest upon the surface to gain the full potential of the cleaner.
- If these results are not acceptable, then proceed to the more aggressive high alkaline "heavy duty" or "deep clean" type cleaners available from reputable Manufacturers.
- Commercial floor buffers or cleaning machines are perfectly suited to clean large areas. The biggest question here is the selection of the cleaning solution.
- It is very important to rinse the tile and grout thoroughly to remove any remaining cleaner.
- If the results are not satisfactory using high PH alkaline cleaners, it may be necessary to use an acidic solution to solve a particular problem.
- Acidic cleaners will etch and remove the polished surfaces from calcium stones like marble, travertine, and limestone.
- Sulfamic and phosphoric acids are the safest and most used acids in solving cleaning problems. These two acids have very specific mixing and application recommendations must be followed correctly.
- Always, thoroughly rinse the cleaned area, dry, and polish.

Other Maintenance Information For Natural Stone

- Most stones, once protected, require occasional scrubbing to remove surface build-up of dirt and grime.
- Using a neutral cleaner, apply cleaner as directed, rinse using clean water.
- Towel drying after rinsing removes streaks especially on polished surfaces.
- On some types of stone you can apply coatings to produce a "wear layer" or "sacrificial coating", but this may change the look of the stone and may sometimes require more maintenance to maintain the beauty of the floor.
- On honed (smooth but not polished) or slate (rough) finish stones, a good scrubbing is required more often, due to the texture of the product holding the dirt to the surface.
- A good penetrating sealer cuts down on the frequency of this task.
- Most stones will be easy enough to maintain with a high quality sealer and regular maintenance.
- With all stones, establish what sealer to use or has been used previously, and then work within the

manufacturer's guidelines to set up a regular maintenance schedule.

Stain Removal

- For stains on marble or stone, a product commonly referred to as "poultice" should be used.
- Poultice is used in a paste form and is applied to the surface, covering the entire area where the stain is located.
- Then apply a piece of plastic, larger than the stain area, over the poultice and seal off with painter tape.
- Allow it to set the prescribed amount of time by the manufacturer and remove plastic.
- The stain is normally drawn out of the stone.
- Some poultice type products push the stain down into the stone away from the surface of the stone and allow you to seal the stone, thus keeping the stain away from the surface. Follow manufacturer's directions and recommendations.
- Some stains may require multiple applications or can only be partially removed.

Repair of Marble

- Polishing stones to make attractive edges or to fix damage done by chemicals can be done in small areas.
- Kits are available that have all the products to do this in one box.
- If you have a large area that is damaged or if you want to establish a once-a-year regular maintenance procedure to keep your marble glowing with the original luster finish, contact a company that specializes in this type of work.
- In cases where the marble surface is badly scratched, worn, or needs major work, professional refinishers may be the answer.

Natural stone products are porous by nature. To ensure your natural stone products will provide you with a lifetime of aesthetics and performance, proper maintenance is crucial.

New Installation

Sealing is strongly recommended for newly installed marble and other natural stone to provide maximum surface and below surface protection.

Pre-Grouting Sealing

Non-Sanded grout is typically used for a natural stone installation. This type of grout has very fine particles of cement, polymers, and color pigments that can penetrate the microscopic pores of the stone surface where they become trapped and appear as a stain in the stone. Therefore, travertine, slate, tumbled stone, and honed/flamed/unpolished granite may be sealed prior to the grouting process to protect from staining where appropriate. A grout releasing sealer can be used for this application. A good quality sealer can also be used as a pre-grout sealer and applied again as the final sealing process once the installation is finished.

Sealing Natural Stone

Sealers used for natural stone are either designed to penetrate below the surface (penetrating sealers/impregnators) or coating-type sealers designed to affix a protective coating over the stone surface. Penetrating/impregnator sealers can generally be used on all natural stone surfaces where as coating-type sealers are normally designed for rough textured surfaces such as slate and sandstone.

The type of stone and the environment of the application must determine the type of treatment that is applied to the surface of the stone. All surface treatments must be used in accordance with manufacturer's specifications. Surface treatments (topical and penetrating agents) may be used when a defined benefit can be determined. Benefits from the use of surface treatments may be considered for use when:

1. The risk of staining is present.

2. As an aid in daily maintenance procedures.
3. A coating may help preserve the stone finish in excessively high wear conditions.
4. Where weathering has or might impact the integrity of the stone surface.
5. To preserve the aesthetic elegance of the original installation.
6. Where the risk of graffiti or other vandalism is high.

Natural Look Penetrating Sealer

A premium natural look penetrating/impregnating sealer is the normal choice on polished or honed marble, limestone, granite and slate. Penetrating/impregnating stone sealers are non-sheen, natural look sealer that can be water-based or solvent-based, good for interior and exterior applications. The natural look penetrating sealer is not a surface coating and will not alter the natural look of the stone.

Stone Enhancer Sealers

Stone enhancer sealers are non-sheen, penetrating/impregnator sealers that are formulated to darken, enrich, and highlight the natural color of tumbled, antique, or slate products. They will rejuvenate and improve the appearance of worn and weathered stone. However, they will also darken the color of grout joints.

Stone Care

Use cleaners specifically designed for cleaning stone. Stone cleaners should never contain acid or bleach. Acids, even a light solution of vinegar and water, will etch and eventually damage calcium based natural stone such as marble, limestone and travertine.

Stain Removal

Stains can often be removed by cleaning with an appropriate cleaning product or household chemical. Identifying the type of stain is the key to removing it. Look for color, shape and environmental factors that could be causing the staining.

TYPES OF STAINS & FIRST STEP CLEANING ACTIONS

Oil Based: Include grease, tar, cooking oil, milk and cosmetics. An oil based stain will darken the stone and normally must be chemically dissolved so the source of the stain can be flushed or rinsed away. Blot first and then clean gently with a high PH cleaner, soft liquid cleanser or household detergent or ammonia or mineral spirits or acetone.

Organic: Includes coffee, tea, fruit, tobacco, paper, food, urine, leaves, bark and bird droppings. May cause a pinkish brown stain and may disappear after the source of the stain has been removed. Outdoors, with the sources removed, normal sun and rain action will generally bleach out the stains. Indoors, clean with a 12% hydrogen peroxide and a few drops of ammonia.

