Maintenance Guidelines for MONDOFLEX II

1. GENERAL

Mondo would like to thank you for purchasing our **MONDOFLEX II** gymnasium and multi-purpose rubber sports flooring. We understand that flooring is an important investment for any facility, and why we recommend a proper maintenance regimen to ensure its long and useful life. Contrary to other types of resilient flooring that can require additional maintenance efforts as they age, you will note that your Mondo rubber flooring gets easier to clean past its initial break-in period.

The following guidelines have been formulated to provide you with basic instructions for the proper maintenance of **MONDOFLEX II**. Depending on fluctuating factors such as traffic, resources and equipment dedicated to maintenance, square footage, application and desired sheen, these guidelines can be personalized to meet individual facility needs and ensure optimal results.

2. INITIAL MAINTENANCE

A minimum of 72 hours after the flooring has been installed, it is recommended to perform initial maintenance on your new sports flooring. This step is essential in removing any leftover residues from the production process, construction/renovation trades, installation and moving crews, etc. **ATTENTION: If your sports flooring has newly painted game lines, it is recommended to wait 30 days after their application before scrubbing.**

A. **Dust mop/vacuum flooring to remove any dust, dirt and debris.**

B. **Perform initial wash as directed below:**

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

2. Always refer to material safety data sheets (MSDS) for proper personal safety requirements before working with any cleaning product.

3. **Use a low RPM autoscrubber (<300 rpms) and ensure a low pressure setting for pad pressure applied.** A green pad is recommended for the initial wash of your rubber flooring (or, if desired, a rotary brush with soft nylon bristles).

4. Dilute neutral cleaner, as per manufacturer instructions, and depending on how soiled the area is. Profi by Taski (Diversey Inc.) is recommended for the initial maintenance of your flooring. See section 6.A for a list of cleaning products. NOTE: Test dilution rate on a small area of the flooring surface in order to measure its efficiency and adjust as needed for desired result.

5. Apply cleaning solution, followed by a dwell time of 5 to 10 minutes, as per manufacturer instructions. **DO NOT let surface dry out.** Rubber can be “grabby” and a wet surface is needed to allow the scrubber to easily move across the surface for a safe and thorough wash. Scrub surface in multiple directions and vacuum up soiled water.

6. Rinse the surface thoroughly with clean fresh water. Repeat rinsing as needed 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 covering and negatively affect its appearance. Residues can also entrap dust and dirt. Allow flooring to dry thoroughly before using.

3. PERIODIC MAINTENANCE

For periodic deep cleaning or restorative washes, please follow the same procedure as indicated above for initial maintenance. NOTE: In some cases you may require the use of a stripper, such as LinoSafe, if too much buildup was allowed to occur or if a particular product was applied on the surface.

4. REGULAR MAINTENANCE

Maintenance performed with an autoscrubber or swing machine will produce better results than traditional moping. However, if you do not possess this type of machinery or if existing furniture and equipment is preventing access to some areas, moping may be your only available option. In such a case, using microfiber mops, ensuring frequent disposal of soiled water and replenishing cleaning solutions, and using separate mops for rinsing are all tips that can improve the outcome of moping. If spot scrubbing is needed, deck brushes with soft nylon bristles can be very useful.

A. **Dust mop/vacuum flooring to remove any dust, dirt and debris.**

B. **Clean liquid spills as they occur.** Be mindful of the fact some highly colored liquids or chemicals, if left in place, can be very challenging to remove if left to dry.

C. **Perform washes at a frequency that is conducive to the facility's use and overall desired appearance; however, please note that Mondo recommends a minimum of once weekly for best results. For daily washes, ensure cleaner is formulated for daily use to avoid buildup, and always respect label requirements.**

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

2. Always refer to material safety data sheets (MSDS) for proper personal safety requirements before working with any cleaning product.

