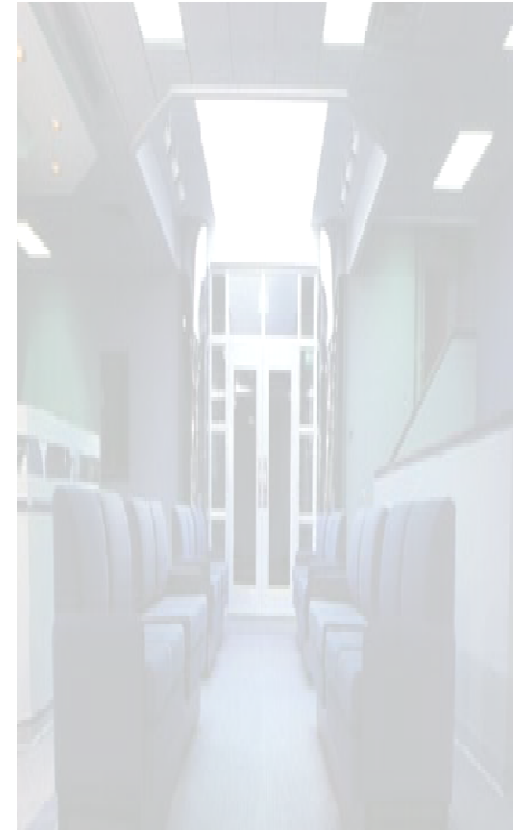




**PROFESSIONAL  
CARPET CARE  
TRAINING**

**MODULES 1 - 3**



# **Carpet Care Training Module 1**



## **Introduction And Review Of:**

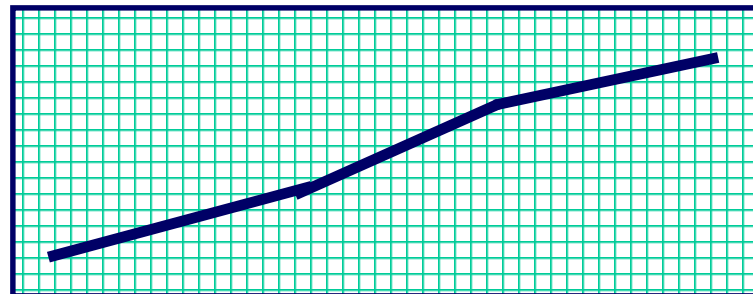
- *Industry Background*
- *Carpet Construction*



# THE CARPET INDUSTRY IS GROWING

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- 👉 Carpet Accounts For More New Floor Covering Installations Than Tile.
- 👉 Tile Floor Maintenance Accounts For 20% Of Staff Man-hours.
- 👉 Carpet Maintenance Now Accounts For 13% Of Staff Man-hours.



Number of Carpet installations



# ***FILAMENT SOURCES (FIBERS)***

---

## **Natural**

- 👉 **Animal (Protein) Wool**
  - 👉 Most Durable.
  - 👉 Finest Of All Fibers.
  - 👉 Very Absorbent (Will Stain)
  - 👉 Temp. No More Than 110 Degree.
  - 👉 Don't Over-Wet.

## **Fifth Generation Nylon**

- 👉 **Synthetic (Nylon)**
  - 👉 Acid Dye Resisters Will Pack Dye Sites With Colorless Dye.
  - 👉 Not Warranted Against Red Or Yellow Dyes. (Red Soda Pop & Mustard)
  - 👉 Warranties Void By Incorrect Cleaning.

