

Developing Commercial Maintenance Programs

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Maintenance Program Goals

High appearance levels

Healthier environment

Improved life cycle costing

Happy client

Removes the competition

Increases company value

Questions

Goals for the facility, budget, years

Type of fiber, dye system, construction, backing

Installation

Current condition

Current level and type of maintenance

Factors – 24 hour, special soiling

Building Layout & Traffic Flow Analysis

The purpose of a planned maintenance program is to slow the progressive intrusion of the soil, and then, before it reaches unacceptable levels, to reduce it to safe levels with restorative cleaning methods.








This extends the carpet life and creates a cleaner, healthier environment.



The best time to establish a maintenance program is before the carpet is installed.

Commercial Carpet Care Suggested Frequency Chart *

| Traffic Level  | Vacuum  | Spot Removal  | Interim Cleaning (Appearance management)  | Hot Water Extraction  |
|---|---|---|--|---|
| Light > Private offices > Cubicle | 2 + times per week | As needed | As needed | 1 time per year |
| Moderate > Shared offices > Secondary hallways > Conference rooms > Classrooms | 1 time per day | As needed | As needed | 2 times per year |
| Heavy > Common entrances > Elevators > Main hallways > Break rooms > Work rooms > Mail rooms > Patient rooms > Waiting areas | 1+ times per day | As needed | Monthly | 4 times per year |
| Extra Heavy * > Common entrances in severe climates > Cafeterias / food service areas > Extra heavy traffic ** | 1+ times per day | As needed | Weekly | Monthly |

** This chart represents a general guideline; your program should be tailored to your specific conditions.*

**** Extra heavy traffic and soiling conditions require more frequent attention**

Note - Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

Inspection

Start in the parking lot, sidewalks and entries

Mat program

Hard surface floors at entry – wax

Vacuuming program

Spotting program

Traffic frequency

Identify funnel areas, elevator lobbies, pivot points

Residue problems, carpet problems

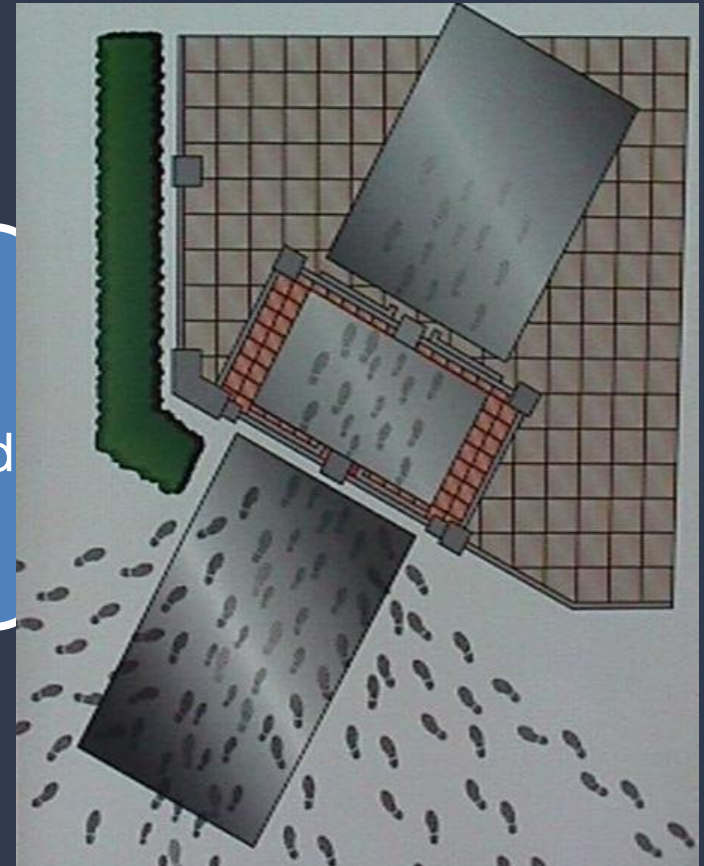
Walk off Mat Program

Exterior
(parking
lot)

