

# Heckmondwike Technical Support

Heckmondwike FB flooring is built to last, however the method of installation and maintenance is crucial.

Whether you're specifying tiles or sheet flooring, our instructions for installation and cleaning are simple and easy to understand.

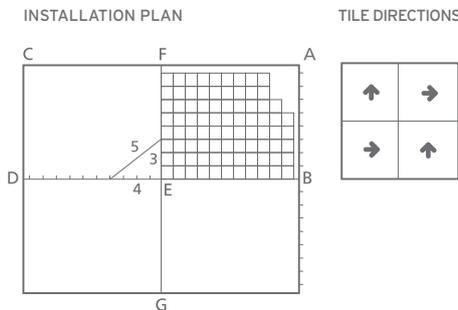
## Planning & Securing Carpet Tiles

The subfloor should be clean, dry and flat and prepared in accordance with BS5325. Timber floors should be covered with plywood or other appropriate sheet materials. A tackifier is applied over the complete floor to provide a permanently tacky film which prevents "loose lay" carpet tiles from moving under normal traffic.

Very heavy high density traffic such as experienced with heavy trolleys and with concentrated stiletto heel or caster chair traffic around desks, filing cabinets, photocopiers etc. can cause considerable damage to some carpet tiles. It is not possible to overcome such problems by the use of adhesive but experience has shown that permanently bonding the tiles in such areas will help to extend their life.

### PLANNING AND POSITIONING TILES

The carpet tiles should be allowed to acclimatise for at least 24 hours before installation, at the temperature and humidity conditions likely to be encountered during normal service.



Heckmondwike FB tiles should be laid rotationally, alternating the direction of the tile through 90°. Directional arrows can be found on the reverse of each tile.

Lay out tiles along one wall to leave at least half a tile border along both walls. Measure the distance AB to give the border plus a number of whole tiles. Measure and mark out CD on the opposite wall to the same distance as AB. Strike a chalk line between D and B. This should now be parallel to the long wall.

Lay out tiles along DB or measure to find out point E near the centre of DB which leaves a border of at least half a tile along each side wall.

Using a T square or by measuring a 3:4:5 triangle as on the diagram, mark out the

line FEG so that it is exactly at right angles to DB.

Apply the tackifier to the whole floor area and allow to fully dry.

Place tiles accurately edged to the line commencing at the point E. Continue placing tiles along each successive row ensuring that the first tile is exactly edged on line EF.

Complete this section of the floor. When placing the tiles apply firm pressure with the palm of the hand and run the thumb around the edges ensuring complete contact with the adhesive and the exclusion of all air. Cover the remaining sections in the same manner.

### FIXING THE PERIMETER TILES

Position the tile to be cut, in its correct design direction and place it exactly over the last tile in its row. Position another tile butted against the wall and over the tile to be cut. Mark where the back edge of the top tile crosses the tile. Remove the tiles and cut cleanly through the perimeter tile with a sharp knife. The section furthest away from the wall should now slide forward and fit exactly into the border.

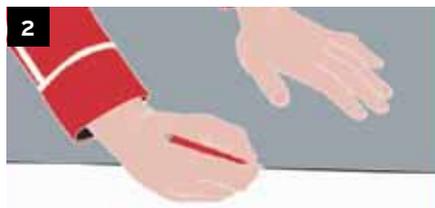
To fit around door posts, architraves etc., the same method can be used. Alternatively an accurate template can be made of stiff cardboard and the shape transferred to the tile for cutting. With the template in position on the floor, apply several pieces of double sided adhesive tape to its top surface. Place the perimeter tile in position and lower it on to the double sided tape to accurately locate the template on the underside of the tile. This can then be removed and cut into the shape of the template. When the floor has been completed, roll in both directions with a 68kg flooring roller.

# Heckmondwike Planning & Securing Fibre Bonded Carpets

In all cases the carpet should be rolled out flat in a minimum room temperature of 18°C for 24 hours to allow acclimatisation. The method follows the stages for bonding the carpet before making the seams and trimming the edges. The subfloor should be clean, dry and flat and prepared in accordance with BS5325. Timber floor should be covered with plywood or other appropriate sheet materials.



