



ROYAL THAI

**Commercial Carpet
Carpet Maintenance Guidelines**



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1. Carpet and Rug Fibers

Synthetic Face Fibers- Nylon Type 6,6 and Solution Dyed Nylon Type 6 are used in Royal Thai Axminster carpets. These fibers require a pH in the 5.5-10.0 range.

Natural Face Fibers- 100% Wool is used in Handtufted, Machine Tufted and Woven carpets & rugs. Blends of wool and nylon are also used in Axminster carpets. These fibers require a pH in the 5.5-8.0 range.

If the fiber content of the carpet or rug is unknown, please contact your Royal Thai representative or the Royal Thai Technical Service Department at 800-433-2440.

Specialty Face Fibers- Silk, Viscose, Cotton and flax are used in our Handtufted rugs and may be cleaned using minimal moisture and fast drying time. Excessive moisture or prolonged drying time will create physical and/ or aesthetic problems that may not be correctable. Cleaning agents must have a pH in the 4.5-5.5 range.

As with any fiber/cleaning agent, pretest an area to test for colorfastness.

While the rug is still damp, the rug must be groomed with a suitable grooming brush designed for carpets & rugs. Failure to groom the cleaned rug may result in an unacceptable appearance.

Cotton Bath Mats - are machine washable.

High/Heavy Pile Shags - These carpets & rugs require suction only vacuums and professional cleaning.

The key to cleaning and maintaining all carpets & rugs is Clean and Dry.

Note: All cleaning agents must be approved by the Carpet and Rug Institute's Seal of Approval (SOA) Testing Program. A list of approved products can be found on the CRI website at www.carpet-rug.org or contact Royal Thai for further information.

Should there be any hesitation or doubt in the abilities of the rug owner/cleaner, the services of an IICRC (Institute of Inspection, Cleaning and Restoration Certification) Certified Firm Employing Master Cleaning Technicians is highly recommended. Referrals can be located at www.iicrc.org



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2. Vacuuming

Routine vacuuming is essential for the proper maintenance of any carpet. This is best accomplished through the regular use of an upright vacuum with dual motors. The brushes and suction are driven by separate motors. Vacuums with beater bars are not recommended.

- Vacuuming should be performed at a rate of two feet per second for three to five passes over the same area.
- Vacuuming Schedule and Equipment
- Vacuuming takes time and commitment, but is the most cost effective way of preserving your carpet's appearance.

Traffic Classifications

Very Heavy Traffic (>2500 foot traffics per day)

-Vacuum 1 to 2 times daily in traffic areas and overall 7 times per week

Heavy Traffic (1000 - 2500 foot traffics per day)

-Vacuum daily in traffic areas and overall 4 to 7 times per week

Medium Traffic (500 - 1000 foot traffics per day)

-Vacuum daily in traffic areas and over 3 to 4 times per week

Light Traffic (<500 foot traffics per day) -Vacuum

1 to 2 times per week

Note:

All vacuums must be approved by the Carpet and Rug Institute's Seal of Approval (SOA) Testing Program. A list of approved manufacturers and products can be found on the CRI website at www.carpet-rug.org or contact Royal Thai for further information.



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3. Cleaning Frequency

The following guidelines have been established by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). They are to serve as guidelines on recommended cleaning frequencies for carpet from a public health perspective in addition to a traditional aesthetic concern for appearance retention.

Carpet Owner/Maintainer			Professional Carpet Cleaner/Restorer	
Traffic Soil Rating	Vacuuming	Spot Cleaning	Interim Maintenance (Between Restorative Cleanings)	Restorative Cleaning
Light <500 Foot Traffics per	1 to 2 per week	Daily or as soon as spots are noticed	1 to 3 Times annually	1 to 2 Times annually
Medium (moderate) 500-1000 foot traffics per day	Daily in traffic areas Overall 3 to 4 X per week	Daily or as soon as spots are noticed	3 to 6 Times annually	2 to 4 Times annually
Heavy 1000-2500 foot traffics per day	Daily in traffic areas Overall 4 to 7 X per week	Daily or as soon as spots are noticed	6 to 12 Times annually	3 to 6 Times annually
Very Heavy >2500 foot traffics per day	1 to 2 X daily in traffic areas Overall 7 X per week	Daily or as soon as spots are noticed	12 to 52 Times annually	6 to 12 Times annually

Note: Although these are generally followed traffic-rating guidelines, users of this information should be aware that the condition of every building differs in traffic, soiling rates and usage. Common sense, experience and good judgment help dictate the best carpet maintenance program. Each individual facility should be assessed based on use, climate and desired appearance level.