Interior

Proper
size

Are they
maintained





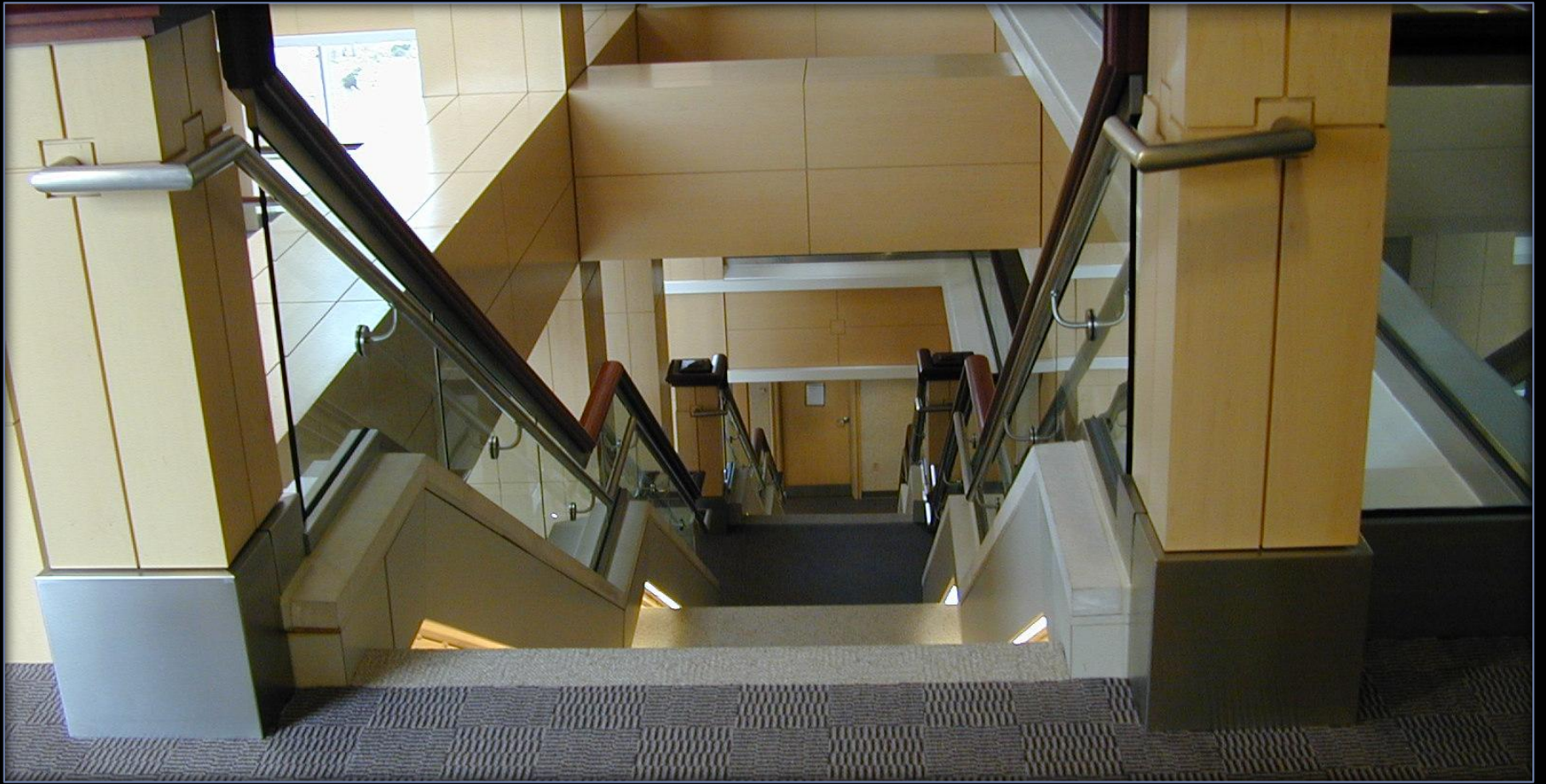
Walkoff Mats



Hallways



Pivot Areas



Stairways



Stop and Turn Areas



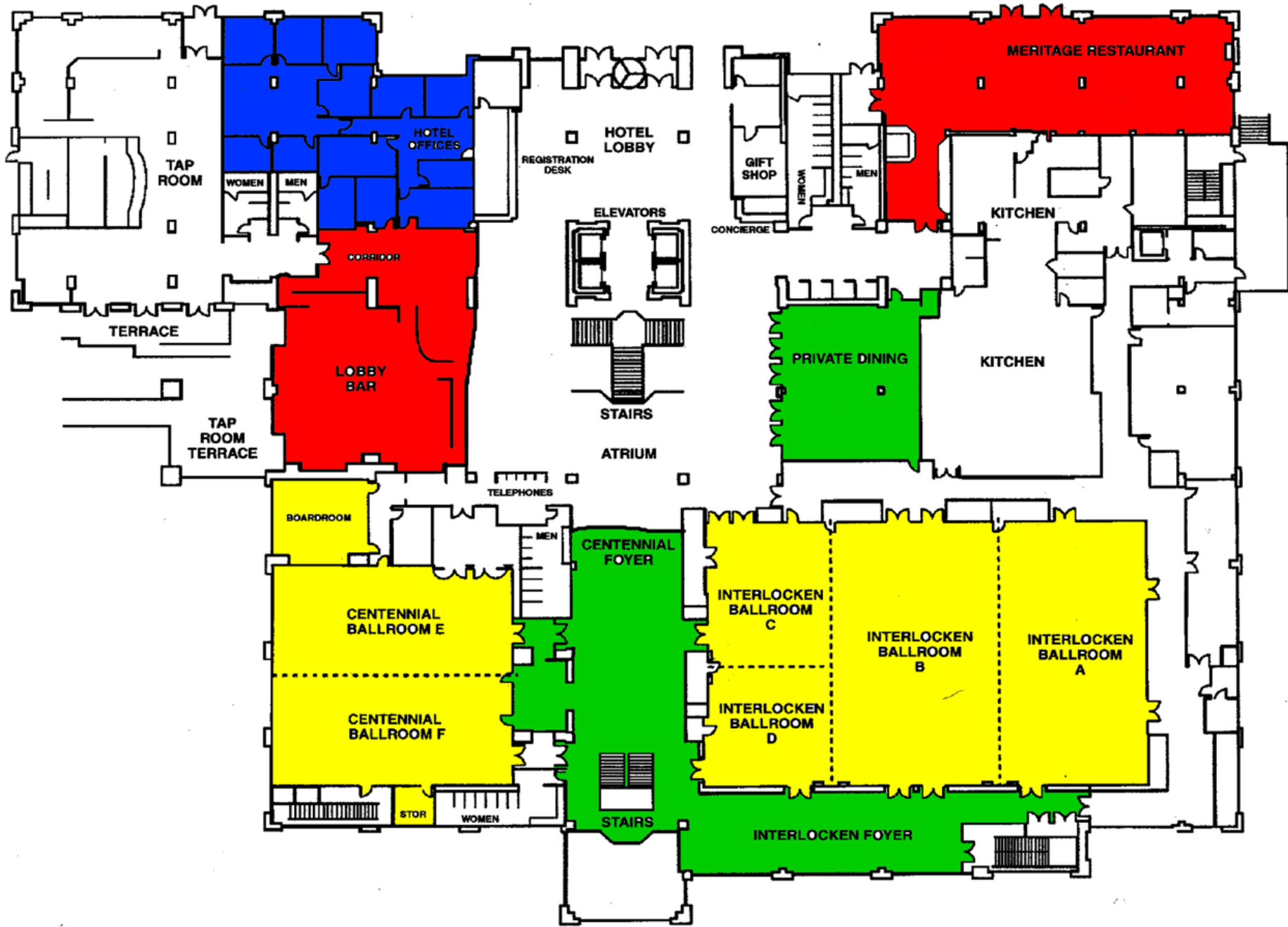
Elevators

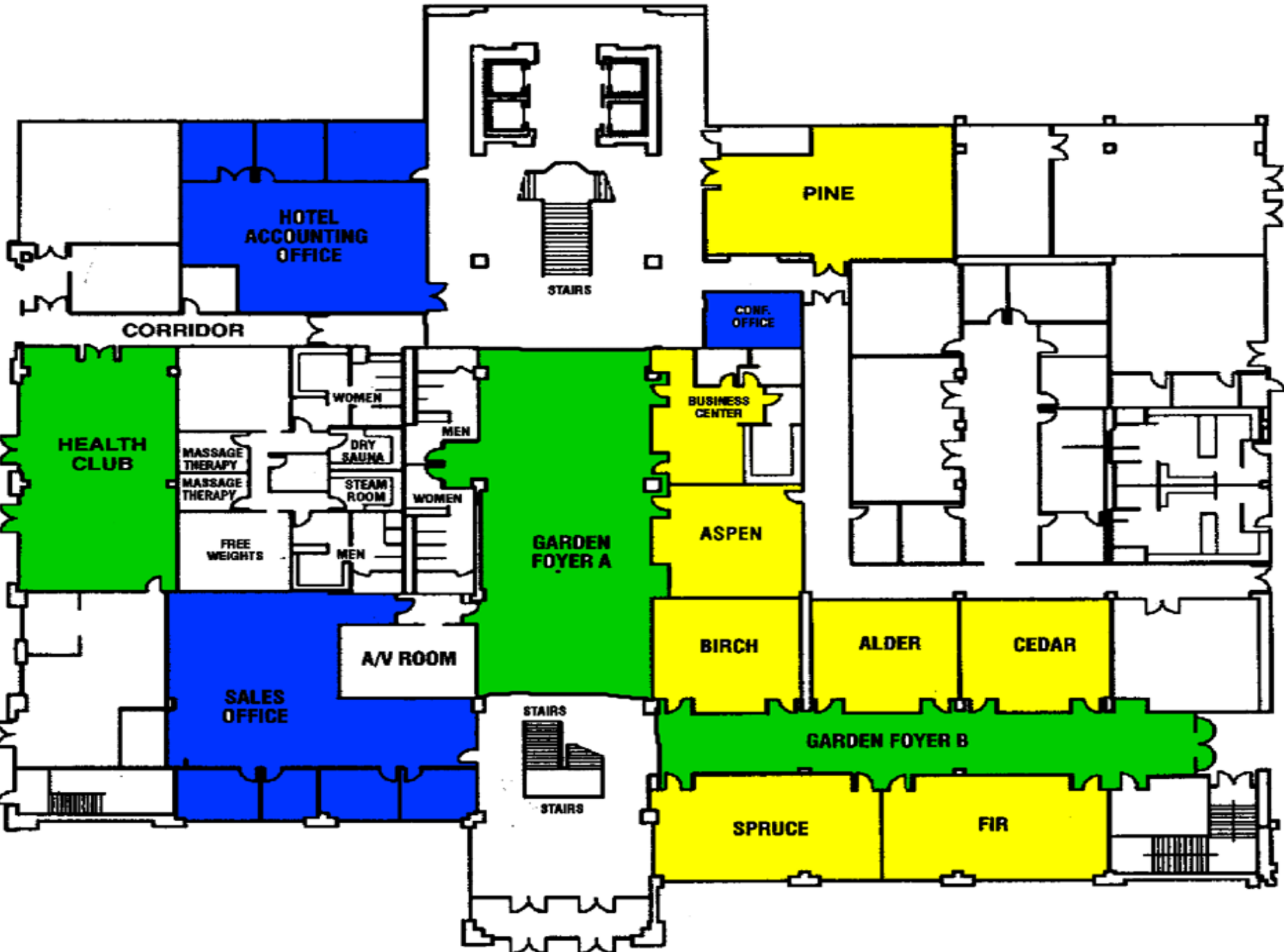


Concentrated soiling



Fading





Vacuuming Procedures

Entry & high traffic areas vacuum daily, track off from hard surface, mats

Lay out 50' cord; work away from outlet using long overlapping strokes

Be sure vacuum is functioning

