THE CARPET AND RUG INSTITUTE

CRI 205 Residential Carpet Standard for Maintenance and Cleaning

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The Carpet and Rug Institute (CRI) is the national trade association of carpet and rug manufacturers and suppliers to the industry. The expertise of CRI's membership comes together to provide unbiased technical, education, and scientific information about carpet and rugs.

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Introduction

The CRI 205 Residential Carpet Standard for Cleaning and Maintenance is the foremost source for guidance on cleaning carpet in a residential environment. The information in this guide was developed in collaboration with the manufacturers of carpet with additional input from professionals in the cleaning industry to provide the best content on residential cleaning and maintenance.

1.0 Foreword

Properly maintained carpet will enhance the indoor environment and aesthetic value of any residence. Not only does carpet add unique properties of color and design to the home but the inherent characteristics of carpet trap soil, improve acoustics, increase safety by reducing the risk of slip-fall, and provides greater occupant comfort.

The minimum standard requirements for residential carpet maintenance presented herein are based on both practical experience and rigorous scientific research. These time-proven procedures and environmentally sound principles have been developed by the carpet manufacturers with input from professional carpet cleaners, homeowners, testing laboratories, equipment manufacturers, and a host of other experts. These minimum standard requirements are valuable knowledge for everyone who has a vested interest in residential carpet.

This CRI 205 (Residential Carpet Standard for Maintenance and Cleaning) provides information on the different type of Seal of Approval-certified cleaning solutions, equipment and systems used by professional carpet cleaners and homeowners. It describes different types of cleaning systems, builds awareness, of the links between properly maintained carpet, good indoor air quality, and carpet longevity. It should assist in developing maintenance frequencies tailored to residential carpet. If followed, a healthier indoor environment should be achieved, carpet appearance should be significantly improved, and your carpet investment should perform well for years to come.

Failure to follow this standard or the carpet manufacturer's maintenance guidelines may result in the loss of warranty coverage and/or reduction in long-term performance. Contact the builder or retailer for specific information on your carpet. Please refer to the individual carpet manufacturer's website for information regarding warranty coverage, instructions, and training for your specific carpet.

For the most current version of the CRI 205 Residential Carpet Standard for Maintenance and Cleaning, please visit the Carpet and Rug Institute at www.carpet-rug.org/.

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2.0 Acknowledgments

CRI would like to extend our sincerest thanks to the following people for their direction and input into the **CRI 205 Residential Carpet Standard for Maintenance and Cleaning**.

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3.0 The Seal of Approval Program

Throughout this standard you will see references to the Seal of Approval, or SOA, program. If you are unfamiliar with the program, it is an important resource that you should know about as a consumer, facility manager, or cleaning professional.

The CRI Seal of Approval program is a voluntary testing program that tests the effectiveness of carpet cleaning products and certifies those products that remove difficult stains or a sufficient amount of soil without damage to the carpet. Not all products clean well enough to earn this distinction. Seeing the CRI Seal of Approval logo on products helps consumers recognize that they are buying quality products. The Seal of Approval program also has become a central program in our industry as many carpet manufacturers now require the use of SOA-certified products and CRI-approved cleaning methods to maintain carpet warranties.

In the early 2000s, CRI fielded numerous calls from consumers regarding carpet cleaning products that did not effectively clean carpet or, in some cases, were harmful to the carpet. In response, our organization decided to test products to better understand the issue. The results showed that many of the tested products cleaned at the same efficacy of water. Following this CRI founded the Seal of Approval program to test and certify carpet cleaning products and equipment.

What are the SOA Product Categories?

- Vacuums
- Deep Cleaning Systems
- Deep Cleaning Extractors
- Solutions
- Interim Maintenance Systems

Each category has subcategories that will allow you to select the best product for your facility's needs.

For more information on SOA or to view the certified products, visit The Carpet and Rug Institute website at www.carpet-rug.org/SOA.

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Residential Carpet Information

When a homeowner purchases carpet, they are potentially making one of their largest investments for their home. Like any product you own in your home, everything has to be properly maintained.