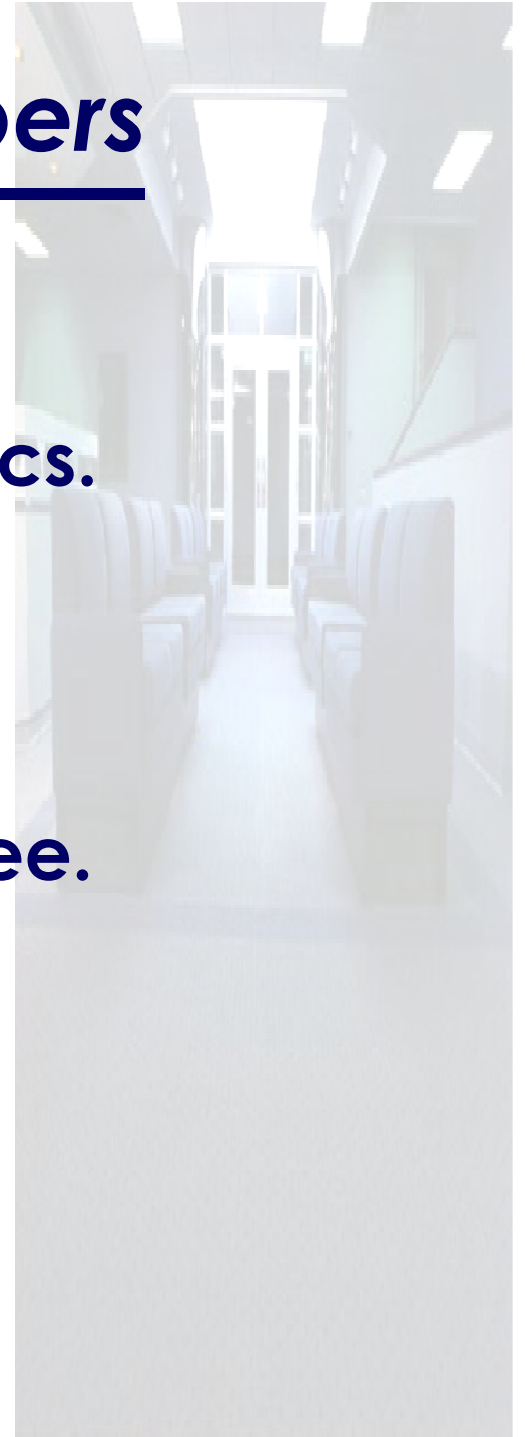


# ***Other Commercial Carpet Fibers***

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## **☞ Polypropylene (Olefin)**

- ☞ Least Absorbent Of All Synthetics.**
- ☞ Loves Oil.**
- ☞ Must Be Solution Dyed.**
- ☞ Low Resilience.**
- ☞ Reacts To Temp. 160-170 Degree.**
- ☞ Wicking A Problem.**
- ☞ It Floats.**



# ***HOW TO IDENTIFY QUALITY CARPET***

---

- ☞ **Tufts Per Inch - 6-12 Gage (10=Institutional)**
- ☞ **Pull Weight = How Much It Takes To Pull Out A Tuft. - 14-20 lbs.. (18=Institutional)**
- ☞ **How Many Ounces Per Yard. Gage - 20-50  
Use 45 + Gage For Institutional**
- ☞ **Can Use Scratch Test**
  - ☞ **Easy To See Backing = 6 Gage (Poor Grade)**
  - ☞ **Takes Time To See Backing = 8-9 Gage (Good Grade)**
  - ☞ **Very Hard To See Backing = 10 + (Very Good Grade)**

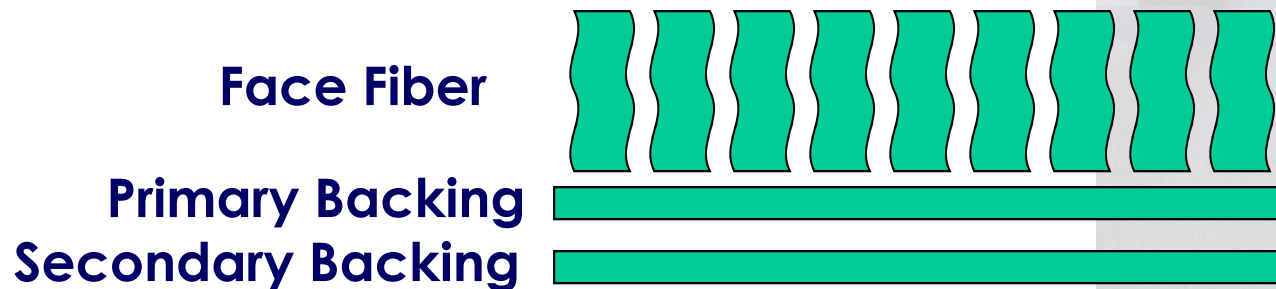


# CARPET CONSTRUCTION

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**Most Carpets Have Three Layers:**

