



Professional

Commercial Carpet Cleaning



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TEXTBOOK # RTS1001CMT

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4. Elevators: Slow? Efficient?	8. How many different carpets are in the building?
5. Lost time spent on elevator.	9. Can you identify each one correctly?
6. Are they shared by both occupants and cleaners?	10. Are they all o be cleaned the same?
7. How many occupants in the building each day?	11. What mistakes are made by treating them all the same?



12. Stairs: cleaning and drying before exposing your company to slip and fall issues and liabilities.	13. Once inside, how far to the area to be cleaned? It may determine what cleaning systems you can use.
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14. Finding electric outlets where you must have them. Many plugs are being used especially in high occupancy office space.	17. Most in person training courses offered during only the day. It may be difficult to attend after working all night. This may require unusual opportunities for training.
15. Not tripping circuit breakers.	18. Many companies offer no formal training.
16. Resetting the circuit breaker if even accessible.	19. Lack of training equals poor workmanship.

MODULE 4 THE SYNTHETIC YARNS

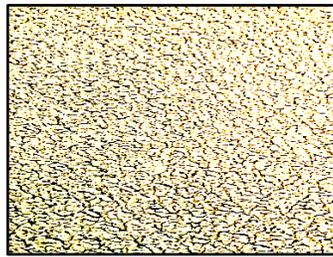
OLEFIN / POLYPROPYLENE



Commercial olefin / polypropylene carpets



Olefin Yarn Crush



Polypropylene carpet backing

Olefin / Polypropylene Background:

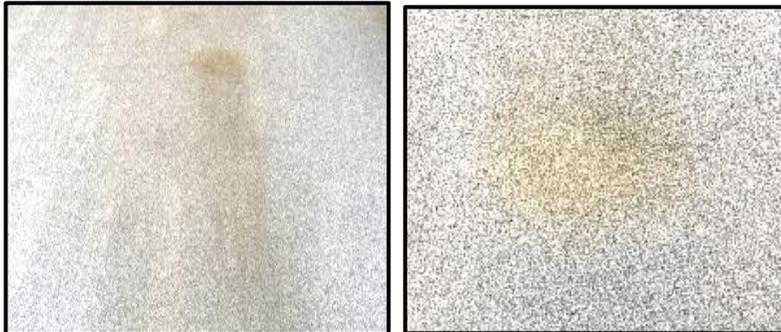
Olefin / polypropylene is more commonly known as “olefin” when it is a face yarn. It is more commonly known as “polypropylene” when it is used as a carpet backing or area rug face fiber. Olefin is extremely popular today in area rugs. As you will see, it provides several key challenges to cleaners.

Olefin Cleaning Concerns - Advantages for the Cleaning Technician:

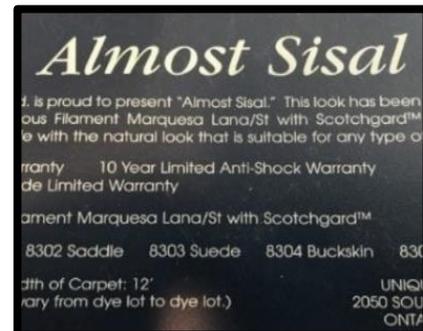
1. Does not absorb water, in fact it floats on water. It is the least water absorbent yarn. Will not absorb water-based spots or stains. Water-based spots and stains can always be removed.
2. It is always solution dyed – the filaments are colored all the way through, allowing olefin to be extremely resistant to color loss (“bleach proof”), and resistant to sun fading.
3. Dries fast.

Olefin Cleaning Concerns - Disadvantages for the Cleaning Technician:

1. It is not resilient, mats.
2. May absorb oily soils, may stain with petroleum-based oils, such as tar, grease, and motor oils, etc. Olefin is slightly less absorbent to oils than polyester.



Permanent oil stains on olefin carpet in a garage.



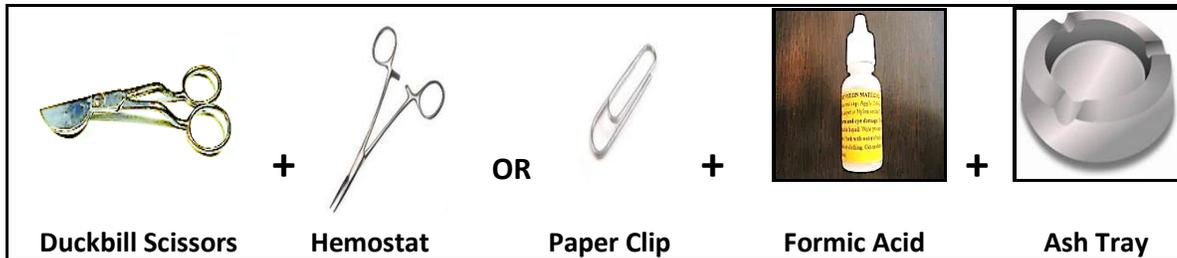
Many faux (“fake”) natural area rugs are olefin

3. Low melting point – may melt with dry friction. Dragging furniture across it while it is dry may leave a trail of permanent melt marks in the yarns. Do not start up a rotary extraction wand or anything that creates a dry friction on the carpet pile without dampening the carpet pile first. The moisture will usually provide the needed lubricant to prevent the dry friction damage.