Maintenance frequencies depend on use, size, number of occupants, location, outdoor environment, and pets in the home along with other factors. In order to optimize appearance and use life of your carpeted investment, following at least the minimum recommended manufacturer maintenance guidelines in conjunction with the CRI 205 is essential. However, modified, enhanced, or more frequent maintenance may be necessary to maintain acceptable levels of appearance and/or performance.

Clean as needed but at a minimum of every 24 months. Use a cleaning frequency recommended by the carpet manufacturer to maintain your warranty.

This document pertains to all non-commercial applications where the resident or resident manager is responsible for maintaining the carpet.

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4.0 CRI Seal of Approval Information

CRI's Seal of Approval (SOA) program is all about cleaning efficacy and constant improvement. We wanted to know how well vacuums, extractors, and cleaning solutions worked to clean carpet, so we developed the carpet industry's only scientific program to test and measure the effectiveness of cleaning products and equipment. The program helps consumers make informed decisions and manufacturers improve their products. The results are cleaner, healthier, and longer-lasting carpet.

5.0 Carpet Performance

Carpet performance is gauged by its general appearance, resilience and longevity. Carpet performance is dependent on several factors – proper installation (see CRI 105 Residential Carpet Installation Standard), use & traffic, style, color, construction, and proper carpet care. Just as great care should be taken when choosing residential carpet, the same effort is also required for effective carpet care and maintenance.

Carpet performance is directly related to proper maintenance. Regular vacuuming should begin soon after your new carpet has been installed. Vacuuming your carpet on a regular basis will maintain carpet appearance and increase carpet performance. Vacuuming using the CRI SOA/GL approved vacuum will not only remove soil but also enhance the appearance and indoor air quality.

Professional cleaners and homeowners who prefer do-it-yourself projects should choose cleaning systems carefully and follow at least the minimum recommended manufacturer maintenance guidelines in conjunction with the CRI 205 Residential Carpet Standard for Maintenance and Cleaning. In order to get the maximum use life of your carpet. Likewise, proper selection and use of SOA-approved cleaning solutions is essential.

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6.0 Improving Indoor Air Quality

Carpet has been used for years by millions of people. Carpet is made primarily of the same materials found in clothing and other everyday products i.e., polyester, nylon, olefins, and backing materials.

Scientific studies have demonstrated that carpet is one of the lowest emitters of VOCs in the indoor environment. The low-level VOC emissions from new carpet normally dissipate within 48 to 72 hours after installation when accompanied by good ventilation.

The carpet industry has always regarded IAQ safety as important and has worked closely with the Environmental Protection Agency (EPA), the Consumer Product Safety Commission (CPSC), academic institutions, and independent laboratories to evaluate carpet's role in the indoor environment. Throughout those evaluations, scientific evidence has indicated no specific links of adverse human health effects due to chemical emissions from carpet.

The carpet industry members are committed to improving the quality of indoor air and reducing the VOCs from its products. To achieve this goal, CRI established a testing and labeling program. The program's green and white logo displayed on carpet samples informs the consumer that the specific manufacturer's product type has been tested by an independent laboratory and has met the program criteria for very low emissions. The manufacturer's carpet sample is tested for chemical emissions using the most up-to-date dynamic environmental chamber technology. The test methodology was developed by consensus during an official dialogue with the EPA and has been adopted by the ***American Society for Testing and Materials (ASTM) as D 5116 – Guide for Small-Scale Environmental Chamber Determinations of Organic Emissions from Indoor Materials/Products.***

Since the inception of the program in 1992, the carpet industry has reduced the overall level of emissions by selective raw material usage and other process modifications. The program establishes maximum allowable emissions for acceptance. The emissions of 13 target compounds are measured in mg/m2 •hr. The emissions level required for certification are compliant to the most stringent IAQ standards, like CDPH 01350. A complete listing of the compounds and target levels can be obtained through the CRI or its website www.carpet-rug.org/glp.

Other means that have an effect on indoor air quality are:

- Changing HVAC Filter
- Controlled Relative Humidity
- Cleaning solution fragrances

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Residential Cleaning

Residential carpet cleaning consists of three primary aspects: regular vacuuming, periodic deep cleaning, and prompt spot or stain removal.

7.0 DIY Cleaning

Currently, do-it-yourself carpet cleaning machines are available for rent or purchase. While these machines are effective at cleaning spots and spills, and provide interim cleaning, they should not be substituted for periodic deep cleaning by a carpet cleaning professional. Proper maintenance of do-it-yourself equipment is critical to achieve effective cleaning and desired carpet performance.