Metal: Includes iron, rust, copper and bronze. Iron or rust stains are orange to brown in color and follow the shape of the staining objects such as nails, bolts, screws, cans, flower pots, and metal furniture. Copper and bronze stains appear as green or muddy brown and result from the action of moisture on nearby or embedded bronze, copper or brass items. Metal stains must be removed by making a poultice. Deep seated, rusty stains are extremely difficult to remove and the stone may be permanently stained.

Biological: Includes algae, mildew, lichens, moss and fungi. Clean, dilute with 1.2 cup in a gallon of water with only one of the following: ammonia, bleach, or hydrogen peroxide. **DO NOT MIX BLEACH AND AMMONIA! THIS COMBINATION CREATES A LETHAL AND TOXIC GAS!**

Ink: Includes magic marker, pen and ink. Clean with bleach or hydrogen peroxide for light colored stones. Lacquer thinner or acetone may be used for dark colored stones. However caution should be taken as these products are highly flammable.

Paint: Small amounts can be removed with lacquer thinner or scraped off carefully with a razor blade. Heavy paint coverage should be removed with a commercial "heavy liquid" stripper. Paint strippers can etch the surface of the stone; re-polishing may be necessary. Do not use acids or flame tools to strip paint from the stone.

Water: Water spots and rings that include surface accumulation of hard water. Buff with dry 0000 steel wool or light abrasive cleaner, testing first to ensure desired results.

Fire and Smoke Damage:

Older stones and smoke or fire-stained fireplaces may require a thorough cleaning to restore their original appearance. Commercially available "smoke removers" may save time and effort.

Etch Marks: Usually caused by acids left on an acid sensitive stone. Some materials will etch the finish but not leave a stain; others will both etch and stain. Once the stain has been removed, wet the surface with clean water and sprinkle with marble polishing powder or compound. Rub into the stone with a damp cloth or by using a buffing pad with a low-speed power drill. Continue buffing until the etch mark disappears and the stone surface shines. Honing may be required for deep etching.

Efflorescence: Is defined as a white powder that may appear on the surface of the stone. It is caused by water carrying mineral salts from below the surface of the stone rising through the stone and evaporating. When the water evaporates, it leaves the powdery substance. If the installation is new, dust mop or vacuum powder. Repeat as necessary as the stone dries out. Do not use water to remove the powder. If the problem persists, contact the contractor to identify and remove the cause of the moisture.

POULTICE

A stone poultice is designed to remove most stains and light grout haze from the stone. Poultice is a fine, non-acid, absorptive clay cleaning powder that removes deep-set oil stains, grease and light cementitious grout haze from polished and unpolished natural stone. A poultice is a liquid cleaner or chemical mixed with an absorbent material to form a paste with a thick, creamy consistency. The poultice is spread over the stained area to a thickness of 6 mm to 12 mm with a wood or plastic spatula or scraper, covered with plastic and left to work for 24 to 48 hours. The liquid cleaner or chemical will draw out the stain into the absorbent material. Poultice procedures may be repeated to thoroughly remove a stain, but some stains may never be completely removed.

Poultice materials include kaolin, fuller's earth, whiting, diatomaceous earth, powdered chalk, white molding plaster or talc. Approximately one pound of prepared poultice material will cover one square foot (30cm). Do not use whiting or iron type clays as fuller's earth with acid chemicals. The reaction will cancel the effect of the poultice. A poultice can also be prepared using white cotton balls, white paper towels or gauge pads. Pre-mixed poultices that require only adding water are also available from stone maintenance supply companies.

Poultice Additives For Removing Stains

Oil Based Stains: Poultice with baking soda and water OR one of the powder based poultice materials and mineral spirits or an alkaline cleaner.

Organic Stains: Hydrogen peroxide solution OR use acetone instead of hydrogen peroxide.

Iron Stains: Light acidic cleaner. Rust stains are particularly difficult to remove. Professional assistance may be required.

Copper Stains: Ammonia. These stains are difficult to remove, professional assistance may be required.

Biological Stains: Diluted ammonia OR bleach OR hydrogen peroxide. DO NOT MIX AMMONIA AND BLEACH! THIS COMBINATION CREATES A TOXIC AND LETHAL GAS!

Application of Poultice

Prepare the poultice. If using powder, mix with the cleaning agent or chemical to a paste with a thick creamy consistency. If using paper, soak the chemical and let drain. Do not let the liquid drip. Wet the stained area with distilled water. Apply the poultice to the stained area, approximately $\frac{1}{4}$ " (6mm) to $\frac{1}{2}$ " (12mm) thick and extend the poultice beyond the stained area by approximately 1" (2.5cm). Use a wood or plastic scraper to spread the poultice evenly. Cover the poultice with plastic and seal the edges with blue painters tape. Allow to dry thoroughly, usually 24 to 48 hours. The drying process pulls the stain out of the stone and onto the poultice material. After approximately 24 hours, remove the plastic and allow the poultice to dry.

Remove the poultice from the stain, rinse with distilled water and buff dry with a soft cloth. Use a wood or plastic scraper if necessary.

Repeat the poultice application if the stain is not removed. It may take up to five (5) applications for difficult stains.

If the surface is etched by the chemical, apply polishing powder and buff with a polishing pad recommended by the polishing powder manufacturer.

Johnsonite®

Rubber & Vinyl Wall Base

Maintenance Instructions

Routine Cleaning

Johnsonite Rubber and Vinyl Wall Base are maintained with regular wiping with a soft, wet cloth. A mild soap may be added to the water. Coarse scrubbing media or harsh cleaning chemicals may damage the surface of the wall base.

For further questions please contact Johnsonite Customer Service or Technical Services Department at 1-800-899-8916.

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GENERAL

Mondo would like to thank you for purchasing our Sport Impact product. As with any purchase of this nature, we understand that this was an important investment for your facility, one that you will need to properly protect. Mondo surfaces are engineered and manufactured with the highest quality raw materials to ensure a long and useful life; a proper maintenance regimen will allow you to fully benefit from this.