MODULE 8 YARN FIBER IDENTIFICATION

Carpet fiber identification is a crucial part of a cleaning technician's information towards the road to a success cleaning. It is best to keep it simple. Technicians should be able to properly identify a carpet yarn within a few minutes. Below are some of the tools needed to identify carpet yarns.

FIBER IDENTIFICATION CHOICE # 1 (Chemical ID)

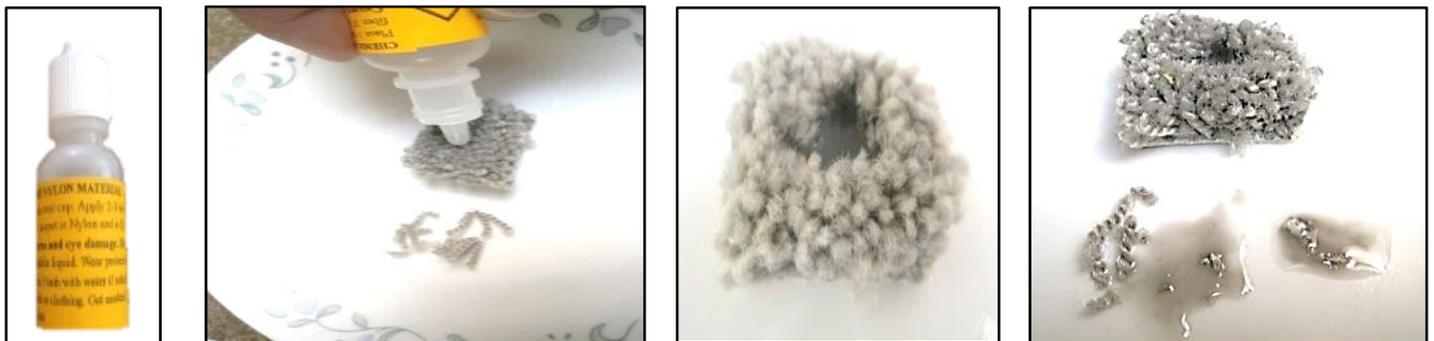


The Chemical Test

Wool: Dissolves in straight chlorine bleach (laundry bleach) in about eight (8) minutes.

Nylon: Dissolves in Formic Acid in 10 – 60 seconds. Time will depend on if the nylon has protective coatings.

Olefin: Floats in water



These are nylon carpet samples. Formic acid (fiber ID acid, pH 1) is applied to a nylon sample. Notice how it completely dissolved the yarn and left only the polypropylene (olefin) backing. Notice dissolved nylon yarn on the far-right picture; the formic acid has turned the yarn into a liquid.



Case Study # 2 Dummy's 24-Hour Fine Dining

Sample of a sit down style, carpeted restaurant cleaning.

Mr. Grandi-Slam has requested your company to estimate a cleaning for his fine dining establishment. Mr. Grandi-Slam begins by telling you that he goes through lots of cleaning services, and he is not sure why. The cleaning can not be *that* much work. The work must be performed after 1:00 am, and be completed and dried before 4:30 am. Typically, they will have a only a few customers during that time. In the past they had received many complaints from the residential neighbors about the noise from the cleaning trucks waking up during the night. Sometimes the police must show up and deal with the complaints. The last cleaning company had to deal with several lawsuits concerning customers tripping over their vacuum hoses. Maybe you will have better luck. You submit your bid, and Mr. Grandi-Slam wants to know why you charge so much. That last company charged only \$100. to clean the entire restaurant. Funny, they did not last long! They quit on him after only two cleanings. If you give him a special price, and do a good job, he will refer you to all his relatives that also own franchises with Dummy's 24-Hour Fine Dining.

1. Restaurant carpet total area – 1,850 square feet.
2. Hours available to clean – 1:00 am to 4:30 am, seven days a week.
3. Carpet yarn is nylon, age is 12 years.
4. When cleaning, you must enter through the front door only.

What are your cleaning challenges?

Special On-Site Cleaning Examples:

2. PRESCHOOLS, PUBLIC SCHOOLS, PRIVATE SCHOOLS



Motivation to Clean

1. High volume and repeat service.
2. The schools on going concern and requirements to maintain a clean environment. This promotes enhanced learning abilities and minimized unhealthy pollutants.
3. There usually are many schools in each district; expansion of cleaning opportunities is present.
4. Possibility to train the inhouse janitorial staff how to spot and remove stains between your cleanings. You would need to provide professional spotters and may want to discourage the use of home spotters.

Possible Issues of Concern:

1. Pricing for your services are usually school budget driven and demanded.
2. On-going budgetary concerns may hinder or limit the profit margins
3. Most schools prefer deep or one-time cleaning during summer or holiday recess periods, leaving little funds to clean or maintain during the remaining in session school months.
4. Possible accessibility issues, extended distance between your vehicle and cleaning point.
5. Ground in soils from high impact traffic patterns require added time, costs, and dry times.
6. Possible scents from cleaning products may trigger allergic or sick reactions to students or staff.

NOTES:
