



## Commercial Maintenance & Care Guide



**ARTISAN**<sup>®</sup>  
HOSPITALITY DESIGN GROUP

# PREVENTIVE MAINTENANCE

## Entry Points

Almost all dry dirt or soil is brought from outside the facility. To help reduce this from occurring, we recommend proper walk off material be installed to capture and hold large amounts of dry soil. The walk area should also absorb water or moisture.

We recommend that 6 to 8 footsteps of walk material should be installed. This area would be an estimated 12-15 feet.

Mats and rugs should be used in front of high traffic areas such as vending machine, fountains, ice machines, and coolers.

All entry points and mats/rugs should be vacuumed daily to ensure removal of dirt and moisture. This daily maintenance is the key to reducing the amount of soil brought in your facility.

Another key is ground maintenance. Keeping side walk, parking areas, pool, etc. swept clean is vital to help with the reduction of entry point soiling.

## Vacuuming



For correct vacuum selection visit The Carpet and Rug Institute website for independent recommendations. [www.carpet-rug.org](http://www.carpet-rug.org).

Soiling will occur if vacuuming isn't used on a regular and basis.

First step is to identify your traffic patterns. Locate the high, medium and low areas in your facility. Heavy traffic areas should receive a daily vacuum. Medium traffic should be at least 3 times a week. Low traffic areas should be vacuumed weekly.

It is important to continue to check your traffic areas for changes in the carpet performance and adjust your vacuuming maintenance accordingly.

Equipment maintaince is vital to help reduce soiling during the vacuum process.

Check belts on a regular basis as they have a tendency to stretch. A loose belt means that the roller brush is not turning at the proper speed.

Bags are the most important item to maintain. Vacuum's lose suction as the bag gets full and can have almost complete suction lose if the bag is too full. The lose of suction reduces the amount of dry dirt pick up. Bags should be replaced when they are 3/4 full to maintain proper suction.

The roller brush should be cleaned regular to allow proper carpet fiber contact during the vacuuming process.

# Spot and Spill Cleaning

## Spot Cleaning

Time is of the essence. Treat the area as soon as you see the spill.

First scoop as much of the spill up as possible using a spoon or another device to gather the liquid or material.

Next, blotting the spot with a white cloth or paper towel. Blot as much of the spill up as possible. DO NOT rub, scrub, or brush the area(s). Use a wet/dry vacuum for large spills.

Finally use a CRI approved spot remover ([www.carpet-rug.org](http://www.carpet-rug.org)) and follow the manufacturer's recommended cleaning procedures.

Never use a cleaner with a PH of 10 or higher and always test cleaners in a non-visible area before use.

Contact an IICRC professional cleaner [www.iicrc.org](http://www.iicrc.org) if spot cannot be removed.

We recommend that you have your carpet professionally hot water extracted by an IICRC certified firm [www.iicrc.org](http://www.iicrc.org). Hot water extraction not only removes oily, sticky soil that cling to the carpet fibers but also helps to refresh the texture of your carpet by helping the fibers to remember their twist.

Make sure to have as much moisture removed as possible. Use air movers to enhance the drying process and allow 4 hours of drying time before traffic is allowed on the carpet.

Heavy traffic areas should be cleaned 6-7 times a year. Moderate traffic areas should have hot water extraction every 4-5 times a year. Light areas should be treated 1 or 2 times a year.

Remember to never use chlorinated or quaternary cleaning solutions. Never use an oil base de-foamer. Make sure water temperature during hot water extraction does not exceed 160 degrees. All cleaning products should be low pH and not exceed a 10 pH level.



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