The following maintenance guidelines have been formulated to provide you with instructions for the proper maintenance of your new Sport Impact surface. Your maintenance regimen can be personalized and will depend on traffic, the size of your room/area and the resources and equipment you have dedicated to cleaning this surface. We realize that those factors are going to fluctuate from time to time and from facility to facility and hence these guidelines are provided as an initial step towards the development of your cleaning regimen and program.

RUBBER FACTS

Rubber is a natural product that is derived from the latex of the *Hevea brasiliensis* tree commonly known as the Para rubber tree, making it a sustainable resource and environmentally friendly product. During the manufacturing process the rubber is mixed with other natural and synthetic elements. The mix is then put through additional machinery and it is "vulcanized"; a process of heat and pressure that gives it its strength and durability. One of the characteristics of rubber is that it will slowly oxidize and break in over time. This is a completely natural phenomenon which we call "maturing". This creates a surface which is easier to keep clean. However during the early stages of this break-in period (six months to a year) the surface will attract soil more easily than it would once it has matured. Therefore, maintenance will be more difficult initially but will significantly improve over time. This is typically the exact opposite of most flooring which is harder to clean as it ages.

NOTE: As the owner of this new sport surface, you may choose to follow your own in-house recommendations that may not be listed within our guidelines. Should this be the case, it is extremely important that you perform tests on stock samples or small secluded areas of the Sport Impact surface to ensure that it will not be damaged in any way.

CARING FOR YOUR SPORT IMPACT SURFACE

Based on your needs and the use of the surface, basic regular or periodical maintenance on your part will be necessary to care for your new Mondo surface.

1. DEBRIS REMOVAL

It is recommended to remove dust/debris from your Mondo flooring by thoroughly vacuuming or sweeping the surface before and/or after special events, as needed or a minimum of once a week. Do not allow for dust/debris to accumulate and stand on the surface for extended periods of time.

NOTE: High traffic areas may be vacuumed or swept as frequently as needed. We strongly encourage daily vacuuming/sweeping as it will minimize dirt build-up.

2. WASHING PROTOCOLS

Washing your Mondo surface will maintain its appearance and aid to prolong its life expectancy. There are three types of washes you can perform on your Sport Impact surface: initial wash, regular wash and restorative wash (deep cleaning).

When the Sport Impact is initially installed, you will need to thoroughly wash it before you beginning using the surface; this is known as the initial wash. **You should not attempt to do the initial wash until 72 hours after the installation of the product.** This will ensure the adhesive has fully cured and that there is no risk of compromising the new flooring system installed.

After the initial wash has taken place, it is recommended to wash your Sport Impact surface a minimum of once a week. However, the frequency can be increased depending on traffic, the number of programs and special events. This is what is known as regular washes.

Restorative washes are recommended every 2-3 years in order to restore the surface to its original condition. A natural paraffin build-up will occur over time and removing it every few years will help you maintain a desirable surface.

All of the above-mentioned procedures are detailed herein.

A. Initial Wash (Min. 72 Hours Post-Installation)

- Always post wet floor signs, caution tape or barricade an area before performing wet maintenance.

- Always refer to the Manufacturer's material safety data sheets (MSDS) for proper personal protective equipment before working with chemicals.
- For this exercise you will need: a vacuum or broom/dust mop, an autoscrubber (300 rpm **MAX** equipped with a green or blue pad) and Profi neutral cleaner by Taski or other recommended cleaner (see [section 4](#)).
- Begin by thoroughly vacuuming or sweeping the surface of the Sport Impact.
- Prepare the autoscrubber and mix the appropriate ratio of the suggested cleaner. Normally we recommend 5–10 oz. of Profi to a gallon of water for the initial wash, and depending on how soiled the flooring is.

NOTE: It is recommended to test your selected dilution rate on a small area of the flooring surface in order to measure its efficiency. If it is not producing desired results, then slightly adjust your mixing ratio according to your needs.

- Apply product on surface following Manufacturer's instructions and allow solution to stand for 5-10 minutes (do not let surface dry out). Rubber has a tendency to be "grabby" and assuring a wet surface will allow the scrubber to thoroughly and easily move across to clean the surface. Scrub surface in multiple directions and vacuum soiled water.
- Rinse the surface thoroughly with clean fresh water. Repeat rinsing as required to remove all residues.

NOTE: Insufficient rinsing of the flooring surface after it has been washed can lead to the accumulation of soap residue. This can leave white streaks/marks on the surface of your floor and negatively affect the aesthetics of your flooring.

- Allow the flooring to thoroughly dry before using the surface.

B. Regular Wash (Minimum Once Weekly)

- Always post wet floor signs, caution tape or barricade an area before performing wet maintenance.
- Always refer to the Manufacturer's material safety data sheets (MSDS) for proper personal protective equipment before working with chemicals.
- For this exercise you will need: a vacuum or broom/dust mop, an autoscrubber (300 rpm **MAX** equipped with a red pad) and Profi neutral cleaner by Taski or other recommended cleaner (see [section 4](#)).

NOTE: Maintenance done with an autoscrubber or swing machine will produce better results and will be easier on your maintenance staff. However, if the equipment is not available or existing furniture or equipment is preventing its access, you may perform regular washes with a wet mop or microfiber mop. When scrubbing is needed, deck brushes with soft nylon bristles can be useful for spot cleaning.

- Begin by thoroughly vacuuming or sweeping the surface of the Sport Impact.
- Prepare the autoscrubber and mix the appropriate ratio of the suggested cleaner. Normally we recommend 2–3 oz. of Profi to a gallon of water for regular washes. Depending on how soiled the area is you may choose to increase the concentration of the cleaner to 5-10 oz to a gallon of water if you have to deal with a particularly challenging area.

NOTE: It is recommended to test your selected dilution rate on a small area of the flooring surface in order to measure its efficiency. If it is not producing desired results, then slightly adjust your mixing ratio according to your needs.

- Apply product on surface following Manufacturer's instructions and allow solution to stand for 5-10 minutes (do not let surface dry out). Rubber has a tendency to be "grabby" and assuring a wet surface will allow the scrubber to thoroughly and easily move across to clean the surface. Scrub surface in multiple directions and vacuum soiled water.
- Rinse the surface thoroughly with clean fresh water. Repeat rinsing as required to remove all residues.

NOTE: Insufficient rinsing of the flooring surface after it has been washed can lead to the accumulation of soap residue. This can leave white streaks/marks on the surface of your floor and negatively affect the aesthetics of your flooring.

