

# The Life Cycle of Carpet Care

## The Life Cycle of Carpet Care



## Training Library Workbook



RESOURCE & PROCESS MANAGEMENT™

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# Section 1.

## Introduction to Life Cycle of Carpet Care



Carpeting that has not been properly cleaned and maintained can leave a terrible impression on a facility. Dirt build up and stains look unpleasant and can carry harmful bacteria and foul odors, resulting in poor indoor air quality.

You play an important role how the carpet in your building looks and lasts. By learning how to implement a good carpet care program you will enhance your facilities appearance, improve the cleanliness of the working environment and be a valuable resource to your department.

The Life Cycle of Carpet Care reflects the stages of maintenance processes that a typical carpeted surface undergoes throughout its life.

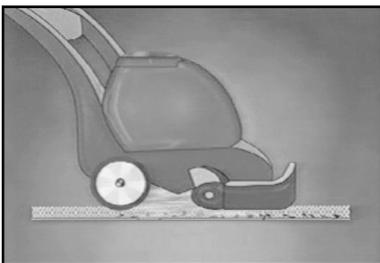
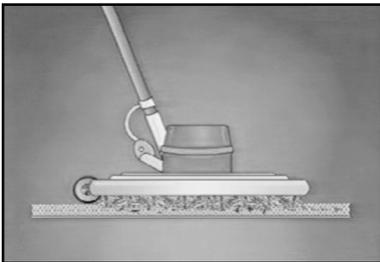
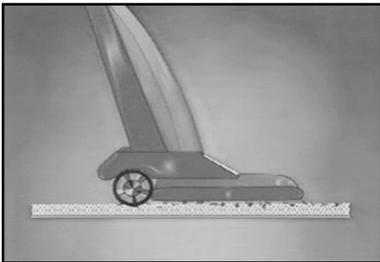
There are three phases of carpet maintenance that work together to extend the life of carpeting: Routine, Interim and Restorative.

Routine Maintenance focuses on the quick removal of surface soils, spots and stains.

Interim Maintenance focuses on removing soils before they become deeply embedded in the carpeting.

Restorative Maintenance focuses on removing dirt and soil that has penetrated all the way to carpet backing.

Betco's FiberPRO™ Carpet Care Program has the right mix of chemicals, equipment and processes for all three phases of professional carpet care maintenance. By using Betco FiberPRO™ products, procedures and training outlined in this module, you'll maximize the efforts of your staff, while reducing the costs associated with maintaining your facility's carpeting.



This training module, which is one of the Betco Resource & Process Management™, or RPM, training library series, focuses on the three phases of maintenance of the life cycle of carpet care.

This module will cover:

- Safety
- Preparation
- Routine Maintenance
- Interim Maintenance
- Restorative Maintenance
- Cleanup

Betco's FiberPRO™ program offers a wide variety of carpet cleaning products for both stain resistant (5<sup>th</sup> generation), and non-stain resistant carpeting.

Be sure to choose the proper product for your job.

***Always follow the carpet manufacturer's recommendations for cleaning and maintaining your carpet.***

## Section 2. Safety



Before beginning with any cleaning task be sure that you fully understand how to use the chemicals and equipment required for the job. It is regulated by OSHA that every employee has a right to know about chemical hazards within their workplace. A material safety data sheet, commonly called an MSDS will provide information regarding the chemicals within your building. Read and understand the MSDS, as well as the product label for every product that you use. Your supervisor will show you where to find your MSDS information and will also help you to read and understand each sheet.



***Be careful not to use cleaning chemicals on any surface for which they are not intended. Be especially cautious when using acid cleaners. Never mix chemicals. It could cause serious or even fatal injury.***

Always wear the proper Personal Protective Equipment or PPE to protect yourself from exposure to cleaning chemicals. Gloves and goggles will prevent chemical splashes from coming into contact with your skin and eyes. If generating a fine mist an appropriate respirator is also recommended.



Practice Universal Precautions when cleaning any blood or body fluid spills, or soiled materials that could contain these or other potentially infectious substances. Refer to OSHA's Bloodborne Pathogen standards for more information. Betco provides a Bloodborne Pathogen training module within the RPM Training Library series.