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4. Maintenance Plans

Long term carpet & rug performance and appearance retention begins with effective maintenance. Improper maintenance may reduce the useful life of the carpet. Not only is a proper maintenance program important for long-term performance, but the Indoor Air Quality is also improved. Test results show that carpet also aids in reducing contaminants in the breathing zone. Utilizing approved vacuums, cleaning chemicals and cleaning methods, the Indoor Air Quality of the structure is greatly improved. Regular maintenance is a must. Soil prevention, vacuuming and spot removal should be included in the maintenance plan.

Clean and Dry - Improving air quality and environment ⁽¹⁾

To promote a healthy environment Dr. Michael Berry states in his book, Protecting the Built Environment: Cleaning for Health, "A clean environment is sanitary. When a sanitary condition exists, an adverse health effect is unlikely. Manufacturers' recommendations for cleaning provide adequate guidelines, calling for frequent vacuuming and periodic professional deep cleaning that emphasizes removal of foreign substances and minimizing residue. In the long run, these measures protect the carpet and promote environmental health."

Carpet has a unique, positive "filter-like" or particle trapping feature that tends to trap and hold particles to the floor that would otherwise become airborne. Matter being held by the "filter-like" feature of carpet can be removed from the environment instead of re-circulating in the air continually, by using a high power vacuum cleaner that has the "CRI Seal of Approval/Green Label". Refreshing the indoor environment can be as easy as having a regular vacuuming and deep cleaning schedule.

Keeping the environment dry is a very important process. To help prevent the growth of bacteria and mold, one should immediately attend to liquid spills and fix sources of excess moisture and humidity. Air movers, HVAC handling systems and dehumidifiers will assist in the drying when hot water extraction has been utilized.

⁽¹⁾ CRI Carpet Maintenance Guidelines For Commercial Applications, August 26, 2014, Page 4.
Berry, Michael, Ph.D., Protecting the Built Environment: Cleaning for Health, Tricomm 21st Press, Chapel Hill, NC, 1993, Page 108.



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5. Interim Maintenance

Interim maintenance is a high-production, fast drying process used between restorative cleanings. The frequency of interim maintenance depends on traffic, carpet location, use and exposure to soiling.

6. Deep Cleaning

Deep cleaning is the process of extracting or removing entrapped soils and residues. Higher moisture levels, lower production rates and slower drying are characteristic of deep cleanings.

7. Drying

It is imperative that the carpet be allowed to dry before foot traffic is allowed on the newly cleaned carpet. Utilization of the HVAC system, in conjunction with portable air movers is a must.

8. Carpet/Hard Surface Transitions

Carpet adjacent to hard surface areas is susceptible to abuse from the harsh cleaning agents typically used to clean the hard surface. This is particularly true at kitchen or food preparation areas.

The hard surface cleaners and cleaning equipment must not be allowed to come into contact with the carpet. Walk off mats are highly recommended.

9. Preventative Maintenance

Effective carpet maintenance begins outside the structure. Areas around entryways must be kept clean and free of any contaminants that may be transferred into the facility.

The best way to prevent or decrease carpet & rug soiling is to not allow soil into the facility. Up to 94% of the soil found inside of a building comes from the outside. The most effective way to control unwanted soil is to utilize control or walk off mats at all hard surface entryways. It has been determined that at least six footsteps (18-20 feet) are required for efficient soil transfer to the entry mats.



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Walk off mats also help prevent slip/fall accidents from occurring on the hard surface areas. Studies show that 80% of all slip/falls occur on hard surfaced flooring, with 80% of those resulting in injury.

