

## Matter Surfaces Maintenance Instructions for Cocoa Mat

*These instructions supersede any verbal or written instructions from Matter Surfaces representatives, and must be followed in order for the warranty to be in effect.*

### Overall

**Preventative maintenance:** Because 90% of all dirt in a building comes in on footwear, Matter Surfaces strongly recommends installing and maintaining entrance matting (preferably permanently installed) at all outdoor entrances (20-30 linear feet for major entrances; less for infrequently used entrances). Doing this will improve indoor air quality, reduce flooring maintenance costs, and lengthen the life of your interior floors.

**Safety:** Always post “Wet floor” and/or “Caution” tape when wet maintenance is going to be performed. Refer to cleaners’ MSDS for any Personal Protective Equipment requirements.

### Routine Cleaning

1. Vacuum the carpet with a heavy-duty commercial vacuum (rotary brushes recommended) to remove all dirt and grit. **This is the single most important maintenance activity for preserving the floor’s appearance and performance – and typically the most overlooked and omitted.** Post “wet floor” signs.
  - a. A slow pass against the carpet pile is more effective than several quick passes.
  - b. A vacuum brush will open up the tufts.
  - c. Agitation will loosen the soil.
  - d. Slow movement allows time for air to circulate through the face of the yarn and extract the soil.

### Periodic Cleaning

Absorbent powder is recommended for interim cleaning. The powder contains a carrier, which incorporates a solvent and detergent so that oil and water debris can be absorbed by the powder.

1. Spread the powder on the carpet.
2. Allow the powder to absorb dirt and moisture from the carpet.

3. Vacuum the carpet with a heavy-duty commercial vacuum (rotary brushes recommended) to remove all dirt and grit. Post “wet floor” signs.

## Deep Cleaning

Eventually the carpet will require more intensive cleaning. The frequency of such cleanings will depend upon the amount of traffic in the area.

The most effective method for deep cleaning is hot water extraction.

1. Move any furniture or fixtures to expose the entire carpet.
2. Vacuum the carpet to remove any loose soil to allow the extractor to be as effective as possible.
3. Plug in the extractor and allow the wash tank to heat the water. Add defoamer to the extraction tank to prevent excess foaming.
4. Inject the steam into the carpet according to the instructions on the machine you are using.
5. Pull the cleaning wand slowly toward you.
6. Many extractors instruct you to close the cleaner dispenser valve just before you first your first line so the solution won't "puddle".
7. Lift the wand and return it to the original position and then pull it again to vacuum up the excess water.
8. Begin a new line with it slightly overlapping the previous one.
9. Work quickly to avoid over-wetting the carpet. Do not let the carpet soak. Excess water can shrink the backing or carpet lining.
10. Allow the carpet time to dry completely and vacuum it again.

## Spot Removal

### CLEANING METHODS

1	<b>Solvent</b> > blot > <b>detergent</b> > blot > <b>water</b> > blot
2	<b>Detergent</b> > blot > <b>ammonia</b> > blot > <b>detergent</b> > blot > <b>water</b> > blot
3	<b>Solvent</b> > <b>detergent</b> > blot > <b>water</b> > blot
4	<b>Detergent</b> > blot > <b>white vinegar</b> > <b>detergent</b> > blot > <b>water</b> > blot
5	<b>Detergent</b> > blot > <b>ammonia</b> > blot > <b>white vinegar</b> > blot > <b>water</b> > blot
6	<b>Detergent</b> > blot > <b>white vinegar</b> > blot > <b>ammonia</b> > blot > <b>water</b> > blot
7	<b>Freeze</b> with ice cubes > <b>shatter</b> with blunt object > vacuum > <b>solvent</b> > wait several minutes > blot. Repeat if necessary

8 Blot > **water** > blot > **ammonia** > **detergent** > blot > **water** > blot

9 **Denatured alcohol** > blot > **white vinegar**. Repeat if necessary

10 Call a carpet cleaning professional

11 Use cold ingredients **detergent** > blot > **ammonia** blot > **detergent** > blot > **water** > blot

12 **Detergent** > blot > **vinegar** > blot > **ammonia** > blot > **detergent** > blot > **water**

**Caution:** No carpet is absolutely stain proof. In general hot liquids, bleaches and products containing natural dyes such as curry, mustard, herbal tea etc., can cause permanent discoloration.

## CLEANING METHODS

(Number determines cleaning method to be used)

Asphalt	1	Gravy, culinary sauces	1	Shoe Polish (liquid)	10
Beer	4	Hair oil	1	Shoe Polish (paste)	1
Berries	4	Hairspray	1	Soft Drinks	4
Blood	11	Hand Lotion	1	Solder	10
Butter/ Margarine	1	Ice Cream	2	Soya Sauce	2
Cheese	2	Ink (ball point)	1	Starch	2
Chewing Gum	7	Ink (felt-tip marker)	1	Sweets	4
Chocolate	2	Ink (permanent)	6	Tar, Soot	1
Coffee	4	Ketchup	2	Tea	4
Cooking Oil	1	Lacquer	3	Toothpaste	2
Cough Syrup	5	Lard	1	Typewriter ribbon	1
Crayon	1	Linseed Oil	1	Urine (dry)	12
Curry	10	Machine Oil	1	Urine (wet)	8
Dye	10	Mascara	1	Varnish	3
Egg	2	Mayonnaise	2	Vomit	5
Excrement	2	Milk	2	Wax (candle)	7
Foundation Cream	1	Mixed Drinks	4	Wax (paste)	1
Fruit Juice	4	Nail Varnish	1	White Glue	2
Furniture Polish	1	Paint (latex)	1	Wine	4
Furniture Polish (stain)	9	Rust	10		
Garden Soil	2	Salad Dressing	1		