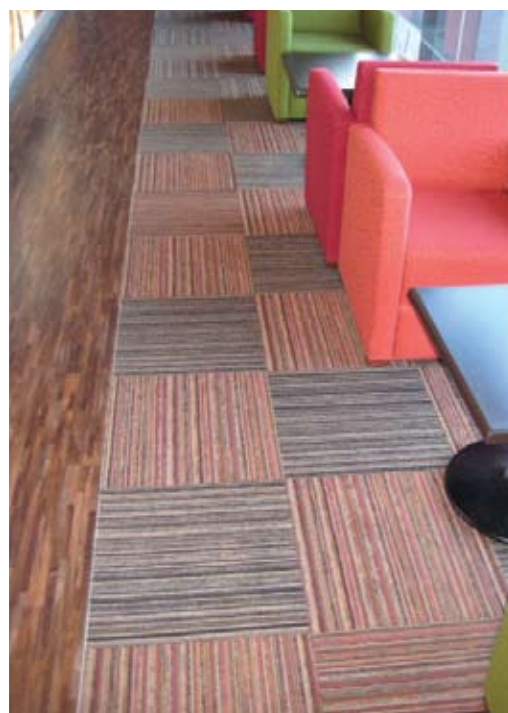


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Cleaning & Maintenance Programme



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Cleaning Guide

Project Floors carpets are extremely durable and require minimal attention to maintain their looks. Treated with appropriate care and attention they will continue to provide years of exceptional service. This information has been prepared to provide you with the minimum requirements that will ensure that your carpets stay in top shape and condition.

ENTRANCE MATS

Project Floors recommends that properly sized entrance mats are placed at all entrances to your carpeted areas. These will help reduce soiling becoming trodden into your carpet. Entrance mats should be cleaned regularly and thoroughly and replaced when they become visibly worn.

CHAIR MATS

Castor chairs used in offices (and similar areas) will reduce the service life of your carpet. We recommend the use of PVC or rubber chair mats.

VACUUMING

Thorough and frequent vacuuming of your carpet on a regular basis will ensure it remains looking new. (See table over page - "Maintenance Guide").

SPOT REMOVAL & SURFACE CLEANING

Immediate spot removal is essential to ensure stains do not set into the carpet. (See "Stain Removal Guide" over page).

Surface cleaning methods include liquid shampoo and dry foam systems, followed by wet vacuum, powder cleaning systems and the like. Surface cleaning is NOT however a substitute for corrective or restorative cleaning in commercial areas.

DETAILED MAINTENANCE PLAN

By keeping to a detailed cleaning & maintenance plan, you help ensure that the carpet pile remains refreshed and soiling is extracted from the carpet.

PROFESSIONAL CLEANING

In a high use or specialised installation, such as (healthcare, nursing homes etc), a full cleaning and maintenance programme should be established with qualified carpet cleaning contractors. In these environments, Project Floors carpets can be cleaned with specialised commercial equipment and cleaners. Hot water extraction used in conjunction with spot cleaners provides the ultimate protection for your carpet.

USE PROPERLY SIZED ENTRANCE MATS

ENTRANCE	1 - 3 FEET	3 - 5 FEET	5 - 9 FEET	9 - 15 FEET

Performing additional maintenance in entry areas and other wipe-off regions can reduce the amount of maintenance in other parts of the facility

Project Floors recommends you refer to the Australian & New Zealand Standard for Textile Floor Coverings cleaning maintenance of residential and commercial carpeting (AS/NZS 3733:1995) for further cleaning instructions and information.

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Maintenance Programme

Project Floors recommends the following as a guide to cleaning & maintenance of your carpet. The frequency of carrying out the various cleaning methods depends on traffic volumes, carpet construction and health considerations. Refer to the table below for a suggested maintenance programme.