3. **Use a low RPM autoscrubber (<300 rpms) and ensure a low pressure setting for pad pressure applied**. A red pad is recommended for regular care of your rubber flooring (or, if desired, a rotary brush with soft nylon bristles).

4. **Dilute neutral cleaner, as per manufacturer instructions.** See section 6.A for a list of suggested cleaning products. NOTE: Test dilution rate on a small area of the flooring surface in order to measure its efficiency and adjust as needed for desired result.

5. Apply cleaning solution, followed by a dwell time of 5 to 10 minutes, as per manufacturer instructions. **DO NOT let surface dry out.** Rubber can be "grabby" and a wet surface is needed to allow the scrubber to easily move across the surface for a safe and thorough wash. Scrub surface in multiple directions and vacuum soiled water.

6. It is recommended to rinse the surface thoroughly with clean fresh water to remove residues from cleaning solutions. **NOTE: Soap residues can accumulate over time, leave white streaks/marks on the surface of your floor covering and negatively affect its appearance. Residues can also entrap dust and dirt.** However, some cleaners are formulated for daily use and may have a no-rinse formula in which case rinsing is not essential, when used as directed. Monitor, and rinse occasionally as needed to prevent any buildup over time. Allow flooring to dry thoroughly before using.

5. PRECAUTIONARY NOTES AND ADDITIONAL INFORMATION

- **NEVER** use a brown or black scrubbing pad on your sports flooring, because it can damage the material and void your warranty.
- **NEVER** use steel wool or abrasive brushes on your sports flooring, because it can damage the material and void your warranty.
- **NEVER** use solvents, gasoline or turpentine to clean your sports flooring, because it can damage the material and void your warranty.

A. Cleaning Products

If you will be using cleaning products other than those suggested you must perform in-house tests on stock samples or small secluded sections of flooring. Ensure the flooring will not be damaged or suffer from reduced aesthetics, prior to adopting a new cleaning product. If results are unacceptable, discontinue use of cleaning product. Your regular maintenance needs to be performed using a **cleaner with a neutral pH (between 7 and 9).** In addition to precautionary notes above, all chemicals used must be solvent-free, phosphate-free and phenol-free. As a general guideline, never select any kind of chemical or solution with a pH below 2 or above 12. **Respect label requirements for effective use of product.**

Maintenance Solutions from DIVERSEY:

Cleaners	Other
▪ Profi	▪ Virex II 256 Disinfectant
▪ GP Forward	▪ Wiwax Cleaning and Maintenance Emulsion*
▪ J-Works Low Foam Neutral Cleaner 525	▪ Revive Plus SC Rejuvenator*
▪ Stride Citrus Neutral Cleaner	▪ LinoSafe Stripper

*Mondo does not recommend the application of a floor finish to its sports flooring. **A regular maintenance regimen using an autoscrubber is all that is required to care for your MONDOFLEX II rubber surface.** However, some facilities may choose to use a cleaning emulsion that leaves behind a thin protective coat, in order to achieve particular results or to ease maintenance efforts when available staff and equipments are insufficient.

For maintenance <u>without chemicals</u>, consult Tennant on their ec-H_2O^{TM} (electrically converted water) technology to see if it's appropriate for your application.

B. Entrances

The use of walk-off mats, runners and area rugs 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 capable of transferring onto your sports flooring. The result is usually a residual yellowish-brown stain where the mat had been placed. Choose non-staining products. For more details, request a copy of Mondo's bulletin number 11-002.

C. Freestanding Equipment

Prevent water from pooling under or around equipment/furniture which could interact with its feet or base and encourage the formation of rust stains (if applicable). **Rust can permanently stain your sports flooring.** Following the same idea, be mindful of the composition of all caps, glides, etc. you purchase for your equipment/furniture as they may contain black carbon chemicals that could permanently stain your flooring. **Ensure all equipment accessories are non-staining to prevent permanent stains.** For more details, request a copy of Mondo's bulletin number 11-002.