- Allow the flooring to thoroughly dry before using the surface.

C. Restorative Wash (Deep Cleaning Once Every 2-3 Years)

- Always post wet floor signs, caution tape or barricade an area before performing wet maintenance.
- Always refer to the Manufacturer's material safety data sheets (MSDS) for proper personal protective equipment before working with chemicals.

- For this exercise you will need: a vacuum or broom/dust mop, a wet mop and bucket, an autoscrubber (300 rpm **MAX** equipped with a green or blue pad) and Linostrip (stripper) by Taski or other recommended cleaner (see section 4).
- Begin by thoroughly vacuuming or sweeping the surface of the Sport Impact.
- Depending on how much build-up you have, mix 1 part Linostrip to 6 parts cool water (light to medium build-up) or 1 part Linostrip to 4 parts cool water (heavy build-up). Apply solution onto flooring with mop.

NOTE: It is recommended to test your selected dilution rate on a small area of the flooring surface in order to measure its efficiency. If it is not producing desired results, then slightly adjust your mixing ratio according to your needs.

- Following Manufacturer's instructions, allow solution to stand for 7-10 minutes (do not let surface dry out before scrubbing). Rubber has a tendency to be "grabby" and assuring a wet surface will allow the scrubber to thoroughly and easily move across to clean the surface. Scrub surface in multiple directions and vacuum soiled water.
- Rinse the surface thoroughly with clean fresh water. Repeat rinsing as required to remove all residues.

NOTE: Insufficient rinsing of the flooring surface after it has been washed can lead to the accumulation of soap residue. This can leave white streaks/marks on the surface of your floor and negatively affect the aesthetics of your flooring.

- Allow the flooring to thoroughly dry before using the surface.

3. WAXES AND COATINGS

Mondo sport surfaces do not need to be waxed or sealed. A regular maintenance regimen is all that is needed to care for your Sport Impact surface.

The maintenance of any Mondo product will improve with time. This type of surface may take anywhere from 6 months to a year to properly break in and develop its own natural finish. Regular maintenance will help speed up this process.

4. SUGGESTED CLEANERS

Mondo has worked with and recommends the following cleaners that are safe to use on your surface: **Profi (by Taski)**, GP Forward, J-Works Low Foaming Neutral Cleaner 525 or Heavy Duty Cleaner 555, J-Shop Low Foam and Stride Citrus Neutral Cleaner that are all manufactured by JohnsonDiversey.

When a disinfectant is required, we recommend using Virex II 256 by JohnsonDiversey.

For a deep cleaning or stripping of the flooring, you can use LinoStrip by Taski, Linosafe or Rubber Safe Stripper by JohnsonDiversey.

For more information on chemicals, consult section 5. A and/or communicate with your local chemical specialist.

5. PRECAUTIONARY MAINTENANCE AND NOTES

NOTE: Always wait 72 hours after the installation before performing the initial maintenance of the surface.

NOTE: DO NOT use a brown or black scrubbing pad on Mondo flooring or it will damage the material and void the warranty

NOTE: DO NOT use steel wool or abrasive brushes, acetone, gasoline or turpentine to clean your Mondo flooring.

A. Cleaning Products

If you will be using cleaners other than those suggested you must perform tests on stock samples or small secluded areas of the Sport Impact to ensure that the surface will not be damaged in any way. **For regular maintenance, your flooring cleaner is required to have a neutral pH (between 7 and 9). All chemicals used must be solvent-free, phosphate-free and phenol-free. As a general guideline, never select chemicals that have a pH below 2 or above 12.**

B. Cleaning Equipment

If your facility does not have access to an autoscrubber or if you find it difficult to maneuver around equipment in workout areas, you may wash your Sport Impact surface with the aid of a mop and bucket and mimic the scrubbing action of an autoscrubber on tough stains with a deck brush equipped with soft nylon bristles.

NOTE: DO NOT allow for water to pool under pieces of equipment that could allow for the formation of rust stains onto the surface of your Mondo flooring. **RUST** will permanently stain your rubber surface.

C. Entrances

The use of walk off mats at entrances and exits is an effective way to reduce the amount of maintenance needed as a result of traffic. **Be mindful of mats with black rubber backings that may contain black carbon chemicals that could permanently react with your Mondo rubber surface. The result is usually a residual yellowish-brown stain where the mat had been placed.** Furthermore, **NOT** allowing exterior footwear onto the surface is also an effective way to reduce maintenance efforts by eliminating exterior soils from getting onto the Sport Impact surface.

D. Heavy Equipment

Facilities that will need to move heavy equipment on or across the new Mondo surface should use extra care to avoid any damage to the flooring. When moving heavy equipment, plywood or Masonite should always be used as a bridge in order to avoid damaging the surface when moving across.

Utility vehicles should be kept off the surface. These vehicles can cause damage to the surface by leaking oil, making sudden stops and/or spinning their wheels which cause tire marks or streaks on the surface. When vehicles must be allowed onto the surface, drivers should be cautioned to avoid quick starting and stopping. Plywood tracks can be used and are recommended to cross over the surface. **NOTE: All equipment going on or off the Mondo surface should be in good working order to avoid any oil or gas spills.**

Heavy equipment used or left in place should not exceed the flooring's capacity/tolerance. Make sure loads are properly distributed and that the wheel base or legs of the equipment are properly functional and protected with caps to avoid permanently scratching, indenting or gauging the surface of the flooring.

E. Impacts

Although this surface is very robust, fitness centers are welcome to help minimize impacts on the flooring in designated "free weight" areas or under benches that utilize weight plates by placing protective mats to help protect and prolong the aesthetics of the flooring.

F. Food and Beverages

When possible, food and beverages should not be allowed onto the surface of the Sport Impact. Certain types of food and highly colored drinks, if left in place, could be difficult to remove and may cause permanent staining to the surface.

G. Spikes

Mondo Sport Impact is NOT spike resistant.