Accidents will be limited when the proper caution signs are posted prior to cleaning, such as "Wet Floor" signs.

## **Section 3.**

### **Preparation**



When preparing for carpet cleaning, first review the supply checklist, gather the appropriate chemicals and proper cleaning equipment. A supply checklist can be found on page 13.

Gather the properly labeled cleaners that will be needed. Be sure that the correct dilution rates are used according to manufacturer's recommendations. A Betco Chemical Management System ensures that dilution rates are correct and makes your job faster and easier.

Display the proper caution signs when necessary.

# Section 4.

## Routine Maintenance Procedures



The following Betco chemicals and equipment are recommended but not limited to the following:

- FiberPRO™ Professional Spot and Stain Removal Kit
- Gold 18" Vacuum or BPS28 Battery Powered Sweeper
- EX3S Carpet Spotter Machine

Routine Maintenance consists of vacuuming and spot removal. When these procedures fail to provide the appearance you desire, then Interim cleaning is required.

### VACUUMING

Carpet hides dirt very well, and it's important to remove surface dirt quickly and routinely, so it does not become embedded in the fiber. Keeping a carpet clean will increase the life of the carpet.

To begin vacuuming, first select the appropriate vacuum for the job. Upright vacuums are good for enclosed rooms or smaller areas.

A walk behind battery powered sweeper, such as the BPS28 is excellent for large carpeted rooms or hallways. Choosing the right equipment can make a big difference in the time and effort put into the job.

Remove any obstacles or furniture if needed. Move furniture and equipment as little as possible when spot vacuuming.

Spot vacuum high traffic areas daily and do the entire carpeted surface weekly.

Plug the machine into the proper outlet located in a central location.

Overlap strokes slightly until the area is covered. Do not over clean. Usually two strokes per pass are sufficient. Be careful not to bump furniture or walls. Watch the cord as it can present a safety hazard.

Use accessory tools for hard-to-reach areas.

As you are vacuuming pay attention to any stains or spots that will need attention.



## SPOT & STAIN REMOVAL



Revisit the area to address spot or stain removal needs. Betco's FiberPRO™ Spot and Stain Removal Kit is recommended to simplify spot and stain removal at your facility. This kit contains a handy spot guide, accessories and six spot removing products that are effective in removing virtually any stain.

Refer to the professional spot and stain guide for step-by-step instructions to remove a wide variety of spots and stains. See page 16.

***Be careful to test products in an inconspicuous area before applying any cleaning chemical to carpet.***

If you are cleaning a wet stain, immediately blot to remove excess liquid, using a white absorbent towel. This will prevent the accidental transfer of dyes into the carpet. It is important to blot and not rub the stain to avoid further penetration of the carpet fiber.

Apply the appropriate product directly to the spot following specific instructions on the label. Using a circular motion, squirt the solution just outside the perimeter of the stain working toward the center. Allow the appropriate dwell time, then use a tapping brush and clean white towel to absorb the stain.

Rinse the area thoroughly with clean water. The Betco EX3S - 3 gallon Spotter Extractor is an easy and effective method for rinsing and extracting stains in all types of carpeting.

If a spotting machine is unavailable, use a vacuum to remove any residues once the carpet has dried.

For dry soils and chewing gum, scrape any excess soil with a bone scraper.

Use an aerosol, chewing gum remover such as Betco's GG09 for gum removal. This will freeze the gum making removal quick and easy.

## Section 5

### Interim Maintenance Procedures

The following Betco chemicals and equipment are recommended but not limited to the following:

FiberPRO™ Bonbet™ - Bonnet Shampoo  
FiberPRO™ Dry Foam - Carpet and Upholstery Shampoo  
FiberPRO™ TLC Traffic Lane Cleaner or  
FiberPRO™ Step One for residential 5<sup>th</sup> generation carpets  
FL20" DS - Floor machine

You will also need:

Carpet Bonnet Pad  
Pump Up Sprayer  
(2) Mop Buckets and Wringers

Interim Maintenance removes soils before they become deeply embedded in the carpet, helping to maintain a beautiful appearance between scheduled restorative cleanings.