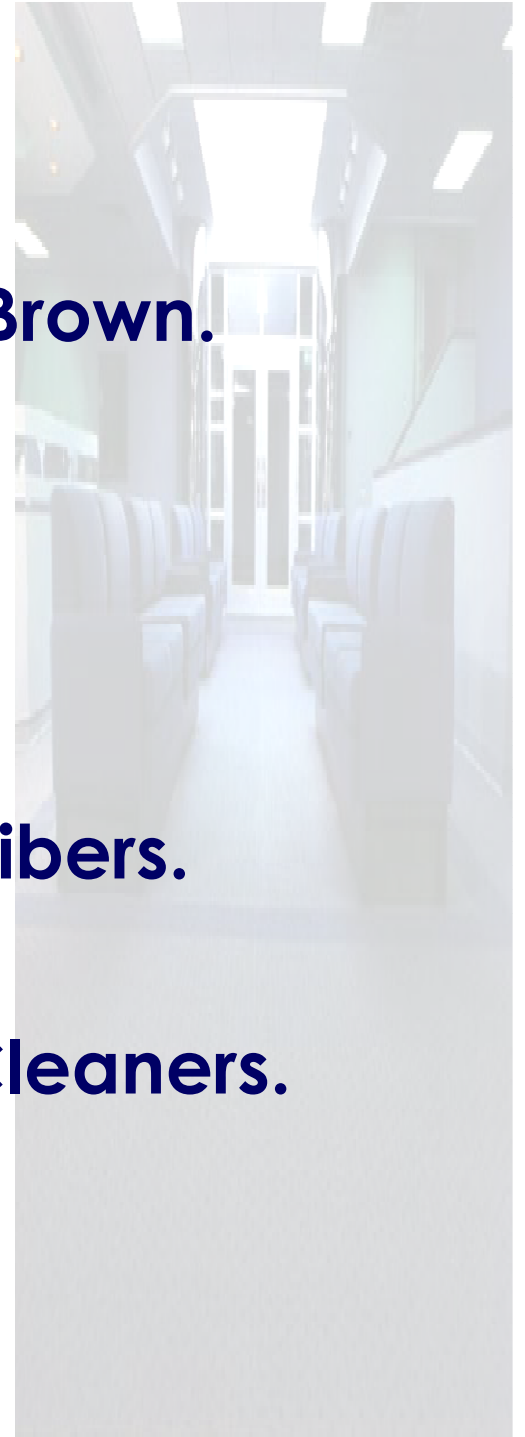
- ☞ The Face Fiber (Carpet Pile).**
- ☞ The Primary Backing. (Holds Face Fibers)**
- ☞ The Secondary Backing - For Dimensional Stability.**



# ***CUSHION TYPES***

---

- ☞ **Hair/Jute - Smells When Wet & Will Brown.**
- ☞ **Rubber Waffle - Will Soak Up Spills.**
- ☞ **Densified Urethane.**
  - ☞ **1/4" - Too Hard.**
  - ☞ **1/2" - Best.**
  - ☞ **3/4" - Too soft & Will Wear Face Fibers.**
- ☞ **Attached Cushion.**
  - ☞ **Caution When Using Solvents & Cleaners.**





# PRINCIPALS OF “T.A.C.T.”


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## T.A.C.T.

 **T**ime - Dwell Time.

 **A**ction - Mechanical Action.

 **C**oncentration - Dilution Rate.

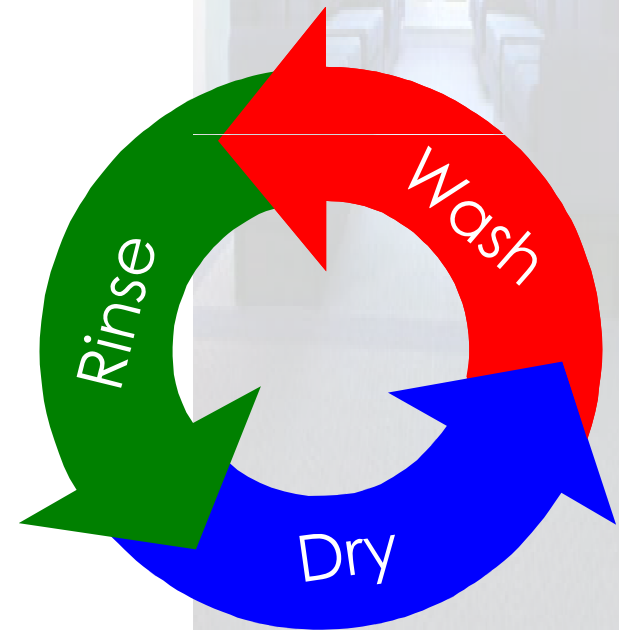
 **T**emperature - For Every 18 Degrees Over 118 Degrees You Increase The Temperature Of The Cleaning Solution, You Double The Cleaning Strength.