H. UV

Mondo Sport Impact should never be installed outdoors. **This product is NOT UV resistant.**

For assistance, please contact:

JohnsonDiversey Technical Support
1-800-558-2332 ext. 5

Mondo Technical Department
2655 Francis Hughes, Laval (Quebec) Canada H7L 3S8
Email: technical@mondousa.com
North American Headquarters: 450-967-5800
Canada Toll Free: 1-800-663-8138
United States Toll Free: 1-800-361-3747

Johnsonite®

Optima and Granit

Maintenance Instructions for sheet and tile flooring

Initial Cleaning

Job site conditions usually cause grit and dirt to accumulate. Initial cleaning should not be performed until 5 days after installation. However the floor should be swept and protected until maintenance begins.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution of 2 to 4 oz of Taski "Profi" or Johnson Wax Professional "Stride" oil and grease emulsifying neutral detergents (pH of 7-8), per gallon of warm water. The dilution selected depends on light to heavy soil conditions.
3. Apply the cleaning solution with a nylon or rayon mop, and let stand for 5-15 minutes.
4. **IMPORTANT – do not let the solution dry.**
5. Scrub the flooring: Use a 22 gauge nylon bristle brush or low abrasive pad (tan or red) on a single disk rotary\scrubbing machine at low speed (150- 200 RPM).
6. Wet vacuum or mop-up the cleaning solution.
7. Rinse with clean cold water, and then remove all water by vacuum or mop. Replace rinse water often.
8. Allow the flooring to dry thoroughly (Approximately one hour, depending on temperature and humidity).
9. If trades continue to work on or over the floor, properly protect the floor from damage.

Preventative Care:

1. An effective barrier matting system should be installed at all entrances to reduce cleaning costs and extend the life of the floor.
2. Protect the flooring from damage by using good quality protective feet for chairs, tables, and other furniture. Chair mats may be required under chairs with casters/wheels.

Regular/Daily Cleaning:

It is very important to clean flooring at a frequency consistent with the amount and type of traffic. Daily cleaning is recommended.

1. Sweep, vacuum, or dry mop the floor daily when area is in use.
2. Damp mop the floor with a neutral cleaner\detergent (pH of 7-8) such as Taski's "Profi" or Johnson Wax Professional's "Stride Neutral".
 - Mix solution with water per manufacturer's directions.
 - The floor should not be flooded with water. The floor must be virtually dry after 15-20 seconds. Combine machine may be used in large areas. White or red pads should be used.
3. Remove minor stains and scuffs in conjunction with the cleaning. Use a white or red nylon pad with the neutral cleaner then wipe with clean water.

Dry buffing will produce a matte gloss patina finish.

- Initially buff daily for 30 days if possible, the floor will take on a matte gloss patina appearance that has very good resistance to scuff and will require only minimum upkeep. The patina like appearance will become apparent after five or six buffing operations.
- After the desired gloss appearance has been achieved, buffing frequency can be reduced to fit the traffic pattern required.

Interim Cleaning:

Frequency of interim cleaning depends on the amount and type of traffic.

1. Follow the daily maintenance routine.
2. Additional cleaning requires the use of a rotary\scrubbing machine.
 - Mix neutral cleaner and water per manufacture's directions for spray application.
 - Spray the solution on the floor as the floor is cleaned with a low speed rotary\scrubbing machine (150-200 RPM) with a red fiber pad.
 - Rinse floor with clean water.

Combine machine may be used instead of a rotary\scrubbing machine. White or red pads should be used.

Periodic Cleaning:

Frequency of periodic cleaning depends on the amount and type of traffic

1. Repeat steps for Interim Cleaning.
2. For reduced Maintenance System: Finish process by dry buffing the floor with a red pad (Suitable speed – 1,500 RPM).

Flooring may be maintained in the conventional floor polish/finish maintenance system if desired. Conventional floor polish\finish maintenance system requires periodic stripping of the floor finish.

Special Maintenance Cautions:

1. Do not use steel wool, strong solvents (Lestoil, Top Job, etc. and similar products), gasoline, turpentine, and acetone.
2. Sweeping compounds or mop treated with petroleum solvents, silicone compounds or loose abrasives will damage the flooring.
3. Coatings such as shellac, lacquer, varnish, and paste wax or those containing aromatic solvents are not recommended.
4. Some disinfectant and insecticide sprays contain oil or solvents which may settle on the floor in sufficient quantity to discolor, cause slipperiness, and harm the floor covering.

Johnsonite®

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MAINTENANCE OF SHAW CONTRACT GROUP CARPETS

Shaw Contract Group tile and broadloom carpets are quality engineered to provide a long useful life and enhance the indoor environment. Carpet offers many advantages over other flooring systems, such as reduced fatigue, sound absorption, and lower life cycle costs.

From the start, the carpet maintenance program should be considered part of the carpet buying decision. If proper maintenance is neglected, the carpet's appearance will suffer, shortening the carpet's useful life and raising long term costs.

A comprehensive carpet care program consists of four elements:

- * Reduction of soil entering the building
- * Removal of dry soil
- * Removal of spots and spills
- * Cleaning by high performance hot water extraction

** Please note that the information in this booklet pertains to most carpets made of synthetic or man-made fibers in commercial installations. Some procedures may not be suitable for wool or wool-blend carpets or printed carpets. For these type carpets, please see the special appropriate maintenance brochure from the Shaw Industries Technical Services Department.*

** This document contains specific procedures for maintenance of printed carpets.*

THE IMPORTANCE OF PLANNING

A successful maintenance program starts with the selection of carpet that meets specific performance requirements. Attributes include construction, backing, yarn, dye type, and color. Color and pattern are major factors in the perception of a successful maintenance program. The visual degree of soiling is measured as color contrast. The best soil hiding colors are usually medium to dark shades. These are best specified for known areas having severe traffic and soil.

Carpet maintenance must be established as a scheduled program, rather than being a random series of reactions to soiling conditions and infrequent cleaning. Virtually every complaint of poor appearance, rapid soiling, and many times poor performance has been shown to be related to a lack of planning and control of the maintenance program.

The most important consideration when planning a maintenance program is the budget. Like other expensive furnishings or equipment, carpet represents a substantial investment for any facility and deserves adequate care to prolong its effective life. If the carpet maintenance budget is set unrealistically low, the carpet will need to be replaced prematurely.

