

Maintenance Instructions

Flooring Products

MAINTENANCE INSTRUCTIONS GENERAL

- 1.1 Chilewich Contract flooring is a woven vinyl fabric bonded to commercial grade backing intended for residential and commercial flooring markets. The unique vinyl fibers of Chilewich Contract are very durable and resistant to most household and commercial cleaning chemicals. With routine maintenance and prompt attention to spills and stains, along with periodic cleaning, Chilewich Contract will provide a long, useful life.
- 1.2 The surface of Chilewich Contract flooring is a woven fabric. The three dimensional surface is best cleaned as if cleaning piled floor covering and not a flat or solid surface. Textured surfaces are best maintained when adequate brushing, combined with an effective vacuum and or extraction, are incorporated in the cleaning methods.
- 1.3 The frequency of routine maintenance will depend on the location within an installation, the level of soils, and the amount of traffic it sees every day. This schedule can best be established through consultation between the owner/user, the flooring cleaning professional and Chilewich. This plan should include both the equipment and the methods for routine vacuuming and periodic cleaning.
- 1.4 Avoid the use of solvents like acetone, and Pine-Sol® cleaner as they may damage the flooring.
- 1.5 Do not incorporate wet mopping as part of a spot cleaning or maintenance program. Mopping allows water to transport soils and stains deep into the fabric making them more difficult to remove.
- 1.6 Sealer, waxes, stain repellents, and other topical applications, whether offered professionally or self-applied, do not offer added stain- or soil-resistance and should not be used unless it has been specifically recommended by Chilewich.
- 1.7 It is recommended that a walk-off mat be used to reduce the tracking of soils and other foot-borne contaminants into the space with Chilewich Contract flooring.
- 1.8 Castors that work best with Chilewich flooring are those with wide surface area made for hard surface flooring. As with any soft floor covering, the use of chair pads offers added protection to the seams and joints.
- 1.9 Avoid use of rubber castors, rubber furniture pads and other rubber cushion products that come in direct contact with the flooring. Direct contact between natural rubber and Chilewich Contract fabrics will interact resulting in discoloration of the flooring.
- 1.10 Use hard surface furniture glides made of plastic or metal with rounded edges, free from sharp/rough edges and of sufficient size to distribute the weight of furniture.
- 1.11 Do not use Acetone, Pine-Sol, or citrus-based cleaners as they can damage or discolor the Chilewich products.

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- 2.1 Routine Maintenance: The most efficient way to remove particulate soils from the woven surface of Chilewich Contract flooring is the use of a vacuum with good suction. Upright brush units should make good contact with the floor to loosen soils in the fabric, brush out scuff marks and extract soils. To achieve best results from your vacuum, follow the instructions from The Carpet and Rug Institute (CRI):
- A quick once-over doesn't do much to remove visible soils. Slow, steady and repeated passes over the flooring best removed soils from the weave.
 - Do not ignore corners, crevices and hard to reach spots where dust builds up.
 - Replace the bag or empty the container when they are half to two thirds full. Always give the vacuum a quick inspection to insure the power brush and suction work properly prior to use
- 2.11 Vacuums with good soil extraction ratings are listed on Carpet and Rug Institute's (CRI) web site. Use Gold rated units which offer the highest level of soil removal.
<http://www.carpet-rug.org/certified-vacuum.html>
- 2.20 Spot Cleaning: Even with adequate vacuuming, stains and spots will occur. Chilewich Contract products are not stain proof. The stain resistance provided by Chilewich Contract is most effective when stains are blotted and cleaned promptly, avoiding lasting stains.
- 2.21 Cleaning spots can best be handled in three steps. Initially the larger portion of the spill should be removed. One should be careful not to place too much pressure that could spread the stain.
- Watery spill should be blotted with a clean cloth or paper towels to remove.
 - Thick jelly-like substances should be removed with a spoon or blunt scraper before blotting.
 - Solids should be scraped using a blunt scraper, brushed with a medium-bristle brush to loosen the embedded material and vacuumed to remove the solid particles.
 - Semi solids (soft foods, mud, etc.) should be allowed to dry, then aggressively brushed with a medium-bristle brush and vacuumed away.
- 2.22 Once the larger part of the spill has been removed, the remainder can be treated and removed using a general spot cleaner or one noted in Table A for tough stains. A number of general spot cleaners have been found to work well with Chilewich Contract.
- Spot Shot® aerosol, which can be found in many grocery and home improvement stores, is an effective spot cleaner. Spot Shot® can be sprayed directly on the spill, worked in with a brush, allowed to work for 1 to 2 minutes and blotted away. Once the stain is removed, flush the area with clean water and blot to remove as much water as possible.
 - Chem-Dry® Spot Remover and Carpet Stain Extinguisher also offer good general purpose spot cleaning. These products can be applied directly to the spill, worked in with a brush, allowed to remain on the flooring for 1 to 2 minutes and wiped away. Flush the area with clean water and blot up as much water as possible.
 - Clorox® Clean Up® can also be used and applied directly to the spill. Allow the product to remain on the flooring for 3-5 minutes, brush in to loosen any solids, wipe away, flush with water and blot excessive water. For complete oxidation of the stain, exposure times may need to be longer to insure the stain and colorant from the stains are eliminated. Depending on the age and severity of the stain, these products may need multiple treatments to achieve the best stain removal. In general, if the stain is not removed initially,