# THE CLEANING CYCLE

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- ☞ Wash - Use T.A.C.T..
- ☞ Rinse - Removes Detergents & Soil.
- ☞ Dry - Factors Of Dry Time Are:
  - ☞ Air Movement.
  - ☞ Air Temperature.
  - ☞ Relative Humidity.
  - ☞ Use Of Extra Equipment.
    - ☞ Air Conditioning Or Dehumidifiers.



# PREVENTIVE MAINTENANCE

## ☞ Vacuum Often

### ☞ Carpet Soil Make-Up.

☞ 80% From Foot Traffic.

☞ 15% Airborne.

☞ 5% Other.

☞ \$500 To Remove One Pound Of Soil.

## ☞ Walk Off Mats

☞ Six Steps Will Clean Shoes.

☞ Six Steps = A 12 Foot Mat.

☞ Clean Mats A Min. Once Per Week.

## ☞ Remove Spots Often



**Myers**  
Chemical

# Carpet Care Training Module 2



## Introduction And

## Review Of:

- **DISCOVERY Product Selection**



**DISCOVERY PRODUCTS  
SHARE THE FOLLOWING  
VALUE-ADDED BENEFITS:**

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- Neutral pH Based formulations
- Universal FRESH fragrance
- Free of harsh solvents (such as Butyl Cellusolv)
- Fortified with malodor counteractants
- Cleaners & Shampoos are enhanced with  
Optical Brighteners
- Spot remover / deodorizer contains synergized  
multi-strain bacteria for removal of organic odors



# DISCOVERY CARPET CARE PROGRAM

<b>PRODUCT</b>	<b>Ph (concentrate)</b>	<b>FRAGRANCE</b>	<b>COLOR</b>	<b>Odor Counteragents</b>	<b>PRODUCT TYPE</b>	<b>OTHER PRODUCT FEATURES</b>
<b>SPOT PRO</b>	9.6	GIANE	CLEAR	YES	SOLVENT SPOT REMOVER	Use as carpet spotter or as pre-spray; for all spots, especially grease, & oil
<b>PAC ATTACK</b>	8.5	GIANE	CLEAR	YES	BIO-ENZYMATIC SPOT REMOVER	Best for organic spots such as food or pet stains
<b>DOUBLE KLEEN</b>	9.2	GIANE	CLEAR	YES	BONNET CLEANER	Contains solvents & detergents to transfer soils from carpet to bonnet pad
<b>BROWN X</b>	3.0	GIANE	CLEAR	YES	CARPET RINCE	Neutralizes detergent left in carpet fibers
<b>XTRA KLEEN</b>	9.2	GIANE	CLEAR	YES	EXTRACTION CONCENTRATE	Lifts soil from carpet with no residue.
<b>SANI-KLEEN</b>	12.7	GIANE	CLEAR	YES	QUATERNARY SANITIZING BONNET / EXTRACTION CLEANER	Cleans and controls growth of odor causing bacteria. Ideal for healthcare.
<b>NO FOAM</b>	█	NONE	MILKY WHITE	█	SILICONE BASED DEFOAMER	Reduces foam created in tank
<b>e.LOGICAL</b>	3.5	CITRUS	CLEAR	YES	BONNET / EXTRACTION CLEANER	
<b>Go2</b>						
<b>Results</b>	6	CITRUS	CLEAR	YES	CARPET SPOTTER	

# Spot Pro

## Description

A water based, ready to use pre-spray & carpet spot cleaner designed for safely maintaining 5th Generation stain resistant carpets and other types of carpeting. It utilizes built-in MCA™ odor counteractants and leaves behind a ULTRA fresh scent. It rapidly penetrates oil, grease and dry soils and releases them onto the brush or cloth. Formulated with non-butyl water soluble solvents.

