



MAINTENANCE GUIDELINES

A. PREVENTATIVE MAINTENANCE

1. **Outside Maintenance** - Minimize the immediate sources of soil around the perimeter of the building by keeping sidewalks, parking lots and garages adjacent to the building as clean as possible. Remove snow and ice instead of treating it with chemicals or sand.
2. **Soil Barriers** - Use walk-off mats, grates and removable elevator carpets to help collect soil before it can be tracked into the building. These barriers should be vacuumed daily and cleaned frequently to be effective.
3. **Chair Pads** - Place chair pads under desk chairs to prevent casters from continuously grinding soil into the carpet.
4. **Restricted Areas** - Reserve specific areas for eating, drinking and smoking to help confine difficult sources of soil and dirt.
5. **HVAC Maintenance** - Replace and/or clean filters on a regular basis to remove as many airborne particles as possible.

B. ROUTINE MAINTENANCE

1. **Vacuuming** - The single most important part of any carpet maintenance program is vacuuming. Heavy and moderate traffic areas should be vacuumed daily. Vacuum light traffic areas regularly.
2. **Stain and Spill Removal** - Spills are inevitable, but quick removal reduces the likelihood of staining. To remove most spills, use clean, warm water or a general-purpose detergent spotter. For most spills, the basic removal procedure is the same:
 - a) Blot as much of the spill as you can with an absorbent towel. Always work towards the center of the spill. Do not rub! If the spill is solid or semisolid, gently scrape off what you can with a dull knife.
 - b) Apply carpet spotter to the spill. This is a detergent solution that is specially made for use on carpets. Never use other kinds of cleaning solutions, such as bleach. These may permanently damage the carpet.
 - c) Tamp or pat in the carpet spotter with a tamping brush.
 - d) Wait 3 minutes for the carpet spotter to do its job.
 - e) Blot again
 - f) Rinse with clean water.
 - g) Blot as dry as possible.

C. PROFESSIONAL CARPET CLEANING

1. Carpet should be professionally cleaned when soil is barely noticeable to eliminate soil bonding and to restore color brightness and vacuuming efficiency. When carpet is badly soiled, a restorative cleaning is necessary to revive the appearance. Carpet cleaning professionals use a wide variety of methods for cleaning. Atlas recommends hot water extraction or dry absorbent compound. A scheduled carpet maintenance program tailored for your type of traffic is highly recommended.
2. Do not use rotary shampoo, bonnet/spin pad or cylindrical foam shampoo.

D. CORRECTIVE MAINTENANCE

1. **High or Pulled Loops** - All high or pulled loops should be cut. Pulled loops are created when furniture or other heavy objects are dragged across the carpet. If pulled loops are cut, no further damage will result. If not, they are likely to be snagged by other objects and can result in unsightly areas where yarn is missing.
2. **Unraveling Seams** - Contact an installation professional for correction. If unraveling seams are addressed when first observed, the fix can be as simple as applying seam sealer. If not addressed promptly, unsightly seams and costly repairs can result.
3. **Heavily Trafficked Areas** - Contact a professional carpet cleaning company and request that they “pile lift” those areas on a regular basis.