D. Heavy and Rolling Equipment

Facilities that will need to move heavy equipment on or across **MONDOFLEX II** must use extra care to avoid any damage to the flooring. **MONDOFLEX II** has a foam backing that may not be as resistant to heavier dynamic/static loads as traditional rubber backings. Proper precautions should be taken to avoid any damage to the sports flooring that can be caused by heavier equipment such as bleachers, portable equipment, stages, etc. Loads greater than 200 pounds per square inch (PSI) could increase residual indentations. **MONDOFLEX II** is not recommended for use in areas that will be subject to repeated and/or heavy surface impacts, such as designated "free weight" areas in fitness facilities. Ensure proper load distribution of all equipment, making sure each respective item is fitted with the appropriate wheels, feet, caps, etc. With damage prevention in mind, these recommendations serve to prolong the aesthetics of your flooring by impeding visual imperfections such as scratches, indentations, gouges, etc.

Heavy equipment can be moved over a plywood or Masonite bridge to avoid damage. Equipment used or left in place should not exceed the flooring's capacity/tolerance, as expressed above. When it is necessary to rest heavy objects onto the flooring surface, then it should be protected with skid rails, boards or plywood to spread the weight evenly over a given surface, thus eliminate point loading.

E. Utility Vehicles (if applicable)
Utility vehicles should be kept off the sports flooring. 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. Depressions may also occur under heavy loads, in light of its foam backing.

F. Food and Beverages
If possible, do not allow food and beverages onto your sports flooring, as this will help you reduce maintenance efforts. Certain types of food and highly colored drinks, if left in place, could be difficult to remove. For best results, clean up spills immediately as they occur.

G. Spiked Footwear
MONDOFLEX II is NOT formulated to be spike resistant. DO NOT allow use of spikes over this surface.

H. UV
MONDOFLEX II is designed for indoor applications only. DO NOT install outdoors. This product does NOT have the necessary UV formulation for direct sun exposure.

6. CONTACTS

SURFACING MANUFACTURER

Mondo America, Inc.
2655 Francis-Hughes
Laval, QC H7L 3S8
CANADA
www.mondoworldwide.com
Technical Support
1-800-663-8138 CAN
1-800-361-3747 USA

CLEANING SOLUTIONS

Diversey, Inc.
8310 16th Street
P.O. Box 902
Sturtevant, WI 53177-0902 USA
www.diversey.com
Technical Support
1-800-558-2332 ext. 5

EQUIPMENT

Tennant
701 North Lilac Drive
P.O. Box 1452
Minneapolis, MN 55440
www.tennantco.com
Technical Support
1-800-553-8033 ext. 5356*
*Please provide city and state, and request the contact information for your local Tennant Representative.

nora® MAINTENANCE GUIDELINES

►English ►Français ►Español ►Portuguese

nora®
by Interface®

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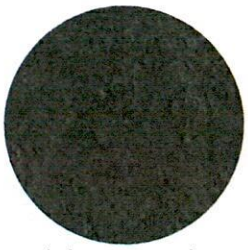
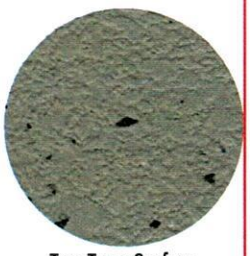
norament® Product Maintenance

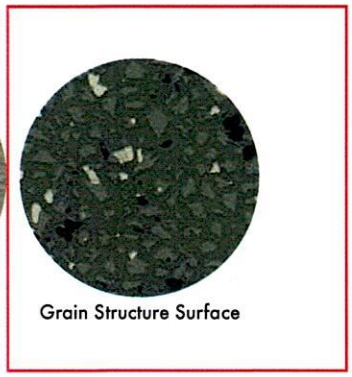
SURFACE PROFILES

Hammered Surface


Relief Structure Surface

Round Pastille Surface


Two-Tone Surface


Grain Structure Surface

GENERAL REMARKS

norament® floor coverings have a production residue. This residue must be removed (see Post-Installation Maintenance) before the flooring is used, otherwise it will attract dust and dirt.

