

Urban Collection Carpet Tiles Care & Maintenance

Congratulations on your Urban Collection purchase!

At Urban Collection, we understand how important it is for you to have confidence in your new flooring. This document is designed to provide you with the guidance and knowledge needed to care for and maintain the performance of your Urban Collection Carpet Tiles.

To ensure the best performance, appearance, and longevity of your carpet tiles, consistent and well-planned maintenance is essential. Regular care not only enhances the overall look of your space but also protects your investment by preserving the quality of the carpet tiles over time. This cleaning guide is specifically designed to outline the maintenance requirements and stain removal procedures for Urban Collection Carpet Tiles, helping you keep them looking their best with minimal effort and maximum effectiveness.

Carpet Tile Selection

Selecting the right type of carpet tile from our extensive range is essential to ensuring a proper fit for the specific environment and intended use. Factors such as location and expected foot traffic play a key role in determining the most suitable carpet tile for each project. It is also important to consider the complexity and resources required for ongoing maintenance at the time of selection, as this will impact long-term performance and upkeep. Various factors influence how much a carpet tile will become soiled and how visible that soiling may be between routine cleaning cycles. A well-planned maintenance program not only enhances the carpet tiles appearance but also significantly improves its performance and extends its life span. Regular maintenance helps reduce the buildup of dirt and stains, protecting the carpet fibers and preserving the overall look and feel of the flooring. By implementing a consistent care strategy, you can effectively prolong the life of your carpet tiles and maintain the original quality for years to come.

Following preventative measures

Brushing your feet on coarse outdoor mats placed at least five meters from building entrances can trap up to 80% of the soiling carried in by foot traffic. These walk-off mats are essential, particularly at transition areas where dirt is most likely to accumulate. Strategically placing mats in high-traffic and vulnerable locations—such as lifts, stairwell entries, foyers, hallways, high-spillage zones, and external entry points—helps to contain dirt and reduce its spread throughout the building. To maximize their effectiveness, mats must be regularly vacuumed to prevent them from becoming a source of additional soil. Inside mats are equally important, as they capture finer dirt and oil particles before they reach the carpeted areas. Keeping surrounding hard surfaces, like pathways and parking lots, clean can also significantly reduce the amount of dirt brought inside.

Proper care of these mats is crucial; without routine maintenance, they can quickly become saturated with soil and lose their effectiveness. Regular vacuuming and scheduled deep cleaning will maintain their performance and extend their useful life.

In office environments, desk chairs with rollers or casters are a common source of carpet tile damage. To prevent this, we recommend the use of high-quality chair mats. These mats not only protect the carpet but also provide smooth mobility for office chairs, preserving both comfort and carpet integrity.

During building or renovation projects, it's vital to protect carpeted areas with appropriate coverings. These covers help shield the carpet from moisture, dust, and

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construction residue. After the project is completed, a thorough deep cleaning may be necessary to restore the carpet's condition. It's also important to regularly inspect under the protective coverings to ensure condensation isn't forming, as trapped moisture can lead to damage.

Carpet tiles can mask soil, stains, and wear to some extent, which is why proactive maintenance is essential. Waiting until soiling becomes visible not only shortens the carpet tiles life but also requires more intensive cleaning. Preventive maintenance—such as daily upkeep, scheduled vacuuming, and periodic deep cleaning—is the foundation of effective commercial carpet tile care. This proactive approach maintains a consistent appearance, enhances performance, and greatly reduces the need for time-consuming reactive restoration. Reactive cleaning, which often involves aggressive agitation, professional hot water extraction, rinsing, and pile grooming, can be labour-intensive and doesn't always produce immediate results. By investing in preventive care, you ensure your carpet tile maintains its best appearance and longevity, day after day.

Daily Maintenance

Daily, thorough vacuuming using an upright vacuum with a rotating brush is one of the most effective ways to remove soil and debris from carpet tile surfaces. This type of vacuum lifts dirt from deep within the carpet fibers, helping to preserve both appearance and performance. For optimal results, vacuum slowly in both horizontal and vertical directions, allowing the vacuum more time to agitate the fibers and improve airflow through the carpet, which enhances soil removal. Consistent vacuuming is essential for minimizing buildup and significantly extending the lifespan of your carpet tiles.