Pile lifter may be needed for crushed areas

Three Categories of Maintenance

Routine - Daily vacuuming, spoting

Interim (high productivity, cost effective, fast drying) encapsulation

Restorative cleaning HWE

High-Traffic Area Maintenance Cleaning

Interim maintenance cleaning

Frequency depends on size of building,
traffic and goals of building managers

**Highly productive, cost effective, quick
drying**

Encapsulation



Encapsulation

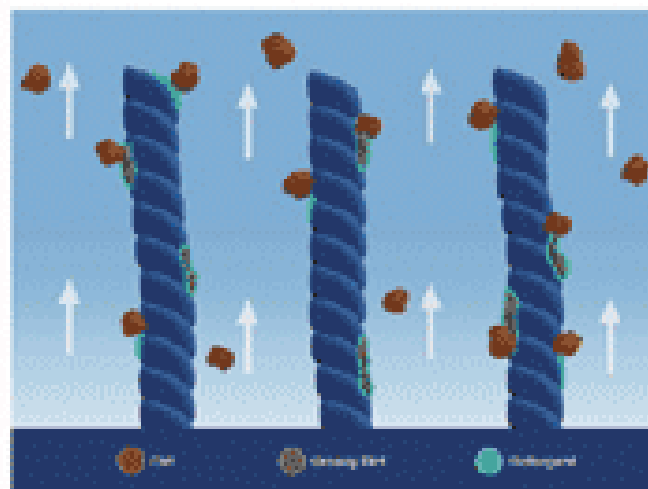