Location	Usual Traffic Volume	Suggested Maintenance Programme	Suggested Frequency	Minimum Frequency
Residential	Light Duty	Full Vacuum Spot & Stain removal Surface clean Appropriate or restorative clean	Twice weekly Daily (ASAP) Every 6 months Annually	Weekly Daily (ASAP) Annually Every 2 years
Offices & Hotel Rooms	Medium Duty	Vacuum - vacuum traffic areas - full vacuum Spot & Stain removal Surface clean Appropriate or restorative clean	Twice weekly 3 times weekly Daily (ASAP) Every 6 months Annually	Weekly Twice weekly Daily (ASAP) Annually Every 2 years
Corridors & Foyers, Hotel Lounges, Ground Floor Shops, Kindergartens, School Classrooms, Hospital Wards	Heavy Duty	Vacuum - vacuum traffic areas - full vacuum Spot & Stain removal Surface clean Appropriate or restorative clean	- Daily Daily (ASAP) Every 3 months Every 6 months	Twice Daily 3 times weekly Daily (ASAP) Every 6 months Annually
Restaurants Healthcare Public Areas Corridors, Passageways & Entry/Foyer areas	Very Heavy Duty	Full Vacuum Spot & Stain removal Surface Clean Appropriate or restorative clean	Daily Daily (ASAP) Monthly Every 3 months	Daily Daily (ASAP) Every 2 months Every 6 months



Stain Removal Guide

The table below lists some common stains and recommended cleaning methods. Before carrying out any cleaning method, apply to a concealed section of carpet to ensure it does not affect the adhesive or the carpet. Avoid harsh rubbing. Vacuum to restore the pile, but do not use a stiff brush.

Stain	Treatment Guide
Blood	A C
Burn / Scorch mark	K
Chewing Gum	I B D C
Chocolate	B D C
Cooking Oils	B D C
Crayon / Colour Markers	B D C
Drinks (cola, tea, juices, beer etc)	A C
Dust / Dirt	Vacuum, then J or C
Excrement	B C
Grass	C
Grease	B D C
Ink (ballpoint)	D E
Ink (fountain)	A C
Lipstick	B E C D
Mildew	C
Milk	A E
Mud	B C
Nail Polish	A G
Oil	B D C
Paint (water based)	A F C
Paint (oil based)	A H D C
Sauces	B C D
Urine	A C
Vomit	A C D
Wine	A, add salt, C

Key	
A	Mop up excess as soon as possible with a sponge or cloth
B	Remove surplus with a knife edge or appropriate instrument
C	Sponge with a solution of carpet shampoo working from well outside the stain in a circular motion towards the centre (this avoids spreading the stain). Sponge afterwards with clean warm water and mop excess moisture with a clean dry cloth or sponge. Allow to dry then brush gently with a soft brush. If any stain remains, sponge with a solution of one part household bleach to six parts clear water. Thoroughly rinse after treatment.
D	Lightly sponge with household dry cleaning fluid and blot. Apply sparingly, as the substance may have an adverse effect on the adhesive.
E	Sponge with methylated spirits and blot dry
F	Lubricate the stain with glycerine or petroleum jelly
G	Apply nail polish remover. The nail polish remover should not contain lanolin or be of a greasy nature.
H	Sponge with turpentine (or substitute)
I	Freeze with ice cubes and scrape away while cold
J	Clean with regular extractive carpet cleaner (if possible)
K	Use circular cutter and remove damaged portion. Re-glue new piece into place.

Project Floors recommends the above in good faith, however we cannot be responsible for unsatisfactory results arising from the proposed treatments. Maximum recommended temperature for any cleaning method is 100°C - 110°C.

The following chemical should only be used in a well ventilated area:- dry-cleaning fluid, turpentine, methylated spirits, white spirits, nail polish remover, or any spotting fluid carrying a red flammable device on it's label. Ensure no flame or lit cigarette is nearby.

Do not extract flammable liquids with a vacuum cleaner or extraction machine as volatile fumes may ignite in vacuum motors causing an explosion.