#### BONNET CLEANING

Regularly scheduled vacuuming is the first step in removing as much of the loose surface soil as possible. Bonnet cleaning or dry foam cleaning typically is performed once a month depending on carpet traffic.

Bonnet Cleaning is a quick, easy method for surface cleaning carpets. It cleans more deeply than vacuuming alone, to remove many common stains, leaving carpets bright and looking like new. Bonnet cleaning uses very little moisture, so carpets dry faster and can be quickly returned to service.

Start by gathering your equipment and supplies.

Remove all obstructions from the area being cleaned.

Vacuum and perform routine spot and stain maintenance prior to the bonnet cleaning procedure.

First, pre-spray heavily soiled areas and traffic lanes with a Betco traffic lane cleaner. Using a pre-spray can make cleaning easier, more efficient and creates a uniform appearance in traffic lanes. Be sure to generously apply the pre-spray and to allow the appropriate dwell time prior to cleaning.



#### For Light Cleaning:

You will only need one bucket of clean water for rinsing. Fill the pump up sprayer with FiberPRO™ Bonbet bonnet cleaner per label directions.

Attach the bonnet pad to the pad driver of a low speed rotary floor machine such as an FL20 DS from Betco's equipment line. Be sure the pad is centered.

Spray the carpet bonnet pad with the FiberPRO™ Bonbet solution.

Starting at the furthest corner, spray 4' x 8' area to be cleaned with FiberPRO™ Bonbet solution.

Bonnet buff the area that has been sprayed.

Move the machine at a gradual, steady pace and with overlapping passes.

Take care not to bump walls or furniture.

Spray the next section and continue cleaning, work towards the exit.

When the bonnet pad becomes visibly soiled, remove it, rinse and wring it out in the bucket full of clean warm water. Turn the carpet bonnet pad over or change as necessary.

Be sure to change the water in the rinse bucket when it becomes visibly soiled.

#### For Heavy Cleaning:

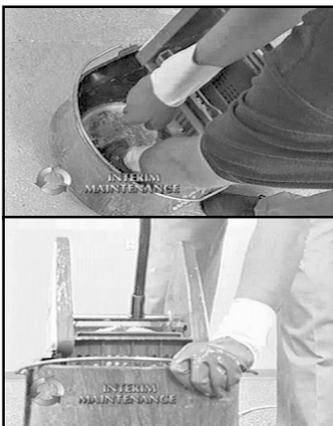
Fill one mop bucket with clean warm water and the other with FiberPRO™ Bonbet cleaner per label directions.

Submerge the carpet bonnet pad in the bucket with cleaning solution, wringing out the excess solution.

Place the carpet bonnet under the pad holder on the floor machine.

Follow the same machine operation procedures outlined in the light cleaning procedure.

Rinse and wring out the carpet bonnet pad in the cleaning solution bucket as necessary. Replace the cleaning solution when it becomes visibly soiled.



Allow the carpet to dry thoroughly before replacing furniture. Carpet dryers can be used to accelerate dry times. Remember when heavy cleaning you will have a longer dry time.

#### DRY FOAM CLEANING



Dry foam shampooing cleans deep into the pile of the carpeting and is an excellent method of Interim Maintenance. A rotary brush and FiberPRO™ Dry Foam Shampoo work together to deep clean with a very low percentage of water. Carpeting dries quickly, reducing out of service time.

## Section 6

### Restorative Maintenance Procedures

The following Betco chemicals and equipment are recommended, but not limited to the following:

- FiberPRO™ Es-Steam™ or FiberPRO™ Extraction Cleaner for 5<sup>th</sup> generation carpeting - *Extraction cleaner*
- FiberPRO™ TLC or FiberPRO™ Step One for 5<sup>th</sup> generation carpeting- *Traffic lane cleaner*
- FP8 - *Self contained carpet extractor* or FP20 - *Walk behind carpet extractor*

\* You will also need a pump up sprayer.

Restorative Maintenance involves products and procedures that clean deep down into the carpet to remove dirt and soil that has made its way to the carpet backing. Betco's Resource & Process Management™ can help maintenance managers determine when and how often to perform Restorative Maintenance procedures.

