

PAS 86:2008

Professional inspection, maintenance, cleaning and restoration of textile floor coverings

Code of practice



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Cover images: Debut in various colour from Cavalier Carpets (centre), Moorland Heather Tweed in Morning Mist from Axminster Carpets (right).

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Pinmill in various colours from Cavalier Carpets

Foreword

This Publicly Available Specification (PAS) has been developed by the National Carpet Cleaning Association (NCCA) in collaboration with the British Standards Institution (BSI). No copying without permission of BSI except as permitted by copyright law.

Acknowledgement is given to the following organizations that were consulted in the development of this specification.

- British Cleaning Council (BCC)
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This PAS does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with this PAS does not of itself confer immunity from legal obligations.

This PAS is not to be regarded as a British Standard.

In particular, attention is drawn to the following statutory regulations:

- Health and Safety at Work Act etc 1974 [1];
- Personal Protective Equipment at Work Regulations 1992 [2];
- The Control of Substances Hazardous to Health Regulations 1994 [3];
- Chemicals (Hazard Information and Packaging) for Supply Regulations (CHIP) 2002 [4];
- Provision and Use of Work Equipment 1992 [5];
- Management of Health and Safety at Work Regulations 2006 [6].



Treat Your Feet in Creamy Fudge from Pownall Carpets

1 Scope

This Publicly Available Specification (PAS) gives recommendations for the inspection, maintenance and cleaning of textile floor coverings.

It is intended for use by the professional cleaning industry. It may also be of use to government bodies, trading standards, the insurance industry, carpet manufacturers, consumers, retailers, training bodies and those involved in the management, cleaning and inspection of textile floor coverings.

The PAS is applicable to all types and styles of textile floor coverings within the domestic and commercial environments.

2 Terms and definitions

For the purposes of this PAS, the following terms and definitions apply.

2.1 inspection

written comprehensive survey of the item to be cleaned detailing any pre-existing damage or other adverse conditions

2.2 cellulosic browning

release of a lignin dye from cellulosic fibres used in the construction process of textile floor coverings

NOTE Cellulosic fibres are defined as vegetable fibres, e.g. jute, cotton, sisal, linen.

2.3 cleaning

process used for the removal of contaminants, pollutants and undesired substances from textile floor coverings

2.4 grooming

setting the pile and removing cleaning marks from various cleaning operations

2.5 textile floor covering

system having a use-surface composed of textile material and generally used for covering floors

[BS ISO 2424:2007, definition 3.1]

2.6 soiling

unwanted foreign substances deposited on or within the textile floor covering causing a change in appearance

[derived from BS ISO 2424:2007, definition 9.2.6]

2.7 dimensional change

change in the size or shape of textile floor covering due to stretching, shrinking or bowing in one or more dimensions

2.8 sub-floor

material directly below the textile floor covering and underlay if installed

2.9 method statement

written statement that specifies the procedures, products, equipment and systems that are to be utilized to undertake the cleaning task

2.10 quotation

written document submitted to the customer quoting a fixed price and supported by written documentation

2.11 health and safety requirements

NOTE Attention is drawn to the Health and Safety at Work Act etc, 1974 [1].

2.12 restoration

corrective cleaning, minor repairs, stain removal and additional treatments

2.13 adsorbent

material, such as activated charcoal, capable of drawing other materials onto its surface

2.14 absorbent

material capable of drawing other materials within its structure

2.15 underlay

resilient layer of textile and/or other material placed between the textile floor covering and the floor

[BS ISO 2424: 2007, definition 8.9]

3 Management responsibility

3.1 General

The management of a carpet-cleaning site requires a specialist written assessment (audit) including specialist training and methods on the cleaning of textile floor coverings and area rugs.

3.2 Training

Management should ensure that all personnel are trained in appropriate disciplines and to a competent level and that training records are maintained and kept up to date.

