

# ONTERA CARE AND MAINTENANCE GUIDE

## Introduction

Ontera products are engineered to cope with the most demanding environments, however without a regular maintenance program in place the carpets appearance will begin to suffer thus shortening the overall lifespan of the carpet. The following guide will help in maintaining your carpet in reducing soil traffic, removal of soil, removal of spots and stains and thorough cleaning methods such as hot water extraction.

The four P's are important in achieving a healthy and clean carpet during its lifetime.

- Planning
- Preventative Care
- Prompt Action
- Periodic Maintenance

Ontera recommend the carpet cleaning and maintenance services provided by Millicare.

**milliCare**<sup>®</sup>

[www.millicare.com/locations/millicare-millicare-australia/](http://www.millicare.com/locations/millicare-millicare-australia/)

## Planning

Selecting the right products from the outset greatly influences the ability to maintain the appearance of your carpet over time. Colour and pattern are major factors in determining which products will be suitable choices for the level of traffic and for the type of soiling which will occur. Typically areas such as elevators, entrances, reception areas and corridors experience high volumes of traffic while low occupancy offices and conference rooms receive medium to light amounts of traffic.

- Colour and design can minimise visible soil
- Very light and very dark colours reveal soil
- Mid toned and patterned carpets hide soil

## Preventative Care

### Soil Prevention

Good Carpet maintenance begins outside the building. The pavement outside entranceways, parking areas and other walkways should be swept and cleaned regularly to minimise the amount of soil which can be tracked into the building.

### Soil Barriers

Soil barriers known as barrier matting or walk-off mats provide the first line of defence against tracked-in dirt, saving on cleaning costs and maintaining a higher level of cleanliness to the overall building. Barrier matting or walk-off mats have a coarse texture which is able to brush soil from shoes and can hold large amounts of soil in their pile. As a minimum, barriers should be large enough to allow for 5 steps to remove as much soil and moisture as possible. Typically this will be at least 2.5m in length and should follow the pattern of traffic.

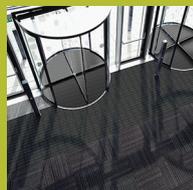
### **Ontera Recommends OBEX®**

The OBEX® brand of products offers highly effective, comprehensive modular entry solutions designed as a three zone barrier system to prevent dirt and moisture from entering the building.

Engineered to increase the functionality of a building's entrance without forsaking elements of design or aesthetic, these simple and easy to work with products offer entry systems that can be recessed or surface-mounted as well as exterior and interior applications.

### Chair Pads

Plastic mats placed under chairs and desks prevent castors from grinding dirt into the carpet, preventing fibre damage.



Quadrus



Sepio



Arx

Consider Arx, Sepio and Quadrus for your facility entrance way.

## Prompt Action

### Spot and Stain Removal

Daily removal of spots and spills help to maintain the carpets appearance between scheduled cleaning programs. Quick action should be taken to reduce the likelihood of a permanent stain.

#### **Water Based Stains**

Most spots and stains are water based such as tea, coffee, cola and wine. Ideally the stain should not be allowed to dry and as much liquid should be removed as possible by blotting with paper or cloth towels. For semi solid stains spills, firstly remove the majority of the substance with a spoon or spatula. Avoid harsh rubbing of the carpet. Any residual stain can then be treated in the regular scheduled cleaning maintenance.

Where stains are not attended to straight away it is preferable to adopt a regular spot removal procedure. The process can be quick and easy prior to daily vacuuming. Ontera recommends the use of Capture™ soil absorbent dry powder for regular spot cleaning maintenance, available from Millicare.

- Apply pre spray to the dry stain and lightly brush in. Wait for 30 seconds to activate then remove by blotting with a dry cloth.
- Apply Capture™ dry cleaning powder to the pre sprayed carpet and lightly brush in, leaving the powder to absorb the stain for several minutes before vacuuming off.
- If alternative products are used a test should be carried out checking for colour bleeding from carpet fibres. Products should have a pH between 6.5 and 8.5, after cleaning the carpet should be left with a neutral pH 7.
- Chlorine bleach should NEVER be used.

\* Ontera does not accept liability for colour loss or fibre damage due to the use of incorrect cleaning products.

For more information on Capture™ visit: [www.millicare.com/locations/millicare-millicare-australia/](http://www.millicare.com/locations/millicare-millicare-australia/)

#### **Oil Based Stains**

Oil or greasy stains should be treated with a solvent based stain removal product followed by Capture™. It is important to test the solvent based cleaning product first to see how the cleaning method will affect the colour of the carpet in a hidden area or on a sample piece of carpet.