#### EXTRACTION

Extraction gives the cleaning performance necessary to restore a carpets appearance. Extraction cleaning provides the deepest level of cleaning for carpeting. Betco's FiberPRO™ line of equipment and chemicals offers many options to help with deep cleaning carpets.



Begin by removing all obstructions from the area. Be sure to vacuum and spot clean prior to cleaning.

Generously pre-spray heavily soiled areas and traffic lanes with a Betco pre-spray.

Fill the extraction machine solution tank with extraction cleaner, properly diluted per label directions. For best cleaning results use hot water.



Move the machine at a gradual, steady pace over the area. Dispense the cleaning solution moderately being careful to not over wet the carpet.

Repeat this procedure on the next section of carpet. Over lap slightly on each pass, 2" to 3" with the extractor to insure all areas of the carpet are cleaned.



Wet carpet can cause rust and indentations from furniture. Foil or cardboard squares may be used under the legs of furniture to help prevent this.

If necessary, a defoamer, such as Betco's FiberPRO™ Foam Control can be used in the recovery tank of the machine to control excess foaming.



Allow the carpet to dry thoroughly before replacing furniture. Carpet dryers can be used to accelerate dry times.

Special maintenance products including deodorizers, fabric protectors and static control treatments can be used when necessary to help make all phases of carpet maintenance easier and more effective. Consult your Betco representative for more product suggestions or recommendations.



## Section 7 Clean Up



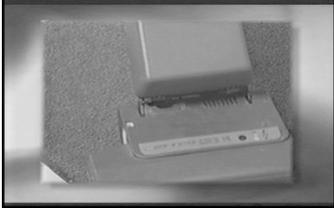
When finished with your tasks be sure to properly clean all equipment and supplies.

Thoroughly rinse solution and recovery tanks until there is no soil residue remaining inside.

Thoroughly wash and wipe all domes and lids of machines. Leave the domes and lids off of the machine while in storage. This will allow the unit to dry thoroughly.

Store equipment in a clean dry place.

## Section 8 Summary



1. Be sure to practice good safety precautions such as:

- Understand product labels and MSDS Sheets
- Wear the proper personal protection equipment
- Post caution signs before cleaning

2. Review your supply checklist and gather your equipment ahead of time

3. Know your daily procedures and the routine in which to perform them.

4. Routine Maintenance focuses on quick removal of surface soils, spots and stains and should be done daily or weekly.

5. Interim Maintenance consists of bonnet cleaning or dry foam shampooing and should be performed periodically.

6. Restorative Maintenance that penetrates all the way to the carpet backing through extraction cleaning.

7. Be sure to always clean up and wash your equipment at the end of your shift or at the end of a workday.

The job that you do is very important to the image of your facility and to the well-being of the people who come through the doors everyday. Be proud of the skills you are developing and know that you truly make a difference in creating a safe, clean and healthy environment.

# Section 9.

## Supply Checklist

### Life Cycle of Carpet Care

#### Routine Maintenance:

- FiberPRO™ Spot and Stain Removal Kit
- Betco Gold 14" or 18" Upright Vacuum, or BPS28 Walk Behind Sweeper
- EX3S Spotting Machine
- Clean White Cloths

#### Interim Maintenance:

##### Bonnet Cleaning

- FiberPRO™ Bonbet™ bonnet shampoo
- FiberPRO™ TLC Traffic Lane Cleaner, or FiberPRO™ Step One for stain resistant carpeting
- Betco FL20" DS Floor Machine
- Carpet Bonnet Pad
- Pump Sprayer
- 2 mop buckets and wringers

##### Dry Foam Cleaning

- FiberPRO™ Dry Foam
- FiberPRO™ TLC Traffic Lane Cleaner, or FiberPRO™ Step One for stain resistant carpeting
- Dry Foam Equipment

##### Restorative Maintenance

- FiberPRO™ Es-Steam™ or FiberPRO™ Extraction Cleaner for 5<sup>th</sup> Generation Carpeting
- FiberPRO™ TLC Traffic Lane Cleaner, or FiberPRO™ Step One for stain resistant carpeting
- Carpet Bonnet Pad
- Pump Up Sprayer