Daily maintenance of entry mats is required. Soiled mats should be removed or replaced to eliminate the tracking of unwanted soil onto the carpet.

10. Recommended Cleaning Method

Hot Water Extraction is the recommended method for cleaning all 100% Wool, 80/20 Wool/Nylon blends and 100% Nylon carpets & rugs manufactured by Royal Thai. Sometimes referred to as "steam cleaning", there is actually only hot water sprayed onto the carpet fibers. The hot water and soil are then extracted from the carpet.

A pre-spray is recommended prior to the extraction process. The pre-spray is applied with a common pump up sprayer at the recommended application rate. Agitation using hand brushing or mechanical brush action is followed with hot water extraction.

In-tank cleaning solutions should never be mixed in excess of the recommended dilution rates. When using a box & wand or truck mount Hot Water Extractor, one pass with spray and two dry passes are recommended.

Caution: The rotary action of the Spin Bonnet or any rotary brush equipment may distort the pile yarn when and if the equipment is used improperly. The bonnet method is not recommended by Royal Thai for carpet & rug maintenance and its use will void all warranties.

Note: For all cleaning methods, follow the Institute of Inspection, Cleaning and Restoration Certification (IICRC) S100 Standard and Reference Guide for Professional Carpet Cleaning. www.iicrc.org or your Royal Thai representative.



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11. Recommended Cleaning Products, Equipment and Maintenance Systems

Royal Thai requires that all Carpet & Rug Maintenance Cleaning Products, Maintenance Equipment and Maintenance Systems be certified through the Carpet & Rug Institute (CRI) Green Label and Seal of Approval Programs.

The products and systems approved by the CRI have undergone rigorous testing to assure that our carpets & rugs will receive the care demanded by our customers and in turn provide the long term performance expected of our products. All maintenance product categories are covered in the testing programs. Failure to use these products will void all warranties.

CRI Green Label/SOA Programs

- Vacuum Cleaners
- Cleaning Agents (Spotters, Pre-Sprays and In-Tank)
 - 100% Wool and 80/20 Wool Blends require a pH of 8.0 or below.
- Interim and Deep Cleaning Equipment
 - Gold or Silver Level
- Deep Cleaning Systems
 - Gold or Silver Level
- Service Providers

Approved products can be found on the CRI website at www.carpet-rug.org. One may also contact the Royal Thai Technical Services Department directly at 800-4332440.

Additionally, all carpet cleaning chemicals must be Woosafe Approved.

Approved products can be found at www.woosafe.org

It is important to understand that while a particular product or system has received the Seal of Approval, there are three levels of certification; GOLD, SILVER and BRONZE. This tiered system may be helpful in selecting the appropriate products for your facility.

Royal Thai requires Silver or Gold certified products, equipment and systems.



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If the services of an outside maintenance source are required, Royal Thai highly recommends that the services of an Institute of Inspection, Cleaning and Restoration Certification (IICRC) Certified Firm, employing IICRC Certified Technicians be utilized for the cleaning and maintenance of our carpets & rugs.

The IICRC maintains a Referral Service at www.iicrc.org or phone 360-693-5675.

12. Carpet and Rug Warranties

Carpet & Rugs which have been surface treated with materials not recommended or approved by Royal Thai, or which has been subjected to abnormal use or conditions or to cleaning agents or maintenance methods not recommended or approved by Royal Thai are not covered under our standard warranties. All carpet & rug maintenance cleaning products, maintenance equipment and maintenance systems must be certified through the Carpet & Rug Institute (CRI) Green Label and Seal of Approval Programs. Approved products are listed on the CRI website at www.carpet-rug.org.

Additionally, all carpet cleaning chemicals must be Woollsafe Approved. Approved products can be found at www.woolsafe.org



Sources

The Carpet and Rug Institute

Wools of New Zealand

IICRC

Honeywell

If there are any questions concerning the care and maintenance of your Royal Thai or rug, please contact the Royal Thai Technical Service Department at 800433-2440 in the US or your local Royal Thai representative.