

Interface®

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Carpet tile sanitisation and maintenance guide – Australia & New Zealand

Carpet tiles, unlike other surfaces such as office furniture, light switches and door handles have less exposure risk to COVID-19 because they are not regularly touched by the human hand. We understand that many companies want to take additional precautions in response to COVID-19 transmission concerns as part of their plans to reopen offices and other commercial spaces. This should supplement a focus on hand hygiene and social distancing recommended by the [World Health Organisation](#) and further stipulated by local Governments.

This document outlines best practices for maintaining and sanitising Interface carpet tile products for our customers in Australia and New Zealand.

Recommended cleaning products

To sanitise Interface products that may have been exposed to COVID-19, we recommend using a locally available hydrogen peroxide or quaternary-based cleaner [listed by the Australian Register of Therapeutic Goods \(ARTG\)](#) in combination with the recommended cleaning method for the surface (detailed below). When using those products, be sure to closely follow the manufacturer's instructions paying special attention to the recommended concentration and contact time.

When such carpet cleaning agents are used by a professional cleaner, in line with Interface's maintenance guide recommendations, they are not likely to damage the carpet. Our carpet tiles are hard-wearing, long-lasting, and have excellent colour fastness properties.

Recommended cleaning method – Smaller areas: Spot clean

Small areas of carpet tile can be cleaned with a conventional surfactant-based carpet cleaning agent. The surfactants can eliminate virus activity. For sanitisation, the cleaning agent should contain either hydrogen peroxide or a quaternary-based ingredient.

Recommended cleaning method – Larger areas: Deep clean Encapsulation

Encapsulation is low moisture cleaning process which incorporates the latest technology in cleaning solutions resulting in carpets that stay cleaner and maintain their appearance longer. Encapsulation will not leave any sticky detergent residue on the carpet fibre.

Your professional cleaning company should do the following (please carefully follow our detailed instructions in the official [Carpet Maintenance Guide available here](#)):

- An approved encapsulation chemical is applied to the carpet.
- Use a cylindrical action machine move over the carpet surface to ensure the encapsulation chemical is distributed through the carpet fibres
- The encapsulation chemical will release the sticky soil from the fibre/yarn and form the encapsulating crystalline formations around the fibre which effectively trap any soils and other contaminants.
- Drying time will vary according to several factors including humidity, air flow and ambient temperature, but it can be expected to be anything from 60 minutes. Once the carpet is dry, the area can be vacuum cleaned.

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Spray extraction, also known as hot water extraction

This is an effective method for large or small commercial spaces and removes soil and residue from carpet. It works by injecting water and cleaning agents into the carpet and suspending the dirt in the solution, which is then removed by a built-in vacuum system. We recommend this method for precautionary sanitisation, using a hydrogen peroxide or quaternary-based cleaning agent, as well as general periodic maintenance using a conventional surfactant-based carpet cleaning agent. Your professional cleaning company should do the following (please carefully follow our detailed instructions in the official [Carpet Maintenance Guide available here](#)):

- Always prepare the carpet by spot cleaning and a thorough vacuum cleaning prior to hot water extraction.
- The cleaning solution should be applied by prespray
- For lightly soiled areas allow sufficient dwell time for the solution to loosen the soils
- For highly soiled areas the solution should be agitated using a cylindrical brush machine
- Apply the Hot Water Extraction machine across the area using clean hot water only
- Always take care not to over-wet the carpet. To reduce drying times, you can place fans on wet areas during or after cleaning.
- The carpet should then be left and allowed to dry for as long as possible before use. Do not allow foot traffic on the carpet until it is completely dry as it can cause fibre damage and rapid re-soiling.

For general maintenance, cleaning frequency depends on space use, density and size of floorplan. Please speak to your professional cleaning company to determine a cleaning schedule most appropriate for your specific needs.

Please note, Interface has not conducted exhaustive product testing on these [Australian Register of Therapeutic Goods \(ARTG\) listed cleaners](#). Still, we believe the hydrogen peroxide or quaternary-based products on that list to be better suited to our flooring, and these cleaners should only be used in accordance with our standard maintenance procedures as detailed in our [Carpet Maintenance Guide](#). We cannot provide official product endorsements and note that our warranty and maintenance instructions do not endorse the use of specific cleaning agents. We do not know how the use of these products will affect the appearance of the flooring, and we disclaim all liability in connection with the use of these cleaners on our flooring products