##### PPE

- Gloves
- Goggles
- Respirator (When generating fine mists)

##### Optional Betco Specialty Maintenance Products

- FiberPRO™ GR Gum Remover
- FiberPRO™ Grease • Oil Spotter
- FiberPRO™ WB Carpet Spotter, Upholstery Spotter
- FiberPRO™ Cleanitizer
- FiberPRO™ Foam Control
- FiberPRO™ Fresh Scent Additive
- FiberPRO™ Static Control
- FiberPRO™ CFP Carpet and Fabric Protector

\* Note: Always perform Routine Maintenance procedures immediately before performing Interim or Restorative Maintenance.

# Appendix

## Carpet Care Tips

Although, this module provides a good basic knowledge of taking care of your facility's carpet, it is still difficult to address every carpet maintenance challenge you may come across. The following five tips will come in handy when addressing carpet maintenance.

- 1) Always pre-test the carpet on an inconspicuous area before applying any cleaning or spotting chemical.
- 2) Use Betco's FiberPRO™ Red "N" Brown Out as a post extraction rinse. An acid rinse can help eliminate alkaline build up, which may cause browning or yellowing of the carpet.
- 3) If the carpet does take on a yellow or brown hue, use FiberPRO™ Red "N" Brown Out per label directions.
- 4) Reappearing stains are often the result of chemical residue left from spotting. Be sure to always thoroughly rinse the treated area with clean water by hand or with an extractor. This step will help prevent any spotter/soil residue from attracting new soil, which may cause the stain to "reappear". Be sure to vacuum when the area dries.
- 5) Use walk off mats when possible to help protect the carpet in high traffic areas.

## Glossary of Common Terms Associated with The Life Cycle of Carpet Care

**Acid** - Any substance that yields a pH below 7 when dissolved in water.

**Alkali** - Any substance that yields a pH above 7 when dissolved in water.

**Anti-stat** - A chemical compound applied to the carpet that is designed to reduce or eliminate static electricity.

**Bleach** - An oxidizing or reducing agent used to remove color.

**Bleeding** - A loss of color or the transfer of color from one section of the carpet to another usually occurring in hot, wet conditions.

**Browning** - A yellow or brown discoloration of the carpet's face usually caused by impurities in cellulosic fibers such as cotton and jute that are wicked up to the face fibers when the carpet is over-wetted. Browning is usually caused by excess alkalinity in the cleaning agent used in stream cleaning, activated alkaline residue left by previous cleaning efforts, over-wetting, or a combination of any of these.

**Buffer** - Chemical agents that are used to maintain a constant pH level.

**Builder** - Material added to detergent formulations to increase their effectiveness by acting as water softeners and alkaline buffers.

**Circling** - Circular streaks left on the carpet after rotary shampooing caused by improper cleaning technique.

**Cleaning Agent** - Detergent or emulsifying agent used in carpet cleaning.

**Color Fast** - A carpet fiber's ability to hold color uniformly.

**Defoamer** - A surface-active agent that is used in cleaning to reduce foaming. A defoamer is usually put into the recovery tank of extraction equipment to reduce sudsing from old shampoo left in carpet that has been picked up by the cleaning machine.

**Deodorizer** - Products specifically formulated to destroy, mask or modify unpleasant odors in carpet.

**Detergent** - A cleaning agent that is capable of wetting, penetrating, emulsifying and holding soils in suspension.

**Dry Foam Cleaning** - A cleaning method in which a concentrated foam is used as the cleaning agent, and is dispensed using a dry foam machine. Less wetting occurs in dry foam cleaning because the cleaning agent is applied as a foam rather than a liquid.

**Foiled Tabs** - Paper or plastic squares, usually about 3 inches square, used to protect damp carpets from damage by furniture legs, rust, stains, etc.

**Hard Water** - Water that contains ions of magnesium and calcium that react with soap and other compounds causing clouding, curds and other problems in cleaning agents.