The recommended frequency of vacuuming depends on the level of foot traffic in each area. The chart below provides guidance on how often each area should be vacuumed to maintain the carpet's condition and appearance over time.

Traffic Volume	Location	Suggested vacuuming frequency	Minimum vacuum frequency
Light	Executive Offices	Traffic area: 3 times/week Full vacuum: 2 times/week	Traffic areas: 4 times/week Full vacuum: weekly
Medium	Hospital Wards, Hotel Bedrooms	Traffic area: 2 times/week Full vacuum: 3 times/week	Traffic areas: 3 times/week Full vacuum: 2 times/week
Heavy	Hallways, Retail Shops, Classrooms	Traffic area: Daily Full vacuum: Daily	Traffic area: 2 times/week Full vacuum: 3 times/week
Very Heavy	School Hallways, Public Areas	Traffic area: Daily Full vacuum: Daily	Traffic area: Daily Full vacuum: Daily

Regular Maintenance (Every 2-3 Months or depending on foot traffic)

The powder method involves applying an absorbent compound to the carpet tile, allowing it to sit for a designated period to absorb soil, and then vacuuming it thoroughly. This low-moisture approach is convenient because it allows carpet tiled areas to remain in use without interrupting foot traffic. Similarly, the bonnet method uses a cotton bonnet pad combined with an approved cleaning solution to gently clean the surface of the carpet tiles. This method also requires minimal water, making it suitable for situations where quick drying and continued use of the space are important. However, before using either of these cleaning techniques, it is strongly recommended to consult a professional cleaner to ensure they are appropriate for your specific carpet tile type and condition.

Deep Cleaning (1-2 Times Yearly)

Deep cleaning is essential for tackling stubborn grease, adhesive stains, and other deeply embedded dirt that regular cleaning methods may not address. However, it's important to avoid using wet cleaning methods if your carpet tiles are installed over electrical wiring, as excess

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moisture can pose a risk. When planning a deep clean, always allow ample time for the carpet to dry completely to prevent any moisture-related issues.

Professional Steam cleaning (or hot water extraction) involves injecting high-temperature water with a detergent solution into the carpet tiles, which effectively breaks down dirt and grime, allowing it to be extracted immediately. This method provides a thorough, high-efficiency clean. Shampoo cleaning, often performed with a rotary brush, is another powerful technique designed to lift and remove even the most stubborn stains, restoring the carpet's appearance and texture.

Carpet Stain Cleaning Guide

General Instructions:

- Act Quickly: Identify the stain and treat it immediately.
- Scoop & Blot: Remove as much of the spill as possible by scooping, then blot with an absorbent cloth.
- Work Carefully: Always blot from the outside of the stain inward.
- Do Not Rub: Rubbing may damage carpet fibers and cause fuzziness.
- Dry First: Never walk on the area until the carpet tiles are completely dry.
- Never use bleach on solution dyed carpet tiles

Stain-Specific Treatments:

Food Stains (e.g., Soy Sauce):

- Blot excess.
- Wipe with warm diluted detergent.
- Use a spotting water extractor to thoroughly clean the spotted area after blotting

Greasy Spots (e.g., Oil, Butter) & Tar:

- Use an oil or solvent-based spot remover – take care to ensure it is acceptable for the Carpet Tile Fibre Type (Nylon, Polypropylene).
- Use a spotting water extractor to thoroughly clean the spotted area after blotting

Mud:

- Let mud dry completely.
- Brush off dry residue.
- Moisten with diluted detergent and wipe clean.
- Use a spotting water extractor to thoroughly clean the spotted area after blotting

Gum:

- Apply ice to harden.
- Scrape off carefully.

Blood:

- Blot gently with absorbent tissue or cloth.
- Clean with an enzyme-based spot remover.
- Use a spotting water extractor to thoroughly clean the spotted area after blotting

Urine:

- Option 1: Wipe with salt water, then diluted detergent.
- Option 2: Rinse with cold water, then apply a hot damp towel.

Feces:

- Wipe with salt water.
- Clean with an enzyme-based spot remover.
- Use a spotting water extractor to thoroughly clean the spotted area after blotting

Contact Urban Flooring on (03) 930-1206 or www.urbancollection.co.nz if you need any clarification on properly caring for your carpet tiles. Proper maintenance is key to long-lasting performance.