GENERAL PRECAUTIONS

1. Always use "wet floor" signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring's slip-resistant properties.
4. Never use grit brushes or black, brown or any other diamond cleaning pads.
5. Use nora® Pad 0 or 1, or a 3M™ #5000 (light green), #5100 (red) or #5300 (blue) cleaning pad, for all norament® surfaces, unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.
9. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
10. For areas with construction damage, please contact the nora® Technical Department.
11. Follow facilities' Standard Operating Procedures (SOP).
12. For specific written cleaning protocols, please contact the nora Technical Department.

POST-INSTALLATION MAINTENANCE

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® tape adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Remove any adhesive residue and/or spots of foreign material using Windex® or Goof Off® solvent.
3. To remove the production residue and/or nora® liquid wax, wet mop the floor using a high-pH cleaner (12–13pH) solution diluted as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
4. Scrub the floor thoroughly with a floor scrubber using nora Pad 0 or 1, or a 3M™ #5300 (blue) cleaning pad. Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

5. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.
6. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.

DAILY MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using nora Pad 0 or 1, or a 3M™ #5000 (light green), #5100 (red) or #5300 (blue) cleaning pad, with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

PERIODIC MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a neutral cleaner diluted as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using nora Pad 0 or 1, or a 3M™ #5000 (light green) or #5300 (blue) cleaning pad (depending on the amount of soil). Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.
5. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.

ACCEPTABLE PADS

Post installation maintenance	nora® Pad 0, nora® Pad 1, 3M™ #5300 (blue), 3M™ #4100 (white), DoodleBug™ red pad
Daily maintenance	nora® Pad 0, nora® Pad 1, 3M™ #5000 (light green), 3M™ #5100 (red), 3M™ #5300 (blue), DoodleBug™ red pad
Periodic maintenance	nora® Pad 0, nora® Pad 1, 3M™ #5000 (light green), 3M™ #5300 (blue), 3M™ #4100 (white), DoodleBug™ red pad

Note: Never use grit brushes or black, brown or any other diamond cleaning pads.

noraplan® Product Maintenance: Smooth Surface Profiles

SURFACE PROFILES

Smooth Surface

GENERAL REMARKS

noraplan® floor coverings have a natural luster and do not require any artificial coatings.

GENERAL PRECAUTIONS

1. Always use "wet floor" signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring's slip-resistant properties.
4. Never use grit brushes or black, brown or any other diamond cleaning pads.
5. Use a 3M™ #5000 (light green), #5100 (red) or #5300 (blue) cleaning pad (depending on the amount of soil) for all noraplan® surfaces (excluding noraplan lona), unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
9. For areas with construction damage, please contact the nora® Technical Department.
10. Follow facility's Standard Operating Procedures (SOP).
11. For specific written cleaning protocols, please contact the nora Technical Department.

POST-INSTALLATION MAINTENANCE

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® tape adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Wet mop the floor using a neutral cleaner solution diluted as per the manufacturer's mixing instructions.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5000 (light green) or #5100 (red) cleaning pad (depending on the amount of soil). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.

DAILY MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using a 3M™ #5000 (light green) or #5100 (red) cleaning pad with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

PERIODIC MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a neutral cleaner diluted as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5000 (light green) or #5300 (blue) cleaning pad (depending on the amount of soil). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.
5. To increase shine, the floor can be dry buffed using a 3M™ #4100 (white pad).

ACCEPTABLE PADS

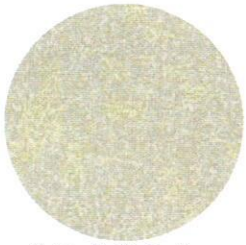
Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Daily maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Periodic maintenance	3M™ #5000 (light green), 3M™ #5300 (blue), 3M™ #4100 (white pad), DoodleBug™ red pad

Note: Never use grit brushes or black, brown or any other diamond cleaning pads.