**Malodor Counteractant** - An agent used for bonding and oxidizing of rancid odors in carpeting.

**Nap Finishing Brush** - Long-handled, nylon-bristled brush used to set carpet pile in one direction.

**Pre-Spotting** - The removal of stains or the pre-treating of traffic areas done before cleaning the carpet.

**Residue** - Any material that is left in the carpet pile after it has been cleaned and vacuumed.

**Rotary Brush Cleaning** - A cleaning method in which a high foam shampoo is scrubbed over the fabric using a rotary brush. Best results are achieved if rotary brush cleaning is followed by cool water extraction.

**Rust Remover** - A chemical applied to yarn surface for quick removal of rust or other iron marks.

**Shag Rake** - A rake with plastic tines that is used to align or lift high pile shag after cleaning for better appearance.

**Shampoo** - A high foam detergent preparation usually used for rotary brush cleaning.

**Spotter** - A stain removal agent used for small areas.

**Stain Repellent** - An agent that is applied to the carpet's surface that acts primarily as a water repellent.

**Steam Cleaning** - A cleaning method in which detergent solution is forced through jets under high pressure into the carpet pile, then immediately removed along with loose and emulsified soil using a wet vacuum. The vacuum head and jets are usually mounted on the same piece of equipment.

**Synthetic Fibers** - Man-made fibers rather than animal or vegetable fibers. Most of today's carpet fibers are synthetic.

**Traffic Lane Cleaner** - A heavy duty detergent designed to pre-treat and disperse heavy accumulations of soil in traffic lanes.

**Truck Mount** - Steam carpet cleaning equipment mounted in a vehicle. Usually only the cleaning head and hoses are taken into the building where the carpet is to be cleaned.

**Wet Soils** - Soil that contains moisture. Wet soils are usually the toughest to remove because carpet is made of fibers that absorb liquids easily. The key to wet soil removal is quick action. Soiled areas should be blotted, not wiped.

## FiberPRO™ PROFESSIONAL SPOTTING CHART

TYPE OF STAIN	PRODUCT SELECTION			
	STEP 1	STEP 2	STEP 3	STEP 4
Adhesives	4	7*		
Beer	1	7*		
Blood	1	7*	6	
Butter/Margarine	1	7*	6	
Catsup • Tomato Sauce	1	2	1	7*
Chocolate	1	2	1	7*
Coffee/Tea	1	2	1	7*
Crayon	4	5	7*	
Dye Stain (Water-Based)	1	2	1	7*
Egg	1	7*	6	
Food (Greasy)	1	7*	6	
Fruit and Vegetable Juice	1	2	1	7*
Glue (Solvent-Based)	4	5	7*	
Glue (Water-Based)	1	7*		
Gravy	1	7*	6	
Grease • Oil • Tar	4	5	7*	
Inks	4	5	7*	
Lipstick • Mascara	4	5	1	7*

TYPE OF STAIN	PRODUCT SELECTION			
	STEP 1	STEP 2	STEP 3	STEP 4
Liquor	1	2	1	7*
Marker	4	5	7*	
Mayonnaise	1	7*	6	
Milk Products	1	7*	6	
Nail Polish	4	5	7*	
Odors	6			
Paint	4	5	7*	
Protein Stains	1	7*	6	
Rust	2	3	7*	
Salad Dressing	1	7*	6	
Shoe Polish	4	5	7*	
Soft Drinks	1	2	1	7*
Soil	4	5	7*	
Urine • Vomit	1	2	1	7 6
Wine	1	2	1	7*
Unknown (solvent)	4	5	7*	
Unknown (water-based)	1	2	1	7*

\* **7** Rinse Water

NOTE: For best results, always follow **2** RED 'N' BROWN OUT with **3** ALKALINE CONDITIONER

## Certification Exam

The following exam will certify you as an official Betco Life Cycle of Carpet Care Specialist. Please take the time to complete the exam. Fax or mail completed exam to:

**Betco Corporation**  
**P.O. Box 3127**  
**Toledo, OH 43607**  
**Fax # 419-321-1954**  
**Attn: Marketing**

Exams that are returned to Betco with a grade of 80% or better will receive a certificate of completion. Exams can also be taken on-line at [www.betco.com](http://www.betco.com).

To earn .20 continuing education units (CEU), please mark the box on the information form. Exams will then be forwarded to IEHA for accreditation. IEHA will send certificates directly to the contact.