## Product Features & Benefits

Utilizes soil releasing agents / Releases soils onto brush or cloth  
Contains non-butyl water soluble solvents / Rapidly penetrates grease and oil spots  
Dual use product / Can be used as a spot remover & carpet pre-spray  
Truly modifies unpleasant odors and leaves behind a fresh cosmetic scent  
Neutral pH base and does not contain anti-static agents, defoamers or carpet protectors /  
Safe for 5th Generation stain resistant

## Specifications

PH: 9.6  
ODOR: ULTRA FRESH  
COLOR: CLEAR  
DILUTION: RTU  
PACK: 12/1 QT



# **Pac Attack**

## **Description**

**Multi-functional maintenance product designed for odor control, drain maintenance, carpet spotting, bathroom cleaning, septic tank maintenance and waste water treatment. Contains our long lasting odor counteractant with pleasant fragrance.**

## **Product Features & Benefits**

**Environmentally Safe / Will not harm plants, marine or animal life**  
**Multiple Uses / Used for controlling odors, stain removal and liquifying of greases** **Multiple**  
**Strain Bacterial System** **Improves**  
**performance in Aerobic & Anaerobic conditions and resistant to hot water** **Higher**  
**concentration of bacteria** **Multiplies**  
**rapidly and works faster than conventional products** **Utilizes**  
**stabilized natural enzymes / A natural solution to cleaning and deodorizing**

## **Specifications**

**PH: 7.5**  
**ODOR: PLEASANT**  
**COLOR: OPAQUE WHITE**  
**DILUTION: RTU**  
**PACK: 12/1 QT , 1/4 GL**





# **Double Kleen**

## **Description**

**A highly concentrated bonnet & traffic lane cleaner designed for safely maintaining 5th Generation stain resistant carpets and other types of carpeting. It utilizes built-in MCA™ odor counteractants and leaves behind a ULTRA fresh scent. It rapidly penetrates oil, grease and dry soils and releases them onto the bonnet. Formulated with optical brighteners and non butyl water soluble solvents.**

## **Product Features & Benefits**

**Neutral pH base / Safe for 5th Generation stain resistant carpeting  
Contains odor counteractant and fragrance enhancers / Leaves fresh cosmetic scent  
Contains optical brighteners / Enhances the color of the carpet  
Utilizes soil releasing agents / Releases soils onto bonnet  
Contains non-butyl water soluble solvents / Rapidly penetrates oil, grease and dry soils**

## **Specifications**

**PH: 5.6  
ODOR: ULTRA FRESH  
COLOR: CLEAR  
DILUTION: 4 to 16oz Per GL of Water  
PACK: 4/1 GL**



## **Description**

**Designed to remove troublesome tannin stains such as coffee, tea & urine. Also removes browning from shampoo residue on carpeting. Safe and effective for use on most types of carpeting. Contains our exclusive ULTRA fresh fragrance.**

## **Product Features & Benefits**

**Dual use product / Can be used as a carpet spotter as well as a debrowning agent**

**Utilizes soil releasing agents / Releases soils onto brush or cloth**

**Does not contain anti-static agents, defoamers or carpet protectants**

**Safe for 5th Generation stain resistant carpeting**

**Contains odor counteractant & fragrance enhanced**

**Truly modifies unpleasant odors & leaves behind a fresh cosmetic scent**

## **Specifications**

**PH: 5.6**

**ODOR: ULTRA FRESH**

**COLOR: CLEAR**

**DILUTION: 4 oz Per GL of Water**

**PACK: 4/1 GL**



# ***Xtra Kleen***

## **Description**

**A highly concentrated carpet extraction cleaner designed for safely maintaining 5th Generation stain resistant carpets and other types of carpeting. It utilizes built-in MCA™ odor counteractants and leaves behind a ULTRA fresh scent. Also contains anti-resoiling agents and optical brighteners**

