matter

Berber™ Tile

Maintenance

The following cleaning and maintenance instructions are recommended to uphold the appearance and effective performance of the product.

1. **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

2. **Furniture protection** Protect flooring from damage by furniture by using the proper glides, casters and/or floor protectors. Prevent damage by wheeled furniture, appliances, dollies, pallet jacks and etc by using wheels or casters that are appropriate for the load being carried. When moving very heavy objects across the floor, even if they are on wheels, it is recommended to cover the floor with plywood or hardboard panels to prevent indentations, scratching or other damage to the floor.

3. **Routine cleaning**
   - Vacuum cleaning using a commercial brush vacuum cleaner.
   - Removing dirt/debris is most effective on dry matting.
   - Recommendations for vacuuming frequency:

Heavy foot traffic/soiling	1x per day
Light foot traffic/soiling	2-3x per week
Occasional foot traffic/minimal soiling	1x per week

4. **Deep cleaning:**
   - Vacuum matting and remove any spots.
   - Deep clean matting using the Hot Water Extraction method.
   - Extraction cleaning removes deeply embedded soils and should be performed as needed, based on traffic and soil levels.
   - Best results and quickest dry times are achieved with a commercial truck-mounted steam extraction machine.
   - When clear water is obtained during the extraction, the dirt has been removed from the carpet.
   - Recommendations for deep cleaning frequency:

Heavy foot traffic/soiling	2x per year
Light-medium foot traffic/soiling	1x per year

5. **Spot removal:**
   - Remove spills and spots as soon as possible after they occur.
   - Remove solid components using a scoop, liquids using a clean, white cloth or tissue paper.
   - Always treat the spot with a clean, damp cloth.
   - Always works towards the middle of the spot, in the direction of the pile.
   - Pat on the spot, do not rub; Let the spot dry then vacuum the treated area.
   - Call in an expert for dried or hardened spots, who can prevent the carpet from getting damaged by using the right products.

6. **Gum removal:**
   - Excess chewing gum should be scraped off with a standard putty knife.
   - Chewing gum residue may require use of a citrus-solvent based spot remover from a janitorial supply distributor.

7. **Ice melt removal:**

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- To prevent ice melt build-up, vacuum periodically throughout the day when ice melt is being used.
- Follow the “deep cleaning” instructions in section 4 to remove ice melt residue.

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