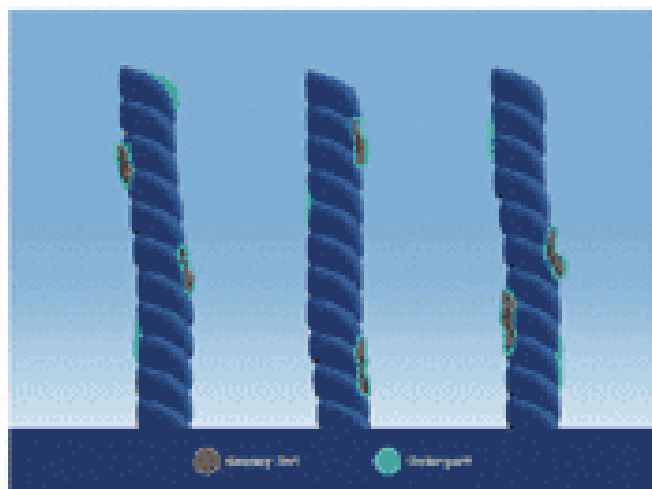


Encapsulation

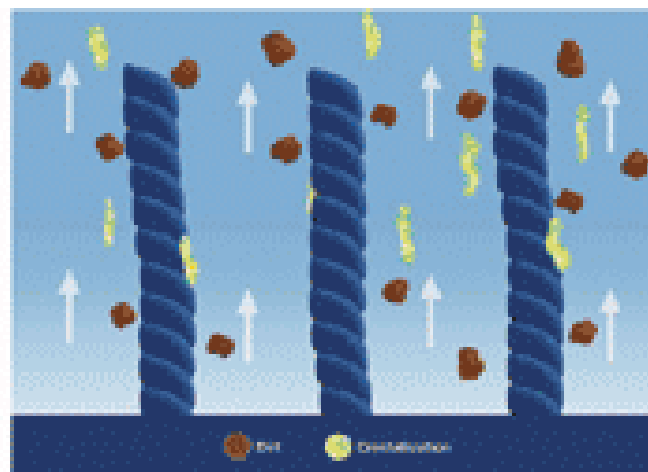
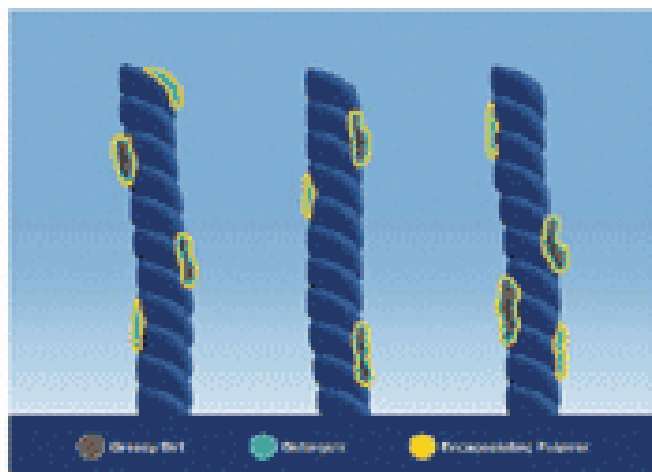
Great for encap and agitation following preconditioning in HWE.

TYPICAL CLEANING CHEMICALS VS. ENCAPSULATING CLEANING CHEMICALS

ON CARPET CLEANED WITH TYPICAL CLEANING CHEMICALS, DIRT ATTACHES TO STICKY RESIDUE AND IS NOT REMOVED WHEN VACUUMED.



DIRT DOES NOT STICK TO CRYSTALLINE POWDER LEFT BEHIND ON CARPET CLEANED WITH ENCAPSULATING CLEANING CHEMICALS.



Bringing in the Big Guns

Restorative cleaning is to provide deep cleaning and maximum extraction of soils.

Frequency depends on soiling, size of building and management expectations

Requires more moisture (longer drying time), more aggressive chemicals, more training for complex procedures

Dependent on daily and interim maintenance, traffic, carpet color, use and soiling.

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What You Need



Commercial Cleaning



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