## **Product Features & Benefits**

**Contains sequestering agents / Combats adverse effects of hard water  
Utilizes specialized low foaming anionic surfactants / Does not require a defoamer  
Contains optical brighteners / Enhances the color of the carpet  
Neutral pH base / Safe for 5th Generation stain resistant carpeting  
Contains odor counteractant and fragrance enhancers / Leaves fresh cosmetic scent**

## **Specifications**

**PH: 9.2  
ODOR: ULTRA FRESH  
COLOR: CLEAR  
DILUTION: 1 to 2 oz Per GL of Water  
PACK: 4/1 GL**



# ***Sani Kleen***

## **Description**

**Utilizing “twin chain” quaternary ammonium compounds, this carpet sanitizer can be used as an extraction and bonnet carpet cleaner that reduces and controls growth of odor causing bacteria. Odor counteractants and fragrance enhancers control odors from smoke, mildew and food.**

## **Product Features & Benefits**

**Sanitizes carpeting  
Contains "twin chain" quaternary ammonium compounds  
Contains odor counteractant and fragrance enhancer  
Truly modifies unpleasant odors and leaves behind a fresh cosmetic scent  
Formulated with special detergents  
Resists resoiling**

## **Specifications**

**PH: 12.7  
ODOR: ULTRA FRESH  
COLOR: CLEAR  
DILUTION: 2 to 4 oz Per GL of Water  
PACK: 4/1 GL**



# Carpet Care Training Module 3



## Introduction And Review Of:

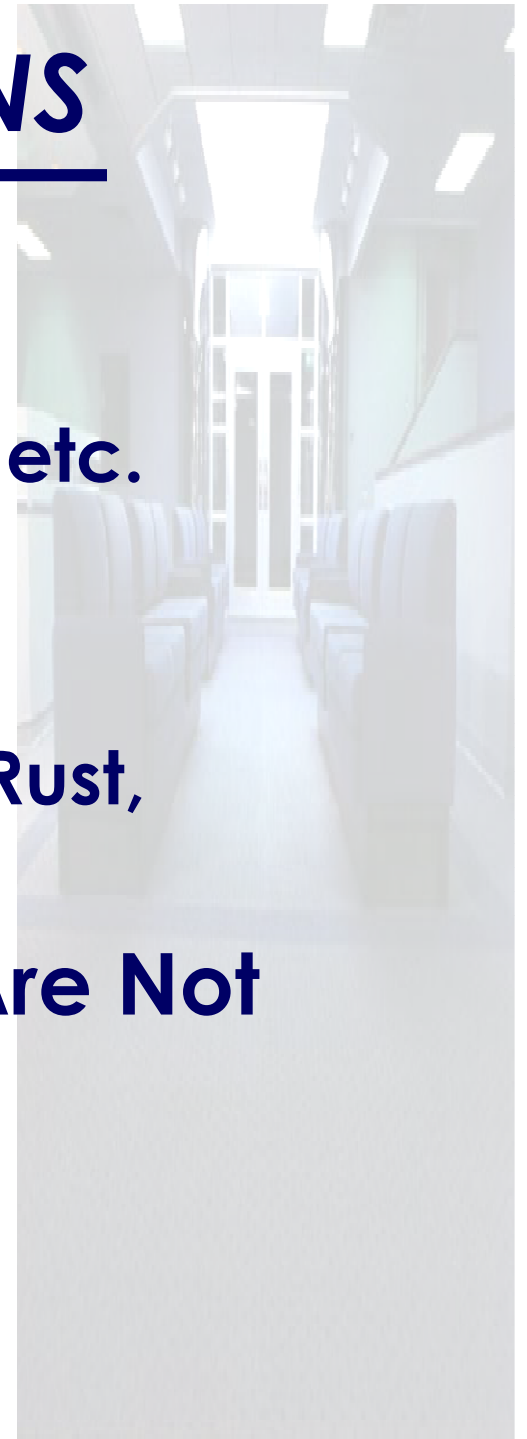
- *Carpet Maintenance Procedures*
  - *Indoor Air Quality (IAQ)*



# ***TYPES OF SPOTS AND STAINS***

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- **Four Types Of Spots.**
  - **Water Soluble - Soft Drinks, Mud etc.**
  - **Oil Based - Petroleum**
  - **Non Soluble - Sand, Grit.**
  - **Special Treatment - Dye Stains, Rust, Red Wine etc.**
- **Check pH Of The Spot If You Are Not Sure What It Is.**