Tailor the design of the program to the amount of traffic and type of soiling which vary by area. Due to higher traffic levels, entrance lobbies, elevators, and hallways will need more care than offices. Food service areas and entrances will require more effort due to the more difficult soiling conditions. Consult the chart for suggested frequencies by traffic levels.

Traffic Level	Vacuum	Spot Clean	Hot Water Extraction
Light	2-3 times/week	As needed	Annually
Medium	Daily	As needed	Twice/year
Heavy	1+ times/day	As needed	Quarterly
Extra Heavy *	1+ times/day	As needed	Minimum Monthly/as needed

Light traffic = private offices & cubicles

Medium traffic = shared offices, interior hallways & conference rooms

Heavy traffic = entrances, elevators, main hallways, break rooms, work/copy rooms & mailrooms

* Extra Heavy = airports & entries to hospitals, malls & theaters *extra heavy traffic & soiling require frequent attention

WHAT YOU CAN EXPECT FROM YOUR CARPET IN THE REAL WORLD

Although Shaw Industries products are designed for specific applications and are tested to withstand the tremendous beating that carpet receives in some uses, there are some conditions where appearance change must be expected. Carpet and other flooring materials where the oily material from asphalt sealers is tracked into the building may become yellowed over time. This material stains not only carpet but other flooring materials as well. It is virtually impossible to remove all of this material once it has penetrated the fiber of any carpet. Walk off mats and periodic cleaning can reduce this phenomenon. When sealing asphalt parking lots specify a high quality sealer and ask the vendor for a warranty that this will not occur.

Areas where large amounts of sandy soil enter the building may become dull in appearance over time. This is due to abrasion of the fiber surface, reducing the reflection of light. This is minimized by frequent vacuuming.

REDUCTION OF SOILING

One of the most critical aspects of maintenance is the use of walk-off mats at building entrances. Mats are also one of the least understood and neglected parts of the maintenance program. Walk-off mats greatly reduce the amount of soil carried into a building by foot traffic. Other areas where mats are beneficial are service entrances with direct contact to the outside, from the hard surface area in a kitchen to the carpeted dining area in a restaurant, or at entrances from plant facilities into the offices. Various studies have shown that the cost of removing a pound of soil from a building ranges up to \$500 or more! Clearly, it is far cheaper to stop the dirt at the door.

The choice of mats is important because the cheaper mats do a poor job of trapping soil and have a short life span. Walk-off mats fall into two categories; those designed to remove and trap gritty soil and those intended to absorb water during wet weather. They should be used in combination.

Good soil removal mats have a coarse texture, are able to brush soil from shoes, and can hold large amounts of soil in their pile. The water absorbent mat is used inside to prevent tracked in moisture from getting to the carpet. A wet carpet acts like a giant shoe cleaner and soils rapidly. When both types of mats are used in combination, they should always be placed so that incoming traffic passes over the soil removal mat first, because the absorbent types have very little soil holding ability.

For mats to continue to trap soil, they should be cleaned on a regular basis, more frequently than the carpet. If accumulated soil is not removed, the mat will become overloaded and cannot prevent soil from

entering the building - the mat may even become a source of soil itself. When a building is new or still under construction, soil may be tracked in from unfinished grounds so the mats need to be cleaned more often.

REMOVAL OF DRY SOIL

Vacuuming is the **most significant element** in the maintenance of carpet and the overall appearance of the facility. Research has shown that 85% of the soil tracked into a building is dry, and the other 15% is oily. Vacuums are designed to remove the dry soil. Walking on soiled carpet permits the soil particles to work their way down into the pile where they are more difficult to remove. Frequent vacuuming removes soil particles from the surface before this happens. Heavily trafficked areas, such as entrances and major corridors, should be vacuumed at least once a day. Areas with less traffic such as offices should be vacuumed every other day depending upon conditions.

Vacuum Cleaner Recommendations:

1. We only recommend use of vacuums certified in **The Carpet and Rug Institute (www.carpet-rug.org) Vacuum Cleaning Indoor Air Quality Program**. Vacuums specifically designed for commercial installations offer characteristics which help meet the demands of a good maintenance program.
2. For carpet tile and carpets that are **glued directly to the floor without cushion**, a vacuum with a rotating cylindrical brush, rather than a beater bar, should be used to agitate the pile and loosen the soil. Beater bars can damage the pile of direct-glued carpet if the machine height adjustment is set too low. This can also damage the vacuum.
3. Vacuums with either a beater bar or rotating brush can be used for carpet installed over pad, or with attached cushion backings. These vacuums are also recommended for double stick installations where the carpet is glued to the pad.
4. Bags that fill from the top are preferred over those that fill from the bottom. Replaceable paper bags or paper liners for cloth bags are better filters than cloth bags alone because they can trap more of the small particles that cloth bags allow to pass back into the air. Many vacuums can also be used with **micro filtration or high efficiency bags** which capture even smaller particles which tend to be related to allergy complaints and can also reduce the need for dusting. Check bags frequently and replace when 1/2 to 2/3 full to avoid a decrease in efficiency. When changing bags, also check the belt and replace if loose or worn.
5. A good vacuum is vital to prolonging the life of your carpet. A cheap vacuum can remove surface dirt but may not effectively remove the hidden particles embedded in the pile. This can lead to rapid appearance loss and complaints of poor product performance. A hundred dollars saved on the price of a vacuum can easily cost thousands of dollars in reduced useful life of the carpet.

PILE LIFTING

Between cleanings, regular use of a **pile lifter** can remove deeply embedded dry sand and soil, help stand up the pile and renew the appearance of the carpet in high traffic areas such as traffic funnel zones, elevators, and lobbies. A pile lifter is an upright two motor vacuum with a large, adjustable motor driven brush, a high suction vacuum motor, and a sand trap. Using a pile lifter in traffic lanes just prior to cleaning removes the deeply embedded soil and opens up the pile so the hot water extraction can be more effective. **Follow the pile lifting with a thorough vacuuming.**

SPOT AND SPILL REMOVAL

All maintenance procedures mentioned thus far have been **planned**; spot and stain removal is the reaction to an **unplanned** incident. Therefore, it is desirable to have the needed materials handy by planning ahead of time. The professional cleaning companies have spot removal kits in convenient carrying cases that contain all the necessary materials. For assistance with specific stain removal procedures, contact Shaw Industries Technical Services Department through Inforum at 877-502-7429.