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- Always use clean water to flush the stain-treated area to remove both stain and cleaning agent from the flooring. Once the blot is complete, it is often a good idea to place folded white paper towels on the wet area and place a weight on top to insure good contact. As material dries, the liquid/water wicks to the surface bringing with it the stain that was not blotted away and could be left on the surface. The weighted blot absorbs the wicking water and stain taking it away from the surface.

2.23 Stain Chart is provided as a supplement to these instructions see page 5.

SCHEDULED CLEANING

2.3 The best cleaning is accomplished using Hot Water Extraction with mechanical agitation. These should incorporate aggressive brushing and strong extraction to clean deep in the woven flooring.

2.31 Modest-sized commercial and residential spaces can be cleaned using carpet shampooing equipment which incorporates both good brushing and liquid extraction. This method uses water, cleaner and rotary scrub brushes to aggressively emulsify and mechanically loosen soil and dirt. Systems found by CRI to offer good cleaning are noted on their web site's Seal of Approval list: <http://www.carpet-rug.org/certified-deep-cleaning-extractors.html>

Examples of equipment found to offer good extraction and brushing available for purchase are Rug Doctor® Deep Carpet Cleaner or Mighty Pro® X3 and Bissell® Big Green Deep Cleaning Machine®. In addition, rental systems (based on the Mighty Pro® X3 and Big Green Deep Cleaning Machine® design) are a good option if owning a cleaner is not practical. Make sure the rental, either Bissell® or Rug Doctor®, is in good operational order for brushing and water extraction. Follow the manufacturer's instruction for use.

SMALLER CAPACITY CLEANING MACHINES

Rug Doctor® Deep Carpet Cleaner: www.rugdoctor.com
Bissell® ProHeat 2X®: www.bissell.com

LARGER CAPACITY CLEANING MACHINES

Rug Doctor Mighty Pro® X3: www.rugdoctor.com
Bissell Big Green Deep Cleaning Machine®: www.bissell.com

2.32 Larger installations and areas that required frequent wet cleaning can best be managed using an auto-scrubber. Auto-scrubbers used on Chilewich Contract should incorporate a cylindrical rotating brush along with good extraction suction. When using this larger area system, engage the brushes making sure there is good contact between the flooring and the vacuum, and set the automatic solution dispenser to medium. Follow the manufacturer's instruction for both the equipment and cleaning chemistry to be used. Chemistries, as noted below in 2.33, should work well for Chilewich Contract flooring. It is strongly recommended that the final step in the cleaning process be to rinse using water only to remove residual cleaning chemistries that may increase the re-soiling rate.

2.33 Good cleaning combines the effectiveness of the equipment with a good cleaning shampoo designed to emulsify and lift soils from the weave while being easily removed from the flooring to prevent rapid re-soiling. Select a chemical from those certified by CRI in their Seal of Approval program for chemicals. A list of these can be found on their web site: <http://www.carpet-rug.org/certified-cleaning-solutions.html>

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- 2.34 Professional Cleaning Services that offer Hot Water Extraction or the Von Schrader® foam cleaning method, which incorporates cylindrical rotating brushes, will effectively clean Chilewich Contract. Interior Preservation Inc. (IPI) is an approved maintenance provider with a nationwide network of service locations. Contact Tony Doria, 1 (800) 820-0008 extension 109, for a local provider: <http://www.interiorpreservation.com/contact/>
- 2.35 Where the flooring has become very soiled, especially with embedded soils, the following restorative cleaning method is recommended:
- Use a counter-rotating cylindrical brush (CRB) unit to loosen solid soils and embedded soils.
 - Vacuum the floor using multiple passes to remove as much particulate material as possible.
 - Treat spots and stains with appropriate spot cleaner.
 - Pre-treat/spray the flooring with the shampoo/cleaning chemical.
 - Agitate/scrub the shampoo into the weave using the CRB.
 - Give the cleaning shampoo/chemistry time to emulsify the soils (5-10 minutes)
 - Extract with clean water to dilute the chemistry/soils.
- 2.36 Cleaning Systems NOT recommended for Chilewich Contract:
- Dry powder cleaning system: Host®, Capture are examples
 - Encapsulation system: Whittaker® Crystal®, Pro Caps are examples.
- 4.0 Typical Maintenance Schedule: Cleaning program for commercial and institutional installations should consist of daily or regular vacuuming to remove soil particles, daily spot cleaning, and periodic comprehensive cleaning. The frequency of the comprehensive cleaning depends upon the use and should be determined in consultation with maintenance professionals and/or Chilewich. Schedules established should address soiling before the flooring appears "dirty".
- A. Vacuuming: Based on soiling rates: in most areas daily vacuuming is suggested for high traffic areas. See paragraph 2.1 above.
- B. Stains: As daily maintenance is completed, any stain noted should be spot cleaned immediately for best results. The use of a general stain treatment is a good start, however, if a stain is present that is known to be hard to remove, use a chemistry identified to best treat that stain.
- C. Periodic Comprehensive Cleaning: Schedule should be based on cleaning needs and undertaken at the first signs of soil build up that is not removed by vacuuming and spot cleaning. There are several methods that work well, Section 2.30-2.2.36

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Cleaning Methods for Spills and Stains

SPILL OR STAIN	CLEANING METHOD	PREFERRED PRODUCT
Shoe Heel Marks	<ul style="list-style-type: none">• Mild soap and water or stain cleaner (Spot Shot®), apply with brush or sponge, rinse and blot dry. Should polish be transferred, use alcohol- based hand sanitizer in place of the stain cleaner.• Apply directly to the flooring, allow the cleaner to soften the residue before brushing and blotting the area to remove the cleaner and dissolved stain.	Alcohol-based hand sanitizer, Spot Shot® carpet stain remover, or ChemDry® grease and oil remover
Blood, Chocolate, Ketchup, White Glue, Egg, Ice Cream, Butter, Cream, Milk	<ul style="list-style-type: none">• Remove excess solid residue with a blunt scraper, spoon or brush (if completely dry). Apply aerosol Spot Shot® and scrub with medium-bristle brush after 1-2 minutes of dwell time.• Rinse and blot with white paper towels. Spot Shot® or general spot cleaner can be substituted with water and mild detergent.	Spot Shot® stain remover, ChemDry® spot remover, or ChemDry® grease and oil remover
Berries, Fruit Juice, Wine, Beer, Tea, Soft Drink	<ul style="list-style-type: none">• Remove excess solid residue with a blunt scraper, spoon or brush (if completely dry). Apply aerosol Spot Shot® and scrub with medium- bristle brush after 1-2 minutes of dwell time.• Rinse and blot with white paper towels. Any residual stain can be treated with chlorine bleach-based kitchen disinfectant.	Spot Shot® ChemDry® spot remover ChemDry® stain extinguisher
Excrement, Urine, Vomit	<ul style="list-style-type: none">• Scrape or absorb excess residue from flooring. Apply cleaning solution of a mild detergent with warm water and 1 part chlorine bleach to 10 parts water and allow to dwell 1-5 minutes.• Scrub the area with a medium-bristle brush, rinse with water and blot dry or extract, if possible. Repeat as needed.	Mild dish detergent followed by chlorine bleach
Shoe Polish, Asphalt, Grease, Oil	<ul style="list-style-type: none">• Scrape or absorb excess residue from flooring. Clean with mild soap, water using a brush to scrub. Brush into the stain and avoid spreading the material. Use general stain remover or degreaser stain remover.• Apply directly to the flooring, allow the cleaner to soften the residue before brushing and blotting the area to remove the cleaner and dissolved stain.	Greased-Lightning®, ChemDry® grease and oil remover, Spot Shot®