- Apply to a cloth, blot gently from the outside to avoid spreading the stain.
- A test should be done prior to use checking for colour bleed of the fibres.
- Apply Capture™ dry cleaning powder to the pre sprayed carpet and lightly brush in, leaving the powder to absorb the stain for several minutes before vacuuming off.

## Periodic Maintenance

### Vacuum Cleaning

An effective vacuum cleaning program is essential to the success of any maintenance plan. Vacuuming removes abrasive dirt particles preventing them from causing any permanent damage.

Ontera recommends an upright dual motor vacuum cleaner. Machines with dual independent motors for both suction and brushing are the most effective. The brush action will loosen dirt for the vacuum to suction directly from the carpet fibres.

- Vacuum slowly and thoroughly passing three to five times over an area.
- Empty vacuum bags regularly.
- Replace filters regularly.

## Hot Water Injection and Extraction Cleaning (Steam Cleaning)

Advice is recommended from a reputable Steam Cleaning service provider for an ongoing cleaning maintenance plan. Hot water and cleaning agents are propelled into your carpet pile at a high pressure, which loosens dirt and soil whilst at the same time, a high-powered vacuum removes the hot water containing all dirt and stain particles. Please refer to AS/NZS 3733:1995 'Textile floor coverings - AS/NZS 3733 not only contains detailed information on a number of cleaning methods and apparatus used but also provides a guide to planning a maintenance program and instructions to save carpet from inappropriate cleaning methods and chemicals.

## Millicare - Customised Carpet Care Plan

Millicare's dry polymer technology provides a safe cleaning system to remove dirt and prolong the life of your carpet for years beyond alternative cleaning systems.

### The Millicare dry system:

- uses 99.5% less water than other systems meaning you are back to work much quicker
- uses over 300% less energy than traditional hot water extraction methods
- leaves carpet fibres clean and strong with no water or soapy residue - meaning your carpet stays cleaner longer
- provides a better indoor air quality by removing 99% of air pollutants

Contact Millicare to develop a customized carpet care plan for your facility.

## Cleaning Suggestions

- A. Use Capture<sup>™</sup> carpet and soil remover. Brush gently into the carpet pile until the spot of soil is absorbed. Wait for 30 mins before vacuuming. Absorb wet spills by blotting with a paper or cloth towel and allow to dry before using.
- B. Solvent based removal product. Apply to a cloth, blot gently from the outside to avoid spreading the stain. A test should be done prior to use checking for colour bleed of the fibres. Apply Capture<sup>™</sup> dry cleaning powder to the pre sprayed carpet and lightly brush in, leaving the powder to absorb the stain for several minutes before vacuuming off.
- C. Freeze areas with chewing gum and candle wax with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum before the chips soften. Apply solvent to a cloth, blot gently from the outside in, to avoid spreading the stain.
- D. Several specialty spotting products are available from cleaning industry suppliers to remove difficult stains such as, Betadine, food dyes, mustard, etc...
- E. Rust can be removed in most cases with a 10% solution of oxalic acid which is available under several brand names at most stores selling cleaning products. Allow to stand for 15minutes. Blot, apply water and blot.

\* Consult a trained professional as an option.

	REMOVAL	STAIN	REMOVAL	STAIN	REMOVAL
Adhesive	B, A,	Cosmetics*	B, A, D	Paint, Latex, Dry Oil	A, B
Alcoholic Beverages	A	Crayon	B	Rust*	E
Asphalt	B	Excrement	A	Salt	Vacuum, A
Beer	A	Food Dyes*	A, D	Tea*	A, D
Betadine*	A, D	Furniture Polish	A, B	Toner, Copier	Vacuum, A
Blood*	A	Grease, Auto, Food	B, A	Unknown*	B, A
Butter	B	Ink, Ballpoint, Permanent*	A	Urine	A
Chewing Gum	C	Lipstick	B	Vomit	A
Chocolate	A	Milk	A	Wax	C
Coffee*	A, D	Mustard*	A, D	Wine	A
Cola Drinks	A	Nail Polish	Polish Remover		

For more information contact our support service on:

**Australia**

Tel: 1800 668372

**New Zealand**

Tel: 0800 668372

[www.ontera.com.au](http://www.ontera.com.au)

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