General Instructions:

Spot removal products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for cleaning products are recommended for specific spots. (Reference www.carpet-rug.org) Additional spot removal procedures are listed below if professional and CRI certified products are not available:

* Scoop up any solids gently with a spoon or dull knife. Absorb wet spills as quickly as possible by blotting with **white** paper or cloth towels.

* Always blot, **never scrub or rub abrasively**, because it may create a fuzzy area. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill and enlarging the problem.

* **Thorough removal of both the stain material and the detergent residue is critical to prevent re-soiling.** Water extraction is the best way to accomplish this. Many cleaning equipment manufacturers offer small extraction machines specially designed for spot cleaning. These are small, lightweight and highly portable. They do an excellent job of rinsing after spot cleaning. They are also an excellent way to deal with body fluids on the carpet. For additional information on these machines call the Shaw Technical Services Department.

* Place several layers of white towels on the spot to draw out any remaining moisture. Weight them down with a heavy object that will not transfer color, such as a plastic jug of water.

Removal Procedures:

A. WATER SOLUBLE STAINS - Absorb as much as possible with white towels. Blot the affected area with more towels dampened with cool water until no more color transfers to the towels. If any of the stain remains, use a detergent solution of 1/2 teaspoon (no more) of **CLEAR** liquid hand dishwashing detergent (do not use those containing lanolin or hand lotions) to a quart of water in a clean spray bottle. You may also use a general purpose spot cleaner with a pH less than 10.

For printed carpets, do not use cleaning agents with a pH higher than 8. Spray lightly onto the spot and blot repeatedly with white towels. **Rinse thoroughly** by spraying with clean water, and then blot or extract. Do not use too much detergent because the residue will contribute to rapid re-soiling.

A-1. Either: apply a white vinegar solution (one part white vinegar to one part water) to a white towel and blot or spray onto spot. Continue as in "A" or use a slightly acidic spotter made for coffee, tea and other tannin stains rather than the detergent.

A-2. Either: apply a solution of household ammonia (one tablespoon of ammonia to one cup water) to a white towel and blot or spray onto spot. Continue as in "A" or use an alkaline spotter made for removing blood and protein stains rather than the detergent. **Do not use on printed styles.**

B. GREASE- Blot as much as possible with white towels. Apply a solvent designed for grease removal to a towel and blot. **Use sparingly and do not pour or spray directly** on the carpet pile as damage to the backing or adhesive underneath may result. A better option is the use of a gel solvent. The advantage of the gel is that it remains on or near the surface where the grease is. The application is much more controllable and has two distinct advantages. By remaining in the area where gel is applied, it allows additional dwell time for the contaminant to soften and by not penetrating to the backing, there is no risk of carpet delaminating.

Use the towels to transport the solvent to the carpet. Repeat until no more color transfers to the towel. Protective gloves should be worn because the solvent will quickly remove oils from the skin and may result in irritation. Provide adequate ventilation and **do not use flammable solvents!** Rinse thoroughly by spraying with clean water, and then blot or extract. If needed, continue with procedures in "A".

C. FREEZE areas with chewing gum and candle wax with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum before the chips soften. Follow up with solvent as in "B". A better option is the use of a gel solvent.

D. Several specialty spotting products are available from cleaning industry suppliers to remove difficult stains such as Betadine, food dyes, mustard, etc... For specific specialty products, contact Shaw Technical Services through Inforum at 877-502-7429.

E. RUST can be removed in most cases with a 10% solution of oxalic acid which is available under several brand names at most stores selling cleaning products. Stubborn cases require 5% hydrofluoric acid which is difficult to obtain and dangerous to use. Both should be used with **caution** by a trained professional.

RECOMMENDED PROCEDURES BY STAIN TYPE

STAIN	REMOVAL PROCEDURE
Adhesive, Carpet*	B, A,
Alcoholic Beverages	A
Asphalt	B
Beer	A
Betadine*	A, D
Blood, wet	A
Dry	A-2
Butter	B
Chewing Gum	C
Chocolate	A-2
Coffee*	A-1, D
Cola Drinks	A
Cosmetics*	B, A, D
Crayon	B
Deicer, Salt	Vacuum, A
Excrement	A
Food Dyes*	A, D
Furniture Polish	A, B

STAIN	REMOVAL PROCEDURE
Grease, Auto	B
Food	A
Ink, Ballpoint	B
Permanent	B, D
Washable*	A
Lipstick	B
Milk	A
Mustard*	A, D
Nail Polish	Polish Remover
Paint, Latex, Wet	A
Latex, Dry	B
Oil	B
Rust*	E
Tea*	A-1, D
Toner, Copier	Vacuum, A
Unknown*	B, A
Urine	A-1
Vomit	A-1
Wax	C
Wine	A-2

* Consulting a Trained Professional Cleaner is an option

CLEANING

Even with thorough vacuuming, cleaning is necessary to remove the 15% of soil which is the oily type material, as well as that which the vacuum cannot remove. In order to maintain acceptable appearance, the carpet **must** be cleaned on a periodic basis to prevent the carpet from becoming so dirty that it can no longer be cleaned satisfactorily. The frequency of cleaning must be adjusted to the rate at which soil accumulates; therefore, heavily trafficked areas typically require more frequent cleaning, as do areas with less traffic but more soil.

When the color of the carpet begins to look dull, it is time to clean the carpet. The traffic lanes will show this first. If the carpet is cleaned before it becomes excessively soiled, the cleaning will be more successful and a much easier task. This is especially important in places where oily soil is prevalent, such as the areas near streets or asphalt parking lots, and those around cooking or dining facilities. Oil tends to oxidize slowly, forming a sticky material similar to varnish which becomes nearly impossible to remove as it ages.

Another stubborn problem is the salt or deicer from snow melt which accumulates in the carpet over winter. Salt pulls moisture from the air and prevents the carpet from drying as quickly as it normally would. Remember that damp carpet acts like a wet sponge to clean shoes and collect soil faster. The resulting black discoloration in the traffic lanes requires pretreatment with a traffic lane cleaner to break down the soiling and the use of hot, not warm, water to dissolve and remove the salt and soil. Residue from snow melt can cause possible damage, including discoloration. Salt is also an abrasive substance which can cause damage to the fibers.

