



CARPET

Residential Carpet Cleaning

INTRODUCTION

We will limit our discussion of residential carpet cleaning to the most common types of carpet found in homes and refer you to other brochures and resources for the carpets that we consider "specialty" carpets. The most common style of residential carpet is a cut-pile made from synthetic fibers. By far the most popular fiber is nylon but olefin is also common. You will also encounter some polyester and acrylics. Specialty carpets include area rugs, woven or tufted wool and cotton face yarns. Berber carpets are also discussed in a separate brochure.

PROCEDURE

Virtually every residential nylon carpet that you see will be protected with stain resist technology. This keeps the carpet from being soiled and stained easily, but no carpet is completely stain-proof. In order to maintain the effectiveness of the stain and soil resistance you should follow certain guidelines. Going outside these guidelines can cause damage to the protective coating and even result in warranties being voided. The recommendations that follow will keep you within these parameters and produce excellent results.

➤ STEP 1: DRY SOIL REMOVAL

Begin by vacuuming the carpet to remove dry soil. It is easier to remove many soils before they are mixed with cleaning solutions. A two-motor vacuum such as the **Hydro-Force Pile Lifter** is recommended.

➤ STEP 2: SPOTTING

Determine which spots will need extra attention prior to cleaning and go to work with your **Bridgepoint Spotting Kit**. See our brochures on spotting.

➤ STEP 3: PRESPRAY

Apply **Zone Perfect** to the carpet using a quality sprayer. On heavily soiled olefin fibers use Traffic Slam as your prespray. A quality prespray will soften and loosen the soil for quicker more thorough cleaning. Agitate the carpet with a **Grandi Groomer**. This will work the solution into the carpet and the physical agitation will loosen the soil. For heavily soiled carpet add **Citrus Solv** to your prespray to enhance your cleaning action.

➤ STEP 4: EXTRACT

This step is the "rinse cycle" where you wash the dirt away that was loosened in the preconditioning phase. Use **End Zone** in the chemical injection system of the truckmount or in the solution tank of your portable machine. For extra heavy soil, rinse with **Point Blue**.

➤ STEP 5: NEUTRALIZE (OPTIONAL)

Spray the carpet with a dilute solution of **Fab-Set**. This will neutralize any alkaline residue left from the prespray or the emulsifier in the rinse stage. (For lightly soiled carpet many cleaners like to use **Fab-Set** in place of the emulsifier. This cuts out the neutralization step but you may lose some cleaning power).

➤ STEP 6: PROTECT

For fibers other than olefin, apply **Maxim Carpet Protector** to the cleaned area.

➤ STEP 7: PILE SETTING

Groom the carpet in one direction to remove wand marks and footprints. This creates a good visual impression but even more importantly it aids drying by straightening and separating the fibers.

➤ STEP 8: DRYING

Be sure that ventilation is at optimum levels by opening windows, turning on ceiling fans, turning on the heat or air conditioner, etc. If the customer has an evaporative cooler you may turn on the fan portion but don't turn on the water pump as this will slow drying by adding humidity. Moving the **Air Mover** from room to room will speed drying and enhance customer satisfaction.

➤ STEP 9: FINISHING TOUCH

Leave your customer a bottle of **Home Pro** spotter so they can remove spots and spills while they are fresh. They will have your company name and phone number handy to call you for their next cleaning.

Chemicals Needed



Bridgepoint Spotting Kit

Type: Assorted chemicals and accessories
Highlights: Contains a complete selection of spotting products stored in a **SoftSide™** bag.



Zone Perfect

Type: Liquid Traffic Lane Prespray
Highlights: All purpose prespray for residential and commercial carpets and for oriental rugs.



End Zone

Type: All-Purpose Powder Extraction
Highlights: Emulsifier with a low pH so it can be used on virtually any fiber that can be safely cleaned with water.