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Cleaning Methods for Spills and Stains

SPILL OR STAIN	CLEANING METHOD	PREFERRED PRODUCT
Lip Stick, Nail Polish, Mascara, Markers, Crayons	<ul style="list-style-type: none">Scrape excessive residue. <p>Method 1: Apply spot cleaner for oily stains and blot until little comes off, then reapply cleaner and brush being careful not to spread the stain.</p> <p>Method 2: Use alcohol-based hand sanitizer on the stain, allow to dwell at least a minute, but not to dry, then blot. Rinse with warm water and blot dry.</p> <p>Method 3: Apply Goof Off® or mineral spirits to a cloth and rub the affected area. Once removed, rinse with water and blot dry.</p>	Greased-Lighting® ChemDry® grease and oil remover Spot Shot® Alcohol-based hand sanitizer
Mercurochrome, Betadine	<ul style="list-style-type: none">Spray area with general spot cleaner (aerosol work best) and allow the spot remover to be in contact with the stain for 1-2 minutes. Blot with white paper towel, repeat the procedure until no color transfers to the towels.Apply white towels on the spot with a weighted object for good contact and let dry. If discoloration remains, treat the area with a 1:10 dilute solution of household bleach or bleach clean up product, allow to dwell at least 15 minutes before water rinse to remove the bleach, then blot dry.	Spot Shot® stain remover ChemDry® spot remover Clorox® Clean-Up®
Chewing Gum	<ul style="list-style-type: none">Remove excessive residue without damaging the flooring. Freeze the gum using liquid or compressed air or a cold pack.Break away the gum from the surface and remove or vacuum. Clean the area with mild soap and detergent.	Compressed air Frozen cold pack
Rust	<ul style="list-style-type: none">Wipe area with a cloth or medium-bristle brush to remove surface rust, then vacuum. Clean with rust removal products or reducing agents to eliminate the stain. These products should not be sprayed or applied directly on the flooring, but applied to a cloth first and then rubbed into the affected surface.Once applied, you may need to brush the rust away to remove it from the weave. Always give the area a thorough clean water rinse to remove residual cleaners.	Lime-A-Way® CRL Calcium Lime Rust remover Goof Off® Rust Remover

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Cleaning Methods for Spills and Stains

SPILL OR STAIN	CLEANING METHOD	PREFERRED PRODUCT
Candle Wax, Paraffin	<ul style="list-style-type: none">• Cool/Freeze wax using compressed air or cold pack. Scrape with a spoon and or medium-bristle brush to break the material free from the flooring and vacuum solids.• Apply a gel solvent for flooring or oily stain spot cleaner. Brush and wipe away with a clean cloth. Should residue remain, cover with paper or a cloth and press with a low heat iron. Heat should promote the transfer of wax to the paper or cloth. Monitor to insure the heat does not damage the flooring. Repeat as necessary.	Mild dish detergent followed by chlorine bleach
Adhesive, Seam Sealer	<ul style="list-style-type: none">• Adhesive can be best removed from flooring before it is dry and becomes adhered to the surface, clean up with wet cloth.• Dry adhesive is difficult to remove, sometimes impossible.• Large deposits should be scrapped away with a spoon or similar dull instrument. In some cases liquid air may be helpful in making the adhesive less sticky and easier to remove or chip away.• Solvent can be used to remove more of the adhesive but these SHOULD NOT BE APPLIED DIRECTLY TO THE SURFACE. Apply to a cloth and gently rub the surface of the adhesive. A medium or soft bristle brush can be used to help the solvent work on the adhesive.• Repeat with a clean cloth and wipe away as much adhesive as possible. Once the adhesive is removed, clean with a mild detergent and water, rinse and blot dry.	Lime-A-Way® CRL Calcium Lime Rust Remover Goof Off® Rust Remover