The Cleaning System:

A number of cleaning systems are available; their effectiveness varies widely. When choosing the cleaning system, the important considerations are:

- It must clean effectively
- It must not damage the texture of the carpet
- It must not leave excessive residues of cleaning materials.

Shaw Industries recommendations are based on significant laboratory work and many years of experience in the field. **Shaw recommends only the high performance hot water extraction system, which research indicates provides the best capability for cleaning.** This system is commonly referred to as "steam cleaning" although no steam is actually generated. The process consists of applying a cleaning agent onto the pile, and using water in the extractor to recover the used solution and soil. This can be done from a truck-mounted unit outside the facility with only the hose and wand brought inside, or where a truck-mounted unit cannot reach, by a portable system brought into the facility.

A list of cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program may be found at www.carpet-rug.org. For additional assistance contact Inforum at 877-502-7429.

The Hot Water Extraction method using high performance equipment should be the **primary** scheduled method to clean carpets. Shaw Industries recommends the use of Hot water extraction equipment which has obtained a Gold Rating in the **Carpet and Rug Institute (CRI) Seal of Approval Program**. **A list of equipment that has obtained the Gold Rating may be found at www.carpet-rug.org.**

Self-contained, walk-behind machines are another type of hot water extraction equipment commonly used. They apply the cleaning solution at a rate which is balanced with the recovery capability of the machine. This type machine is often employed where cleaning is done by in-house maintenance staffs.

Since these machines cannot equal the performance of high performance extractors, their use should be scheduled as an interim frequency supplemented by periodic high performance cleaning.

When necessary interim cleaning systems are successful when used to supplement the extraction program. These interim cleaning processes help enhance the carpet's appearance between deep cleanings.

Low moisture encapsulation systems are also interim cleaning processes that enable the carpet's appearance to be improved and returned to service in a short amount of time. The cleaning agent is agitated into the carpet's pile with a mechanical brush, allowed to dry and vacuumed to remove the encapsulated soil from the carpet. In conjunction with scheduled Hot Water Extraction cleanings, the low moisture systems can help maintain a satisfactory appearance.

SHAW DOES NOT RECOMMEND!

"Bonnet" Systems:

The name for these systems is derived from the rotating bonnet of terry cloth or other absorbent material used to agitate the pile and pick up soil. A detergent solution is sprayed onto the pile, and is then worked with the bonnet attached to a rotary floor polisher. It is at best a temporary appearance enhancement because it only absorbs at the surface and does no real extraction of deep soil. **SHAW DOES NOT ADVOCATE THIS SYSTEM.** It is **not substitute for hot water extraction.**

It has very limited capability for soil removal and often leaves most of the detergent in the pile. The spinning bonnet may distort the pile of cut pile carpets and leave distinct swirl marks.

SHAW'S EXPERIENCE HAS BEEN THAT MORE CUSTOMER SOILING COMPLAINTS RESULT FROM THIS SYSTEM THAN ALL OTHER CAUSES COMBINED!

The bonnet system may damage the edges of some carpet tiles.

Water recycling machines

Shaw Industries does not recommend any cleaning machine which continuously recycles the cleaning solution. A growing body of experience is showing that although the large particles are filtered out, the soluble materials, including detergents and soluble contaminants are distributed over the whole area. With repeated cleanings these materials become more concentrated and begin to cause rapid resoiling.

CHOOSING A PROFESSIONAL CLEANER

One way to locate a nearby professional carpet cleaner who uses a hot water extraction system is to contact the **Institute of Inspection, Cleaning & Restoration Certification (IICRC)** at 800-835-4624 or www.iicrc.org.

This organization maintains a national directory of independent professional cleaners who are trained and certified in a variety of cleaning specialties. **You must specifically request a professional cleaner using hot water extraction.** IICRC certified firms with the "Master Cleaner" certification are preferred.

BASIC GUIDELINES FOR IN-HOUSE MAINTENANCE

If you choose to maintain your carpet using in-house personnel, here are some guidelines to follow. For a good reference describing carpet cleaning and the hot water extraction method specifically, read the *Carpet Cleaning Standard*, (S100) by the IICRC, available at the number listed above.

1. Thoroughly vacuum the area to be cleaned before the hot water extraction to remove as much dry soil as possible. Use a pile lifter if necessary in high traffic areas.
2. Remove spots and stains using the procedures above or a commercially available spot removal kit. Pre-treat the heavily soiled areas and traffic lanes with traffic lane cleaner **certified in the Carpet and Rug Institute (CRI) Seal of Approval Program (www.carpet-rug.org)**. Agitate the carpet using carpet rake or agitation equipment. This allows the cleaning agent to penetrate. A minimum of ten minutes of dwell time is recommended to allow the cleaning agent time to loosen contaminants. Although it is advisable to minimize the use of solvents, many traffic lane cleaners do contain some solvents to help remove the stubborn oily dirt often found in traffic areas. Treat a small area and extract the liquid before the traffic lane cleaner dries.
3. On most commercial carpets, **use a detergent with a pH less than 10, preferably near 9, and with a minimum of non-sticky residue. For printed carpets, use a detergent solution that has a pH between 6 and 8.**

Cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for Cleaning Products are recommended. For additional assistance contact Inform at 1-877-502-7429.

Your detergent selection is important. It is even more important to remove all the detergent you put into the carpet. A detergents' ability to bind to particles of soil and oil is what makes cleaning happen. However, the detergent residue continues to attract and hold soil even after drying. Increasing the amount of detergent beyond the recommended level does not increase cleaning performance, but makes the complete removal of detergent more difficult. **Excessive detergent residue is the most common cause of accelerated resoiling complaints. Shaw does not recommend the use of cleaning agents with optical brighteners.**

4. **Avoid over-wetting** the carpet. Prolonged dampness may cause discoloration, promote growth of mildew and bacteria in the carpet, or cause separation of the backing. This can be controlled by a combination of proper equipment and operator training.
5. **Do not** use any silicone-based anti-soil treatments on carpet produced by Shaw.
6. **Reduce drying time** by using several fans or air movers to move air across the carpet in combination with a dehumidifier or air conditioner to pull moisture out of the air. Carpet should be completely dry within 12 hours or less.