Please fill out the following information and return it with your completed exams:

Your Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Signature:  \_\_\_\_\_

Please forward my exam scores to IEHA for Continuing Education Units.

IEHA Course #010719x .20 CEU's



## Certification Exam

### THE LIFE CYCLE OF CARPET CARE IEHA Course Number: 010719x Credit Hours: .20 CEU's

1. Which is not a maintenance phase of the Life Cycle of Carpet Care?
  - Routine Maintenance
  - Intervene Maintenance
  - Interim Maintenance
  - Restorative Maintenance
  
2. Proper Personal Protective Equipment does not include:
  - Caution signs
  - Goggles
  - Gloves
  
3. Before beginning with any cleaning task you should be sure to fully understand:
  - How much it costs your facility
  - How to use the chemicals and equipment for the job
  - How to place an order for the chemical and equipment needed
  
4. Which should you NEVER do when using chemicals?
  - Wear safety goggles around equipment
  - Mix chemicals
  - Follow Universal Precautions when handling blood spills
  
5. Which is not an example of Routine Maintenance?
  - Extract the carpet
  - Vacuuming
  - Spot and stain removal
  
6. It is important to do what before removing a spot or stain?
  - Rinse the area with water
  - Use a tapping brush and clean white cloth to absorb the stain
  - Test the products in an inconspicuous area of the carpeting
  
7. Which best describes Interim Maintenance?
  - Focuses on removing dirt and soil that has penetrated all the way to the carpet backing.
  - Focuses on the quick removal of surface soils, spots and stains.
  - Focuses on removing soils before they become deeply embedded in the carpeting.
  
8. Why is it important to use a "white" cloth when blotting a spot or stain?
  - To ensure that any chemical residue does not penetrate the carpet
  - White towels tend to be more absorbent
  - To prevent and/or to observe color transfer from the carpet or the towel.
  
9. Which two cleaning tasks are associated with Interim Maintenance?
  - Bonnet cleaning and dry foam shampooing
  - Extracting and vacuuming
  - Bonnet cleaning and extracting
  
10. Which product would you most likely use during Interim Maintenance?
  - Bonbet™
  - ES-Steam™
  - Glybet™

# Certification Exam

## THE LIFE CYCLE OF CARPET CARE IEHA Course Number: 010719x Credit Hours: .20 CEU's

11. What is the difference between light bonnet cleaning and heavy bonnet cleaning?
- Light bonnet cleaning does not require submerging the bonnet in a bucket filled with cleaning solution.
  - Light bonnet cleaning does not require moving the furniture and other obstacles.
  - Heavy bonnet cleaning requires a high-speed floor machine.
12. Placing a foil or cardboard square under furniture can help reduce furniture indentions on the carpet?
- True
  - False
13. Which cleaning procedure is performed in Restorative Maintenance?
- Bonnet Cleaning
  - Extracting
  - Shampooing
14. Which procedure can help make carpet cleaning easier and can create a more uniform appearance throughout the carpet?
- Using a defoamer product in the recovery tank of the extractor
  - Using an all purpose neutral cleaner on entrance ways
  - Pre-spraying the carpet with a traffic lane cleaner
15. Which type of maintenance would you most likely use if the carpeting needed to be deep cleaned?
- Interim
  - Routine
  - Restorative
  - None of the above
16. Which type of carpet maintenance would you most likely do several times a week?
- Interim
  - Routine
  - Restorative
  - None of the above
17. Which type of carpet maintenance would you most likely need a bowl mop?
- Interim
  - Routine
  - Restorative
  - None of the above
18. For best results for most types of carpeting, fill the solution tank of the extractor with:
- The properly dilute chemical and cool clean water
  - The properly diluted chemical and clean hot water
  - The properly diluted chemical and a tablespoon of salt
19. Which Betco product is most likely not used for carpet cleaning?
- Bonbet™
  - TLC Traffic Lane Cleaner
  - ES-Steam™
  - Quat-Stat™ disinfectant, cleaner
20. After learning more about the Life Cycle of Carpet Care you should be:
- More knowledgeable
  - Proud
  - Helpful in creating a safe and healthy work environment
  - All of the above