Management should ensure that sufficient supervision be given during training and use, and when an employee is confident in the use and knowledge of a piece of work equipment, it should be registered in a log and a review date allocated thereafter.

3.3 Health and safety

Management should arrange the provision of health surveillance as appropriate. The following should be established:

- a) emergency procedures;
- b) appointment of competent persons to oversee evacuation of premises;
- c) information and training to employees;
- d) supply of correct Personal Protection Equipment (PPE) for the job in question.

NOTE 1 Attention is drawn to the Health and Safety at Work etc Act 1974 [1] and the Personal Protective Equipment at Work Regulations 1992 [2].

NOTE 2 See Annex B for further information on health and safety.

3.3.1 Risk assessment

Management should ensure that a risk assessment is:

- a) the responsibility of a technically competent person;
- b) undertaken at each visit to the premises;
- c) recorded and kept by the undertaking party and a system for retrieval and storage is designed and implemented.

NOTE 1 Attention is drawn to the Control of Substances Hazardous to Health (COSHH) Regulations 1994 [3].

Management should ensure that substances or mixtures classified as dangerous to health are identified by their warning label.

NOTE 2 A safety data sheet provides information on warning labels.



A copy should be available in the vehicle and a back-up in the office.

NOTE 3 Attention is drawn to the Chemicals (Hazard Information and Packing for Supply) Regulations (CHIP) [4].

Management should ensure that the exposure of an employee using work equipment hazardous to health and safety is either prevented or adequately controlled.

NOTE 4 In this instance "adequately" means adequately having regard to the nature of the hazard and the nature and degree of exposure to the risk.

NOTE 5 Attention is drawn to the Provision and Use of Work Equipment Regulations 1992 [5].

It is usual for one technician to attend a client site. There are occasions where the task is sufficiently large that it requires a number of technicians.

All management should ensure that all personnel attending a client site alone are adequately trained to carry out the given task and are aware of the lone working procedures.

NOTE See Annex E for examples of risk assessment sheets.

3.4 Insurance

Management should ensure that the company has adequate insurance cover especially in the following areas prior to commencing work:

- a) public liability;
- b) employees liability;
- c) treatments risks;
- d) goods in trust/transit;
- e) products liability (sale of products).

4 Customer service

During the cleaning process, management should ensure that the technically competent person:

- a) maintains the safety of all occupants;
- b) is adequately trained;
- c) maintains a neat and tidy appearance;
- d) does not consume alcohol prior to or during working;
- e) does not touch personal items without permission, where possible;
- f) does not enter areas without authorization, where possible;
- g) takes into account the circumstances noted within the survey and liaise with the client throughout the cleaning operation.

4.1 Care of the customers

NOTE Attention is drawn to the Health and Safety at Work etc Act 1974 [1].

Management should ensure that the technically competent person completes an appropriate risk assessment before undertaking any cleaning operation.

4.2 Dispute resolution

Upon receipt of notification of a complaint, management should acknowledge the complaint by:

- a) appointing a competent person to address the complaint;
- b) assessing the nature of the complaint;
- c) arranging to visit within 5 working days or sooner;
- d) reporting back to the management and the client advising of the validity of the complaint and the proposed rectification programme.

NOTE It is advisable that the client is kept informed at every stage.



Debut in various colours from Cavalier Carpets

5 Installation

5.1 Sub-floor

To prevent premature wear of the floor covering, the sub-floor should be in good condition, free of all foreign matter and any cracks, joints and protrusions that may leave the floor uneven.

When cleaning textile floor coverings installed on raised floors, consideration should be given to power cables, alarms, PC, telecommunication sockets and surrounding floor coverings.

NOTE A vast variety of sub-floors exist today, varying from screeds, concrete, mastic, asphalt, wood, chipboard and not forgetting raised modular access flooring. The nature of the sub-floor can determine the method of operation and the type of cleaning system to be used.

5.2 Methods of installation

5.2.1 Stretch in installation

The carpet is stretched over an underlay and anchored into position by gripper strips that are secured to the substrate around the perimeter of the carpeted area.