Boost All

Type: Powered cleaning additive
Highlights: Has alkaline builders and color safe oxygen bleach to add solutions to boost cleaning.



Homepro Spotter

Type: All-Purpose Spotter
Highlights: Emulsifier with a low pH so it can be used on virtually any fiber that can be safely cleaned with water.



Point Blue

Type: Extraction Chemical
Highlights: Best-selling powdered formula that's economical and strong.



Citrus Solv

Type: Degreaser/Spotter
Highlights: Cuts grease, oil or heavy soil in carpet or upholstery.



Maxim

Type: Protector
Highlights: Dries quickly with excellent wicking action. Contains acid dye resistor technology and it freeze/thaw stable.



Fab-Set

Type: Conditioner/neutralizer
Highlights: Prevents soil wicking, browning and yellowing. Removes alkaline residue.

Accessories Needed



Hydro-Force Sprayer

Description: Injection sprayer
Purpose: Applies chemical quickly, evenly and efficiently.



Omni Pro Sprayer

Description: Electric sprayer
Purpose: Uses electricity to apply chemical quickly, evenly and efficiently.



Air Movers

Description: High volume blower
Purpose: Dries carpet, upholstery and structure quickly.



Grandi Groom

Description: Grooming tool
Purpose: Aligns and revitalizes fibers after cleaning.



Safe Connects

Description: Hose connectors
Purpose: Allows cleaner to connect hoses without touching hot metal.



Corner Guards

Description: Plastic Protector
Purpose: Protects customer's walls from damage caused by dragging hoses around corners.

Equipment Needed



Truckmount

Description: Hot water extraction machine
Purpose: Provides heat, pressure and vacuum for the cleaner.



Olympus Portable

Description: Portable Extractor
Purpose: Portable unit that extracts water and chemical from carpet and upholstery.

HELPFUL HINTS –



1. Furniture Moving – When moving furniture for your customers be sure to use foam blocks or plastic pads to protect both the furniture from the damp carpet and the carpet from absorbing stain or rust from the bottom of furniture. While moving furniture, you may protect both the furniture and the carpet by using **EZ Moves** or **Skidders**. In general, furniture should be moved first, cleaned under and returned to original position before cleaning the traffic areas.
2. Protect the customer's home and furnishings by using protective accessories such as **Corner Guards**, **Safe Connects** and **Door Jams**.
3. A great marketing tool is to leave something behind with your name on it that the customer will use regularly. **Home Pro Spotter** and **Perky Groomers** are excellent for this purpose.

CAUTION –



1. On extremely dirty carpets you may need to use chemicals with a pH over 10. These chemicals can neutralize the stain resistance of the carpet. Correct it after cleaning by applying **Fab-Set**. Then apply **Maxim Protector**.
2. Be sure that your equipment vacuum system is working well to avoid extended drying times. This will help you avoid liability and increase customer satisfaction.

Quick Guide



PROCEDURE

- 1 Vacuum the Carpet.
- 2 Pre-Spot using the **Bridgepoint Spotting Kit**.
- 3 Prespray using **Zone Perfect** boosted with **Citrus Solv** and **Boost All**.
- 4 Extract using **End Zone** or **Point Blue**
- 5 Optional - Neutralize with **Fab Set**.
- 6 Apply **Maxim Protector**.
- 7 Set the pile and dry the carpet.

PRODUCTS NEEDED

- Zone Perfect
- Citrus Solv
- Fab-Set
- Power Point
- Point Blue
- BP Spotting Kit
- Maxim
- Hydro-Force Sprayer
- Safe Connects
- Omni Pro Sprayer
- Corner Guards
- Grandi Groom
- Air Movers
- Truckmount
- Olympus Portable

Other Resources

Bridgepoint Catalog

Bridgepoint Fast Track Manual

IICRC S-100 Standard and Reference Guide

Bridgepoint Website • www.bridgepoint.com

Bridgepoint Customer Service • 1-800-794-7425