

**Please follow all manufacturer's recommendations**

It is absolutely essential that a maintenance program is tailored specifically to meet the individual circumstances of the building. Whilst Westbond are pleased to offer guidelines for these procedures, only a recognised cleaning company will be in a position to accurately assess and advise on areas such as heavy traffic, humidity levels, etc.

**Installation Procedures**

**Floor Preparation**

Westbond carpet tiles may be installed on most types of floor surfaces, provided the following criteria are met:

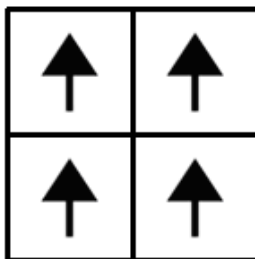
1. Structurally sound.
2. Free from excessive moisture. Relative humidity must be no higher than 75% and the degree of moisture in the concrete must not exceed 5%.
3. Floor must be fully cured, dry and even.
4. Adequate ventilation must be maintained with wooden floors.
5. Floor must be free from all traces of old floor coverings and adhesive residues.
6. Surface must be clean and free from dust, plaster, grease, oil etc.

**Installation Temperature**

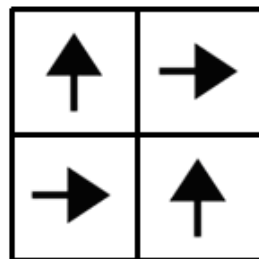
Installation should take place in a working area with a temperature of at least 10°C. The tiles should be allowed to reach room temperature prior to installation.

**Tile Marking**

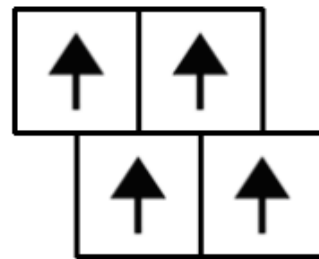
The back of each tile is marked with an arrow. For broadloom installation, the tiles should be laid with the arrows running in one direction. For quarter turn installation, every other tile should be turned 90°. Westbond recommends quarter turn installation for ranges “connections” and “ripple”. For RippleWeave installation, the brick bond method of laying must be used



Broadloom



Quarter-turn



Brick

Bonded tiles are marked with the tile quality, dye lot numbers and either T or B. The letters T and B designate the position of the material during manufacturing. These should not be mixed, i.e. use all stock of T and then continue laying with B.

This does not apply to tufted products, which are marked “L” and “R”, and should be laid accordingly.

### Fixation

A release, PVC compatible adhesive should be used. To ensure correct alignment and to prevent movement Westbond recommend all areas are tackified.

### Installation Procedure

1. Determine the centre of the area and divide it into four zones. The resulting quadrants must meet exactly at right angles.
2. Install a complete row of tiles along the centre lines tackified with adhesive as specified (Fig. 1).
3. Fill in the quadrants using the stair-step technique (Fig. 2).

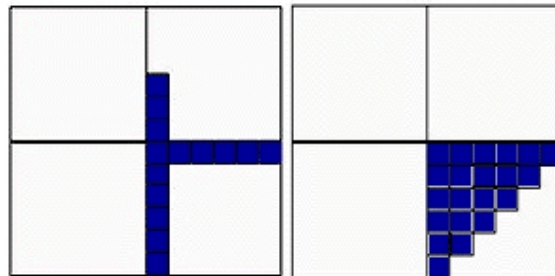


Fig 1

Fig 2

4. Particular care should be taken to ensure at all stages of installation that tiles are closely butted together, with edges accurately aligned and with no pile trapped between tiles.
5. Perimeter tiles must be accurately cut and tightly fitted against a fixed vertical surface such as a wall. In the event of an open perimeter design, a reducer strip anchored to the floor may be necessary to lock the tiles in place.

### Cutting

Westbond tiles are best cut from the back.

### Stairways

Westbond tiles are suitable for installation on stairs fitted with a nosing. Pile direction should face inwards on the treads and downwards on risers. Westbond carpet tile material can be supplied 1m wide for installation on staircases without stair nosings. This enables the carpet to be installed by ‘water falling’ over the riser. To provide the flexibility the carpet is supplied without the tile backing. Therefore it can only be installed by permanently bonding to the stair structure and can not be fitted on underlay for staircases.

