

ERNIE'S CARPET CARE, INC.

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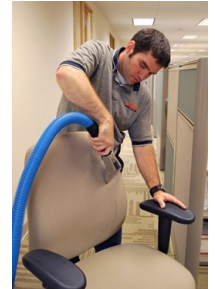
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Commercial Cleaning Services



- Carpet Cleaning
- Carpet Protection
- Upholstery Cleaning
- Fabric Protection
- Leather Upholstery Cleaning
- Partition Fabric Cleaning

- Carpet Repairs
- Carpet Re-stretching
- Carpet Sales & Installation
- In-Plant Area Rug Cleaning
- Appearance Management Programs



Carpet Appearance Management Program



- By using this system, inexpensive **preventive** cleanings are possible, instead of expensive **corrective** cleanings.
- It is possible to maintain a more uniform level of original color because dirt and stains are not allowed to accumulate between cleanings.
- Preventive cleanings are faster and easier than corrective cleanings, making them more economical. There is a provable cost saving!
- Preventive cleanings extend the life of the carpet and office furnishings by reducing acid exposure and damaging fiber abrasion caused by soil.



Tips on Caring for Your Commercial Carpet

- It's important to clean your carpets on a regular basis for appearance sake and optimum wear.
- Carpets should be vacuumed at least three to five times per week.
- Wipe up spills immediately and use an appropriate spotter.
- Clean walk off mats are necessary at all building entrances to prevent dry soil from being tracked inside.



Six Steps to Effective Facilities Carpet Maintenance

#1 Dirt Containment



- Essential first lines of defense in carpet maintenance are effective barrier systems
- Barrier systems include exterior sweeping and walk off matting. Tracked-in soils present threats to both carpeting and health. Some are allergens. Some are tacky and attract more soils. Others are quite abrasive.
- Debris that collects outside building entrances will find its way inside if allowed to build-up. Keeping all entrance areas swept is a simple and easy way to reduce the soil load inside of buildings.
- Oil on greasy parking lots adheres to shoe leather and then transfers to carpet pile, especially in high traffic and shoe pivot areas. Once transferred, the gummy consistency collects additional soils. In addition, asphalt residues tracked onto carpet create a yellowing/browning condition that is difficult, if not impossible to remove, especially on olefin carpet. Walk-off mats reduce these threats and help keep carpet clean longer.
- Grit is a significant threat to carpet's appearance over the long run. It coats all external surfaces in great abundance. The reason is this substance, a microscopic rock, has many sharp, jagged, cutting edges. Tiny as it is, it scratches, gouges, and grinds carpet pile yarn, especially under body weight and shoe leather. Over time, when grit is tracked in, it abrades pile yarn's polished finish, causing carpeting to appear dull and unattractive, and causing yarn damage that cleaning cannot repair. Exterior sweeping and properly maintained walk-off mats will greatly reduce the grit threat

#2 Dry Soil Removal

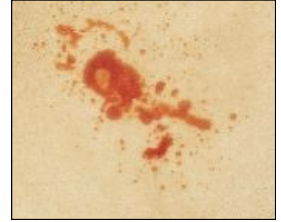
- Dry soil removal is accomplished through vacuuming. Proper, frequent vacuuming is important for a variety of reasons.
- Particulate soils should be captured before they filter down below the carpet's surface where they are much more difficult to remove.
- Particulate soils that accumulate at the carpet backing contribute to future surface-soiling problems because they tend to wick to the surface after interim maintenance cleaning.
- Careful vacuuming helps to control the accumulation of yarn damaging grit.
- A variety of safe and effective vacuuming tools are available. The most common problems with dry soil removal relate to inadequate vacuum maintenance. These problems include:
 - Vacuum heads not set to the proper level
 - Belts in need of replacement
 - Vacuum bags that are nearly or completely filled and as a consequence, the vacuum's effectiveness is dramatically reduced.



#3 Spot Removal

Why do spots reappear?

- Frequently the substance that causes the spot penetrates all the way to the carpet backing but only the surface is cleaned. Consequently, the substance below the surface wicks back after cleaning. The other reason is that the spotting chemical leaves behind a soil attracting residue that is not rinsed away. Left in the carpet, it attracts soil and becomes a dirty spot.



Why don't all spots come out?

- Some seemingly un-removable spots can be removed if the right chemical is used. Different spots require different spot-removal agents.
- Another reason is that spots are permitted to remain in carpeting too long and they bond with the fiber. Spots should be removed as soon as possible after they occur.
- Some beverages can dye some types of carpeting. Removal of these spots involves the use of bleaching agents and should only be attempted by specially trained technicians.

The solution to spotting problems requires:

- A regular, scheduled spot removal program
- The use of proper spotting procedures and products
- A designated carpet spot removal specialist with special training to tackle tough to remove spots

#4 Interim Maintenance



- Carpet in high traffic areas must be cleaned more frequently. Otherwise the buildup of damaging soils will abrade the fibers and leave permanent ugly traffic patterns.
- Proper traffic area maintenance can increase carpet life up to 50%. This will greatly reduce carpet replacement costs.
- Frequent cleaning of high traffic areas, using a cleaning method that removes not just surface soil but also the grit that builds up beneath the surface and causes premature wear, is an integral part of an effective carpet maintenance program.

#5 Deep Cleaning

- The objective of most carpet cleaning methods is merely to improve appearance. They clean one dimension: the surface. Because they don't deep clean and rinse they leave embedded soils and chemical residues behind. Over time these substances build up until the carpet is compacted with filth from surface to backing. The result is rapid re-soiling and a steady decline in appearance.
- Periodic deep cleaning is needed to prolong carpet life. High-flow extraction is designed to clean all three dimensions of the carpet: The surface, between the fibers, and all the way down to the backing. It removes both imbedded soils and chemical residues.

#6 Scheduling

- Dirt does not accumulate in carpet evenly. Certain identifiable areas – such as entryways, food service areas, and areas adjacent to hard surface floors – will accumulate more soil more quickly. These areas typically constitute only about 20 percent of the overall carpet floor area, yet they account for up to 80 percent or more of the overall soil load.
- Development of a maintenance schedule that strategically allocates resources to those areas that get dirty first and most will result in a cleaner, healthier facility.