# ***SPOT REMOVAL PROCEDURES***

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- ☞ **Vacuum Thoroughly.**
- ☞ **Remove Solids By Scraping.**
- ☞ **Remove Moisture By Blotting.**
- ☞ **Apply Spotter To Outside Edge.**
- ☞ **Tamp w/ Soft Brush.**
- ☞ **Allow Proper Dwell Time.**
- ☞ **Blot Treated Area Or Use A Wet Dry Vac.**







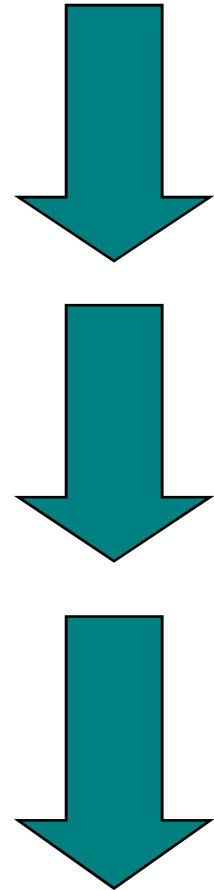
- ☞ **Repeat 4,5,6 If Spot Not Removed.**
- ☞ **Always Rinse.**
- ☞ **White Cloth With Weight If Spot Is Reappearing.**



# ***CARPET CLEANING METHODS***

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-  **Vacuuming.** (Daily)
-  **Bonnet Cleaning.** (Interim)
-  **Hot Water Extraction.** (Restorative)
-  **Dual Method.** (Renovation)





# BONNET CLEANING

---

- ☞ Vacuum Carpet.
- ☞ Remove Spots.
- ☞ Install Driver.
- ☞ Dilute Product.
- ☞ Soak Yarn Pad.
- ☞ Center Pad.
- ☞ Buff Six Square Feet.
- ☞ Turn Pad.



- ☞ Let Carpet Dry.
- ☞ Wash Soiled Pad.
- ☞ Can also use process of spraying pad and carpet for a faster dry time.

# SHAMPOOING

---

- ✎ Remove Furniture.
- ✎ Vacuum Carpet.
- ✎ Remove Spots.
- ✎ Install Shower Feed Disk
- ✎ Dilute Product.
- ✎ Use Overlapping Passes.



- ✎ Don't Over-Wet.
- ✎ Set Carpet Pile.
- ✎ Allow Carpet To Dry Thoroughly.
- ✎ Vacuum To Help Remove Detergent.

# ***HOT WATER EXTRACTION***

---

- ☞ **Remove Furniture.**
- ☞ **Vacuum Carpet.**
- ☞ **Remove Spots.**
- ☞ **Dilute Pre-spray.**
- ☞ **Dilute Extraction Cleaner.**
- ☞ **Pre-spray Traffic Lanes.**



- ☞ **Check Wand Nozzles.**
- ☞ **Extract The Carpet Using Overlapping Passes.**
- ☞ **Set Carpet Pile.**
- ☞ **Dry Thoroughly.**
- ☞ **Vacuum.**



# THE DUAL PROCESS

- ➡ Remove Furniture.
- ➡ Vacuum Carpet.
- ➡ Remove Spots.
- ➡ Dilute Shampoo.
- ➡ Shampoo Carpet Using Overlapping Passes.
- ➡ Dilute Extraction Cleaner.
- ➡ Check Wand Nozzles.



- ➡ Extract Using Overlapping Passes.
- ➡ Don't Over-Wet.
- ➡ Dry Thoroughly.
- ➡ Set Carpet Pile.
- ➡ Vacuum Carpet.

**Myers**  
Chemical

# INDOOR AIR QUALITY (IAQ)

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- The use of chemicals that adversely affect the quality of air in buildings has been linked to sick building syndrome (SBS)
- VOC's are not only caused by cleaners; other sources, such as paints, office furniture, drapery and carpet backings.
- *Discovery* products (as well many other cleaning product categories) are in compliance with federal regulatory standards for content of volatile organic compounds (VOC's) which can contribute adversely to indoor air quality.