## **Preventative Maintenance**

### **Daily Routine Maintenance**

A good quality Barrier System should be installed in all entrances and problem areas, to prevent soil and spillages being trafficked into other areas of the building. Special attention should be paid that maintenance of other surfaces such as wood, marble and stone does not destroy the carpet pile. All areas should be vacuumed wall to wall. Vacuuming is the most important element of carpet maintenance. This is how it should be carried out to the greatest effect. Carpets should be vacuumed daily, with a minimum of four passes of the brush head over each section of carpet. The greater the traffic density the more attention should be directed to these areas; i.e. reception, lift lobbies, main walkways. Using the correct machine is paramount. For cut pile carpets an upright cleaner must be used. This type of cleaner has rotating brushes and beater bar to lift the carpet pile. A commercial twin motored machine should be used. One motor exclusively drives the brushes which uplift the pile, and loosen any trapped soil, the other motor is effective in producing suction to uplift this soil. Good design, i.e. top loading collection bag ensures that the suction is 100%, until the soil collection bag is full. Check regularly for any wear on brushes, belts or filters, as well as dust bag to keep it working efficiently. This system is effective. By undertaking this work methodically at least 95% of soil deposited on the carpet can be removed, therefore ensuring continued appearance and long life.

### **Monthly Routine Maintenance**

If daily vacuuming has been carried out successfully, monthly maintenance should be limited to a dry or wet clean of heavy traffic flow areas, i.e. corridors, coffee point areas etc. It is important to note that the most successful way of maintaining the carpet is to have a professional cleaning company plan a detailed maintenance programme specifically tailored for the building. This will take into account ongoing assessments in relation to traffic flow, humidity conditions in the building etc. The recommendations for monthly and annual cleaning depend largely on how well the daily cleaners are performing.

### **3 Monthly Routine Maintenance**

Three monthly maintenance should consist of the following: spot cleaning and stain removal, dry powder clean using 'Champion Dry' or similar. Method statement details below, although Westbond strongly recommend a professional cleaning company to carry out the works. All areas scheduled to be cleaned are vacuumed wall to wall. Prominent or deeply ground-in stains are initially removed by hand. Also chewing gum, oil etc., are removed using the appropriate cleaning agent. Each area is then sprayed using the soil release pre-spray. The cleaning powder is then spread over the carpet, this is then agitated throughout the carpet ensuring deep penetration to the base of the pile by using specifically designed machinery. The agitating releases the cleaning solution held in the powder which absorbs all soil, stains and odours. The powder is then allowed to dry (approximately 30 minutes). Using the upright vacuum cleaner, the powder is then vacuumed from the carpet thus removing the soil. At this stage any stubborn stains are given further attention to finally remove them. Once the carpet is cleaned the final stage is to set the pile to give the carpet a uniform appearance.

### **6 Monthly Routine Maintenance**

As for 3 monthly, with the possible addition of wet cleaning on heavy traffic flow areas. Refer to Annual Routine Maintenance for information on wet cleaning.

## **Annual Routine Maintenance**

Carpet should be spot cleaned and all stains removed and then thoroughly vacuumed wall to wall. As to whether the carpet should receive a wet clean or a dry clean will be determined by the on site cleaning company and depends on the standard of maintenance throughout the year. The method statement for wet cleaning is as follows, and should only be attempted by a cleaning contractor:

Machines: Rotary Shampoo Machine, Vacuum Cleaner, Extraction Machine, Pump And Spraying Kit, Power Brush.

Chemicals: Alkali Foam Cleaner, Alkali Pre-Spotter, Defoamer, Fibre And Fabric Rinse (Acidic), Solval, Freeze Spray.

All carpeted areas to be power brushed.

All areas to be 'spotted', removing all grease / gum etc.

All areas to be pre-sprayed.

All areas to be shampooed.

All chemical solutions would be extracted and an acidic rinse sprayed onto the carpet to neutralise any alkali chemical residue. Pile of carpet would then be set with carpet rake.

## **In Case of Faults**

### **Common Defects**

The most common defect is the tile coming off the floor itself. The only solution is to stick the tile back to the floor using recommended adhesive, which is F. Ball-F 41 Release Tackifier Adhesive.

### **Tiles Lifting**

The floor finish is safe as long as it stays stuck to the floor. Should the floor finish come off - please contact a flooring specialist. In the event of an emergency such as water flood, fire or other 'unsafe' damage to the floor finish, the area should be closed and a flooring specialist contacted who will be able to advise accordingly on the floor finish repair or its replacement and will make the floor area safe for public use.

### **Static**

All Westbond products are manufactured to conform to IBM/ICL requirements and do not contribute towards static. However if correct humidity levels are not maintained static will occur whatever product is installed. Static will build up if the moisture content of the fibre is reduced by extreme conditions. Humidity levels must not fall below 40%. In controlled environments it is usual for humidity levels to be maintained at between 45% and 50%. Humidity levels are most likely to drop during periods of extreme cold and increased central heating further dries out the controlled atmosphere. Humidity can be re-introduced into the environment by locating plants in the office and by adjustments to your building managements systems. If the problem persists then additional spray treatments can be applied. It is recommended that you contact Westbond prior to applying such treatments.

For all your maintenance requirements, Westbond recommend

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