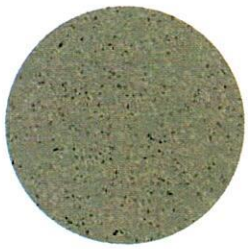
noraplan® Product Maintenance: Contour Surface Profiles

SURFACE PROFILES

Striated Profile Surface



Subtle Profile Surface



Reflection Breaking Surface

GENERAL REMARKS

noraplan® floor coverings have a natural luster and do not require any artificial coatings.

GENERAL PRECAUTIONS

1. Always use "wet floor" signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring's slip-resistant properties.
4. Never use grit brushes or black, brown or any other diamond cleaning pads.
5. Use a 3M™ #5000 (light green) or #5100 (red), depending on the amount of soil, unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
9. For areas with construction damage, please contact the nora® Technical Department.
10. Follow facility's Standard Operating Procedures (SOP).
11. For specific written cleaning protocols, please contact the nora Technical Department.

POST-INSTALLATION MAINTENANCE

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® tape adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Wet mop the floor using a neutral cleaner solution diluted as per the manufacturer's mixing instructions.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5000 (light green) or #5100 (red) for heavier soiled areas. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.

DAILY MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using a 3M™ #5000 (light green) or #5100 (red) cleaning pad with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

PERIODIC MAINTENANCE

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a neutral cleaner diluted as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5000 (light green) or #5100 (red). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.

ACCEPTABLE PADS

Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Daily maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Periodic maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad

Note: Never use grit brushes or black, brown or any other diamond cleaning pads.

#3 Cleaning

ShawContract®

Maintenance Guidelines

Carpet Maintenance Checklist

1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
  - Soil Removal — used at exterior entrances to remove soil from shoes
  - Absorbent mats — used inside to prevent moisture trom getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- Commercial, dual—motor upright, top—loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's TOTALCARE® products for most common spots and spills. (For ordering information call 1.800.257.7429 or contact your representative.) Additional cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum—based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
  - CTI Pro's Choice Red Relief (acid dye stains — colored soft drinks, medicines. etc.)

    CTI Pro's Choice Stain Magic (organic dye stains — coffee, tea, mustard, etc.)

- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

For reference purposes only if printed or downloaded.

5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation — process using CRI SOA cleaning agents and a dual—cylindrical counter—rotating brush machine for agitation.
  - Always pre—vacuum.
  - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors — use CRI approved cleaning agents, be sure to operate at lowest speed.
- **NOTE:** Bonnet cleaning is **NOT** recommended!

6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
  - Always pre—vacuum.
  - Apply an approved pre—spray cleaning agent in the CRI (SOA) Program.
  - Agitate with mechanical brush and allow 10 minutes dwell time.
  - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
  - Truck mount units maintain higher pressure and temperature
  - High Flow Extractors
  - Portable box and wand — minimum 200 psi and approximalely 1 gallon of water flow per minute.
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

7. WOOL / WOOL BLEND

- Wool is a natural fiber, some shedding may initially occur as fibers work their way out of the product until loose. Loose fibers can easily be trimmed even with the pile.
- Indentions from furniture can be easily steamed out of wool products.
- Vacuum regularly without the use of beater bar.
- Blot (do not rub) spills with moist white cloth using cold water. Cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)

8. RESOURCES

- Shaw's Technical Support web—based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPIvybF4GS2XOHTVtGL_soZZ_Ni0hyr9D
- For Technical assistance or maintenance related questions contact Shaw Contract at 1.800.257.7429.

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

For reference purposes only if printed or downloaded.

Maintenance Guidelines

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
Light • Private offices • Cubicles	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 customized 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.

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