Here's what you need to know about do-it-yourself extraction cleaning:

- Remove the furniture from the carpeted area. If the furniture is too heavy, place a plastic film under and around the legs of the furniture. This prevents discoloration transferring from furniture to the carpet.
- **Vacuum thoroughly to remove dry soil.** This is essential and has a substantial impact on the entire cleaning process!
- Follow the instructions of the carpet manufacturer. Most manufacturers recommend pre-spraying and rinse with water only.* Do not add other chemicals or attempt to make your cleaning solution stronger than the recommended dilution rate. Using higher concentration of cleaning solution than recommended may cause excess residues left in the carpet. This will contribute to rapid resoiling.
- Use only CRI Seal of Approval cleaning solutions and equipment.
- Begin at the farthest point from the doorway and work back toward the door so you can step out when finished.
- Extract as much of the water as possible by making a dry pass after the initial wet pass. Multiple dry passes may be necessary. Do not rush this step.
- Wait until the carpet dries before replacing the furniture or walking on carpet. This step can take 6-12 hours. Place plastic or foiled tabs under furniture legs to prevent color transfer to carpet.
- Ventilate cleaned areas to enhance drying time;
    - Run the HVAC fan to create air movement
    - Open windows if outdoor weather conditions permit (sunny, low humidity and dew point),
    - Operate the air conditioning (in warm weather) or heat (in cold weather) at a moderate setting to assist with dehumidification
    - Set up or turn on fans in the room as necessary.
    - Never close up a room with a wet carpet.
    - You want to promote the fastest drying-time possible. The carpet should be dry within 12 hours. If carpet remains wet past 12 hours, contact a professional.

NOTE: Failure to follow do-it-yourself equipment procedures and cleaning solution dilution rates may affect the performance of your carpet.

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NOTE: If an in-tank cleaning solution is used in the equipment, cleaning should be followed up with a clear water rinse.

For more information, visit www.carpet-rug.org/.

8.0 Professional Cleaning Services

The most common professional residential carpet cleaning systems used is a hot water extraction (HWE) system. The three most prominent types:

- Truck mount
- Professional portable with hose and wand
- Self-contained/walk behind

Here are questions to ask when hiring a cleaning professional:

- **"How long have you been in business?"** The answer can speak volumes about a company's reputation and experience. A quick Internet search for customer reviews can also tell you a lot about the company.
- **"Do you use cleaning solutions, equipment and systems approved in CRI's Seal of Approval program?** Use of products other than those certified by CRI could void your warranty.
- **"Do you vacuum before deep cleaning the carpet?"** The answer should be yes. Vacuuming before deep cleaning is critical and makes a difference in the end result. Some professionals will give the consumer the option to do the pre-vacuuming in order to save cost.
- **"How is your pricing structured?"** Pricing most often is based on the area cleaned not by the number of rooms. Make sure to measure your area before you get on the phone. Room sizes vary, so be careful of any company that quotes price by the room. Also, note that pricing can vary depending on the previous maintenance procedures followed.
- **"How much will it cost?"** When you're on the phone, get an estimate that you're comfortable with – before the cleaner comes to your house. Some cleaners may want to give a visual inspection before providing an estimate.
- **"Are your technicians certified through a professional training agency such as Institute of Inspection, Cleaning and Restoration (IICRC)?"** Professional certifications such as this show advanced training.
- **"Do you move the furniture or should I have it moved before you arrive? If you move the furniture, do you charge extra?"** Understanding the provided services are key to a good experience. Prior to cleaning, you may want to move any items you are concerned that are valuable or fragile.

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Here are questions to expect from a CRI SOA carpet cleaning professional service providers:

- **"Who is the manufacturer of your carpet and what type of carpet do you have?"**
- **"When was the last time your carpet was cleaned? Was it professionally cleaned or in-house?"**
- **"Do you have any odor issues?"**
- **"Do you have any pets? Is it a cat or a dog?"**
- **"Do you have any stains? If so, what have you used to try to remove the stain?"**
- **"What is the square footage of your house?"**
- **"Do we need to move any furniture?" (Most cleaners do not move beds or heavy furniture)**

Here are some common practices you can expect CRI SOA residential carpet cleaning professional service providers to perform:

- **Vacuuming prior to cleaning is an essential step for desired results. Carpet should be thoroughly vacuumed before cleaning by either the resident or the professional. According to studies, most of the loose dry soil is removed by vacuuming.**
- **Walk through inspection (document spots, spills, burns or damaged carpet)**
- **Equipment set up.**
- **Pre-treatments (traffic lane, spotting, stains).**
- **Soil and cleaning agents are extracted/rinsed from the carpet using approved CRI deep cleaning systems.**
- **Place protection under furniture to prevent it from touching wet carpet.**
- **Carpet grooming to remove wand marks and speed drying as needed. This is typically only performed on cut pile carpet.**
- **Topical application of stain and soil carpet protectant is typically an additional charge (Check with carpet manufacturer).**

Find Seal of Approval-certified equipment and solutions at www.carpet-rug.org/.

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9.0 Residential Warranties

Every carpet manufacturer requires proper carpet maintenance. Failure to abide by carpet manufacturer maintenance guidelines may void your warranty.

10.0 Cleaning Spots and Spills

A Three-Step Solution
With today's stain-resistant carpet, treating spots and stains has never been easier. While no carpet is completely stain proof, the key is to act quickly with the right solution to knock out spots, spills and stains with a one-two punch.

Step One: Absorb the Spill

- Blot liquids with a dry, white absorbent cloth or plain white paper towels (no prints or colors). Using a printed or colored material may transfer ink or dye to your damp carpet. Continue until the area is barely damp. Semisolids, like food spills, may need to be scooped up with a spoon. Solid, dried bits can be vacuumed.
- Do not scrub or use a brush! Bristles and scrubbing can damage the carpet. Fraying and texture change are the likely results.

Step Two: Treat the Spot or Stain

- Use a **CRI Certified Seal of Approval carpet cleaning solution**. Though these have been laboratory tested, you should still pretest any cleaner on a scrap of carpet or an unseen area of your carpet.
- Follow the product's directions carefully. (**Note:** More is not better.) Apply a small amount of the cleaner to a white cloth and work in gently, from the edges to the center. Blot; don't scrub. You may need to do this several times to remove the spot. After the spot is gone, blot the area with clear water once or more to remove any remaining product.

NOTE: Using multiple spot, spill, or stain removal products, one on top of the other, without rinsing with water between applications, can set a stain and make it permanent.

Step Three: Call a Professional
If the first two steps do not work, contact an approved Seal of Approval Service Provider.

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11.0 Basic Rug Care

Rugs deserve the same care as wall-to-wall carpet and, in some cases, require special attention.

- **Washing rugs** - If your rug is small and the label says “machine washable,” shake the rug outside first and then put it in the washing machine at the recommended temperature. Use warm water (90 to 105 degrees) and a mild detergent. Tumble your rug dry on the lowest heat setting.
- **Beating larger rugs** - If your larger rug is easy to pick up, shake it outside first; then put it over a clothesline and beat it. Next, take the rug inside and vacuum it. Many carpet cleaning professionals have rug cleaning expertise as well, but, if the label says dry clean only, your best bet may be to roll it up and take it to a dry cleaner. Save time by calling first to see if the cleaner does rug cleaning — many do not.
- **Vacuuming area rugs** - Area rugs with fringe require a special technique. Use gentle suction and start from the center of the rug, vacuuming toward the fringe, being careful not to catch the strands in the brush roller. Move the vacuum steadily and completely off the rug. Lift the rug edge to vacuum beneath the fringe.
- **Caring for woven Oriental, Turkish, or Persian rugs** - Consult with a professional rug cleaning service.

For more information regarding:

- Ripples
- Bubbles
- Texture Changes
- Filtration Soiling
- Seams

Go to www.carpet-rug.org.

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References

CRI 104 Carpet Installation Standard for Commercial Carpet

CRI 105 Carpet Installation Standard for Residential Carpet

ASTM D 5116 - Standard Guide for Small-Scale Environmental Chamber Determinations of Organic Emissions from Indoor Materials/Products

CDPH 01350 - Standard Method for the Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers

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