NOTE This method allows the carpet or underlay to be dimensionally stable whilst allowing quick and easy removal without damage to the sub-floor.

5.2.2 Direct bond

The carpet is bonded directly to the substrate.

5.2.3 Double bond

The underlay is bonded directly to the substrate followed by the carpet being bonded to the underlay.

5.2.4 Hook and loop

Used to semi-secure broadloom carpet and underlay to the sub-floor without the need for adhesives or permanent bonding, a band of hooks should be secured to the sub-floor, running from 5 mm from the fitted edge of the carpet or underlay. The carpet edge should then be laid onto the hook band ensuring a bond is created with the loops.

NOTE This method allows the carpet or underlay to be dimensionally stable whilst allowing quick and easy removal without damage to the sub-floor.

5.2.5 Carpet tiles

Carpet tiles can be loose laid or secured with a tackifier adhesive.



Simply Natural Ribgrass in Straw/Corsilk from Tintawn Carpets

6 Pre-cleaning tests

6.1 Fibre identity testing

Identifying fibres is essential to any professional carpet cleaning work to ensure the correct product and procedure is adopted for cleaning.

NOTE The correct information can be obtained from the carpet manufacturer. If not the procedure in **6.1.1** and **6.1.2** can be followed.

Any testing should be carried out in a safe controlled environment.

6.1.1 Burn testing

The burn test should give sufficient information to do an accurate assessment of the requirements for the job.

NOTE 1 See Annex D for an example of a fibre identification test.

NOTE 2 The burn test is the method most commonly used.

The tuft to be tested should be placed into tweezers to avoid burning of the skin.

The fibres should be approached with a butane lighter, holding the flame about half an inch below the fibre. When a flame appears, the fibre should be removed and the flame extinguished.

NOTE 3 This avoids any smell contamination from the fire source.

When burning, a flame proof dish should be placed below the item being burned and the colour of the flame and smoke observed. The odour of the smoke and the nature and colour of the ash or bead should be observed.

6.1.2 Chemical testing

NOTE Chemical testing may be necessary for a more accurate identification by an independent testing house.

6.1.3 Adhesives/anchor coating/latex

NOTE Adhesives are used to anchor the face yarns into the primary backing of tufted carpets. A layer of adhesive or foam is coated onto the backing to hold the fibres in place. A secondary backing is attached to give dimensional stability and strength.

Care should be taken in use of solvent spot removers as they could cause damage to the adhesives.

6.2 Current conditions

NOTE The condition of every installation will vary due to its usage and the amount of foot falls. Therefore every installation will need individual evaluation of its current condition.

When evaluating the current condition of textile floor coverings, the age and general wear should be taken into consideration along with the fittings, seams and any damage of the textile floor covering by highlighting traffic areas, colour loss, pile reversal, shading, pivot points, general wear and tear and staining.

6.3 Client expectations and requirements

The current condition of a textile floor covering will govern the final outcome of the clean and therefore the client should be made aware of any wear or damage and what may be achievable through the cleaning process.

6.4 Specification of cleaning plan

NOTE 1 Specifications for cleaning programmes will differ for all installations due to the nature and usage of each installation. All textile floor coverings will give best results when they receive regular care and attention.

Where available, the appropriate carpet manufacturer's specification should be followed.

NOTE 2 Efficient maintenance will include the use of barrier entrance systems to prevent soil entering a building.

Frequent vacuuming should be carried out to remove dry soil that increases abrasion and wear in textile floor coverings.

NOTE 3 Vacuum cleaners with a suitably adjusted brush heads are considered the most efficient tool for this operation.

Minor mishaps and spillages should be attended to as soon as possible as this will help prevent permanent staining or the spillage from spreading.

NOTE 4 Strategic cleaning of textiles on a quarterly, annually or biannually basis is advisable depending on the installation, use, and amount of traffic.