

# How to install TANDUS carpet?

These instructions cannot cover all sub floor conditions. TANDUS Flooring cannot be held responsible or warrant tile products if these floor preparation and installation procedures are not followed. If you have any questions concerning the proper installation (or use) of any TANDUS Flooring's products, please contact your TANDUS Flooring representative.

All TANDUS Flooring products should be inspected for dye lot, style, color, size quality and shipping damage prior to installation.

Do not install TANDUS products if any problem is noted.

## PREPARATION

It is the responsibility of the installation contractor to make certain the sub-floor is properly prepared prior to starting the installation.

### Moisture & pH

- Excessive sub-floor moisture and/or high sub-floor pH alkalinity on any sub floor, especially concrete, can cause product failure. The maximum allowable amount of moisture emission from the sub-floor is 3.0 pounds moisture vapor emission rate (MVER) for all TANDUS Flooring products. The acceptable pH range is 7.0 to 9.0.
- If performing In-Situ / RH (relative humidity) testing on concrete on or above grade the maximum allowable RH is 75%.

### Temperature & Humidity

- The area in which the modular tile is to be installed (including the sub-floor) should be between 18°C–32°C (65°F–90°F) for at least 72 hours prior to, during and after the installation.
- All TANDUS Flooring products and installation materials should be stored for at least 48 hours prior to installation.
- Relative humidity above 65% will slow down primer and adhesive set or dry times.

### Floor Inspection

- The sub-floor must be structurally sound and dry prior to installation.
- Any curing chemical treatment used on sub floors must be chemically and physically compatible with our TANDUS Flooring backing and adhesive systems.

### Floor Debris Cleaning

- Clean the sub-floor of all excess concrete spots, solid debris or paint spots using suitable scraping methods.
- Completely remove all wax, dirt, grease, paints or old adhesives (especially cutback or emulsion).
- Do not use solvents or any chemical adhesive removers to clean the sub-floor.
- Do not use oil-based or silicone based sweeping compound.

### Floor Patching & Leveling

- All sub-floors should be leveled to assure good installation.
- Concrete sub-floors should be troweled smooth, if necessary.
- Concrete sub-floors should be flat within 1 mm per 1 meter (or 1/8" per 10 feet). Cracks, holes and depressions can be filled using a good grade of cement, concrete or fortified patching material.
- Do not install over loose tile (VAT, VCT or others).

### Floor Cleaning

- Sweep and vacuum the floor after patching and debris removal.
- Do not use oil or silicone based sweeping compound. Make sure all perimeter areas are clean.
- Smooth, nonporous floors should be damp mopped prior to product installation.

## INSTALLATION GUIDELINES

Determine the lay direction of the carpet based on building design and installation efficiencies.

Detailed installation instructions should be conveyed to installers to meet the designer's intention.

- 1 Locate the first centerline in the installation area by marking the centre point of two opposing, parallel walls. Snap a white (not blue or red) chalk line between the two centre marks. Snap a second, perpendicular chalk line at the mid-point of this line (use a 3-4-5 triangle method to make sure the second line is perpendicular to the first).  
**THIS PROCEDURE IS VERY IMPORTANT.**
- 2 Check the distance from each centerline to its paralleled wall and determine how many 500 mm (19.6 inch) tiles will be required. Shift the line as needed (in a paralleled direction) to balance the width of the border tiles (tiles against the wall). Border tiles, where possible, should not be less than half of a tile.
- 3 Apply the adhesive with a short nap paint roller. Do not allow the wet adhesive to puddle. Allow the adhesive to set and dry prior to installation tiles. Adhesive is set when it dries clear and will not transfer to the hand when touched. Tiles should be installed immediately after the adhesive has dried. Adhesive must be dry prior to installation Modular Tile. Only TANDUS approved adhesives should be used on TANDUS modular carpet.
  - Never step in the adhesive when it is wet or dry. Any adhesive you get on the yarn will be difficult to remove and will likely collect dirt.
- 4 Directional arrows are printed on the back of all tiles. Determine the "arrow direction" for the installation in accordance with the designer's intentions.
- 5 Start from the intersection point in the centre of the floor and install the first line of tiles along the first centerline. Install the second line of tiles along the perpendicular centerline. Keep all the tiles exactly on the chalk lines. Fit the tiles snugly next to each other by sliding them into place. Do not force the tiles together. Let them loosely lay. Do not trap face yarn between or under tile edges. **Any tile that has any issue should be cut in along the wall.**
- 6 Continue to install the tiles in a stair step or pyramid pattern starting from the intersection point. Check to make sure the tiles are properly aligned at the edges during installation. **When applying additional adhesive to the floor, do not roll wet adhesive onto the yarn of tiles that are installed.**
- 7 Install border tiles along the wall by placing a tile face down in the dried adhesive along the wall - this is the "cut tile". Take another full tile and butt it against the wall allowing it to fall on top of the cut tile with the yarn face down on top of the cut tile –this will keep you from getting adhesive on the yarn of the tile you wish to install. Use a metal straight edge to line up the size of the tile with the closest tiles. Cut through the backing along the straight edge. Remove the cut tile and save it for the next cut. **When you flip the tile back over, the machine cut edge will be against the installed carpet and the hand-cut edge will be against the wall.**

## GENERAL NOTES

### Over Heated Flooring

- TANDUS Flooring modular carpet can be installed on surfaces that never exceed 50°C (122°F).
- In cold regions with heated floors, the heat may be turned off every weekend or every night.
- If TANDUS Flooring modular carpet is installed over heated flooring, do not install the tiles too tight and do not use a tool for hitting the tiles together.

### Raised Panel Flooring

- Do not use adhesive over raised panel flooring until all of the electrical work is complete.

### Approved Adhesives

- Please check with Tarkett sales office for approved adhesives.

# Your carpet deserves the best maintenance

Investments are worth protecting. Your commercial carpet is no different. With a simple, systematic and cost-effective carpet maintenance plan you can protect your investment and reap the rewards for years to come. TANDUS commercial carpets are made with industry-leading materials that help to mask soil and other debris that can make carpets look old and dirty. Proper maintenance can extend the life and appearance of your carpet, thus saving money.

## PREVENTION

The easiest way to clean carpet is to REDUCE the need to clean carpet! Prevention is always easier than fixing problems.

Consider the following prevention:

- **Install entrance and transition mats:** up to 90% of the soil load is caused by soil tracked in from outside areas. Recommendation is to put an exterior transition mat placed outside entrances and an interior transition mat (recommended size is 3.5 to 4.5 meter long) placed in interior areas adjacent to entryways and other areas exposed to heavy walk-in traffic. Ensure your mats are dry prior to use to ensure the best protection. All matting must be kept clean to make sure they do not become a source of soil. Ideally, a duplicate set of mats should be provided for all areas. Matting systems should be thoroughly vacuumed daily and checked weekly to ensure a clean mat at all times.
- **Use chair mats:** the use of chair mats can prevent soil from being ground into the carpet fibers which leads to dirty, matted carpet. Chair mats are easy to use and help protect the appearance of your carpet.
- **Walk around your facility and look for potential carpet disasters.** Could more trash cans help keep trash off the floor? Is there appropriate matting around tea & coffee areas?

## EQUIPMENT

An appropriate equipment is essential for proper care of your carpet. The following are the basic tools of your carpet maintenance program:

- **Vacuum:** vacuuming is the most important activity for modular tile. Up to 85% of the soil deposited into carpet is dry particulate soil and may be easily removed with proper vacuuming. High traffic areas, entryways, and track-off matting should be vacuumed at least once daily using an approved vacuum. Other lower-traffic areas should be vacuumed at least once weekly.

Note: Canister Vacuums without brushes are not acceptable for regular cleaning.

- **Extractor:** hot water extraction is recommended as an essential part of your carpet maintenance plan. It enable to clean carpet deeply and to remove pre-treated soluble soil and oil-based spills that regular vacuuming cannot. An extractor injects water into the pile, agitates the fibers and extracts the water and suspended oil.

Note: Cleaning chemicals should never be put in your Extractor. Bonnet cleaners or Rotary cleaners should NEVER be used on your carpeting. Use of Bonnet or Rotary cleaners could void your warranty.



- **Solutions and Detergents:** in addition to equipment, proper cleaning solutions are important. Choosing the right cleaning solution is essential. Keep these in mind when choosing:
  - it must be safe and non-toxic.
  - it must not contain optical brighteners.
  - it should have a pH between 4 and 9.
  - it should not leave sticky or oily residue when dry. To test it: prepare the solution as instructed and pour into a shallow pan. Place in direct sunlight and allow to evaporate. If a sticky or oily residue is left, DO NOT use on carpets.
  - avoid solution promoting rapid soiling.

Note: Optical brighteners should NEVER be used on your carpeting. The use of optical brighteners may void your warranty.

TANDUS can provide a list of approved cleaning solutions & deodorizers that have been tested for appropriate pH levels, absence of optical brighteners, and zero re-soil potential. Please contact your TANDUS sale representative for more information.

**SYON-5** is extremely effective at removing many stains and soiling issues on carpet (see ACCESSORIES section page 128). Procedure to use it:

- Thoroughly vacuum the area in one direction and then vacuum in the perpendicular direction.
- Prespray using Syon-5.
  - Use undiluted for heavy traffic areas
  - Dilute 1:4 with water for areas with heavy soiling
  - Dilute 1:10 with water for routine cleaning

*Do not prespray any area that cannot be cleaned or rinsed in 20 minutes.*
- Agitate immediately with a Whittaker Roamer, Whittaker GLS machine, or a vacuum cleaner with a cylindrical revolving brush. If you are applying Syon-5 to spots, you can agitate with a hair brush
- Wait 8 – 12 minutes from the time the Syon-5 is applied.
- Starting at the same place you started prespraying, begin removing the Syon-5 with either an aggressive vacuum with a revolving brush or with an extractor using water.

Like any tool, properly maintaining your equipment is very important. Follow your equipment manufacturer's suggestions for caring for your equipment to receive the maximum performance.

## CLEANING METHODS

### For vacuuming, keep in mind:

- Use slow, deliberate passes. Slowing the vacuum down allows the suction to loosen and remove the embedded dry soil that can abrade and damage fibers.
- Pay careful attention to the “pull” stroke. More soil is removed in the “pull” stroke than in the forward stroke. For this reason, each area being vacuumed should receive a pull stroke and a forward stroke.
- Empty the vacuum bag when it is half full to improve soil removal.
- Entry areas, areas adjoining hard surfaces, areas near bathrooms and breakrooms should be vacuumed more than other lower-traffic areas. In areas prone to higher soil, a single pass of the vacuum may not effectively remove all the soil. For this reason, higher soil areas should be vacuumed using numerous passes.

**Spot Removal:** spills and spots should be tended immediately. Doing so provides the greatest chance to remove all of the material before it becomes a permanent stain.

- As soon as a spill occurs, use towels and apply pressure to remove as much of the liquid as possible.
- For water-based spills, flush the stain with water and blot until excess liquid has been removed.
- Some spills may require cleaning solution to remove. Use a TANDUS-approved solution and follow the manufacturer's instructions.

**Extraction:** extraction is a periodic cleaning method that removes soil and other debris that vacuuming alone cannot remove. Just follow these simple steps:

- Pre-vacuum the area to be cleaned, taking plenty of time and effort to remove as much dry particulate (insoluble soil) as possible.
- Apply a slightly alkaline pre-spray spot remover or Syon 5 directly to the pile fiber. Be sure to check the manufacturer's suggestions for timing. Most surfactants require 8-10 minutes of dwell time to enable emulsifications of the contaminants.
- Agitate or move about the area with a pile brush or cylindrical brush. Cylindrical agitation will assist the surfactant solution in lifting soil from the pile fiber and pile lifting. Remember, NEVER use a Rotary Bonnet or Rotary Brush with TANDUS carpeting.
- Extract the surfactant solution and attached soil particles using an Extractor with fresh water only. Remember, DO NOT use chemicals or detergents in your Extractor.
- After thoroughly rinsing, continue to extract the area using dry strokes (no water injection) until suitable moisture removal is attained. Under no circumstances should any TANDUS flooring remain wet for more than 8 hours.

### Helpful tips:

- Always run your HVAC system when doing water extraction to help speed drying time.
- Allow three to four hours after the last extraction before foot traffic is allowed on the carpet.

## CLEANING SCHEDULE

Now that you have appropriate equipment and understand the proper method for cleaning your TANDUS Flooring carpet, the next step is to identify the areas in your facility based on traffic patterns. Using a floor plan of the facility, identify each area and place it into these five areas:

**Walk-Off Areas:** these are the areas including your walk-off matting, entryways, lobbies, restrooms, elevators, and areas next to hard flooring. These areas require more attention than almost any other area in the facility.

- Vacuum at least once daily using multiple passes.
- Pile lift to loosen embedded soil prior to extraction.
- Wet extract at least monthly.
- Spot clean as necessary (and as soon as possible).

**Heavy Traffic Zones:** These are areas that experience more than 1,000 foot traffics per day (hallways, traffic lanes, pivot points, funnel areas, break areas).

- Vacuum at least daily using multiple passes.
- Pile lift to loosen embedded soil prior to extraction.
- Wet extract at least every other month.
- Spot clean as necessary (and as soon as possible).

**Moderate Traffic Zones:** These are areas that experience 500 to 1,000 foot traffics per day (secondary hallways, offices, and light-use common areas).

- Vacuum traffic lanes daily.
- Full vacuum 2-3 times weekly.
- Wet extract every 2-3 months.
- Spot clean and vacuum as necessary.

**Light Traffic Zones:** These are areas that experience less than 500 foot traffics per day (conference rooms, administrative areas, areas outside of traffic lanes, and limited-use areas).

- Full vacuum weekly.
- Wet extract 1-2 times per year.
- Spot clean and vacuum as necessary.

**Areas Prone to Spills and Spots:** These are areas where spills are likely to happen (break rooms, tea/coffee areas, areas near kitchens and restrooms). Attend to spots and spills as soon as possible.

**Regular cleaning schedule:**

Area	Vacuum	Stain Removal	Syon-5 Soiling Treatment	Extraction Wet or Dry
Entry areas and lobbies	Daily	Daily or when Stain is discovered	1 month	3 months
Hallways	Daily	Daily or when Stain is discovered	1 month	3 months
Offices	Twice a week	Weekly or when Stain is discovered	3 months	6 months
Meeting areas	Twice a week	Weekly or when Stain is discovered	3 months	6 months