**1.** Wherever possible lay the carpet down the length of the room to minimise the number of joints. Avoid joints in doorways and high density traffic areas. Measure the length of the room, and cut the first piece from the roll allowing an additional 75mm for trimming. Ensure an allowance is made for doorways, alcoves and any irregularities of the walls. Starting at the corner furthest from the door, lay the first piece into position lapping up the walls at both ends for sufficient trimming.



**2.** Run a pencil along the inner edge of the flooring making a guide line on the floor for the application of adhesive.



**3.** Fold the sheet half way back taking care not to disturb the positioning of the flooring. Apply the recommended adhesive onto the subfloor, from the wall to within 20cm of the guide line. Replace the carpet carefully and accurately back into position and roll with a 68kg flooring roller to ensure overall contact with the adhesive. Repeat for the other half of the sheet.



**4.** Measure and cut the second piece from the roll. Position the second piece with the edge overlapping the first by approximately 5cm and mark a guide line on the floor with a pencil at the next seaming edge.



**5.** Fold the sheet half way back taking care not to disturb the positioning of the flooring. Apply the recommended adhesive onto the subfloor using the application techniques previously described, from 20cm inside the first guide line to 20cm inside the next.

Replace the carpet carefully and accurately back into position and roll with a 68kg flooring roller to ensure overall contact with the adhesive. Repeat for the other end of the sheet. Successive lengths may be installed in this way.



**6.** Using an Araseur or a sharp knife, trim the carpet to fit against the perimeter walls.



**7.** Position a straight edge along the middle of the overlap and cut through both pieces of carpet with a sharp knife and remove the surplus. Fold back the seam edges and apply adhesive onto the subfloor with a notched spreader. Re-lay the carpet and roll with a 68kg flooring roller to ensure overall contact with the adhesive.



**8.** When the floor has been completely covered re-roll the area again to maintain good adhesive contact.

The method described is provided for guidance only, we cannot accept responsibility for workmanship and problems arising from improper installation.

# Heckmondwike Planning & Securing Tufted Carpets (Impervious Backed)

In all cases the carpets should be rolled out flat in a minimum room temperature of 18°C for 24 hours to allow acclimatisation. The subfloor should be clean, dry and flat and prepared in accordance with BS5325. Timber floor should be covered with plywood or other appropriate sheet materials.

**1.** Wherever possible lay the floorcovering down the length of the room to minimise the number of joints. Avoid joints in doorways and high traffic areas.

**2.** Measure the length of the room and cut the carpet to suitable lengths allowing sufficient for trimming. Ensure allowance is made for doorways, alcoves and any irregularities in the walls.

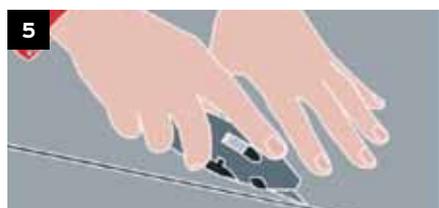
**3.** Position the first length, the perimeter edge lapping up the wall.



**4.** Trim the carpet down the opposite selvage using the carpet cutter or trimming knife to leave a clean straight edge.



**5.** Position the second length of carpet, with the edge of the first length overlapping the second by approximately 50mm.



**6.** Using the trimmed edge of the first length as a guide, cut the edge and remove the surplus.



**7.** Prepare a compression seam joint by overlapping the edge of the first piece with the second piece by approximately 3mm.



**8.** Fold back both edges by half the width of the carpet taking care not to disturb the positioning of the carpet. Apply the recommended adhesive to the subfloor, then re-position the first piece of carpet and roll with a 68kg flooring roller to ensure overall contact with the adhesive.



**9.** Squeeze F30 seaming adhesive on the primary and woven secondary backing along the edge of the first piece, to prevent fibre loss.



**10.** Immediately relay the second piece starting at the centre, press the edge into the seaming adhesive along the entire length. Any fullness of carpet should be dissipated away from the seam.

**11.** Successive lengths of carpet should be installed as previously described. Fold back the width of the first and last lengths adjacent to the perimeter and apply the adhesive to the subfloor as described, reposition the carpet and roll.



**12.** Using a sharp knife or Araseur trim the carpet to fit against perimeter walls.

**13.** When the floor has been completely covered re-roll the area again to maintain adhesive contact.



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To maximise the carpet's aesthetic appeal, performance and life expectancy, it is imperative to ensure at the specification stage that:

1. Carpets will be protected from other site activities during installation and thereafter.
2. Clients understand this information and that they accept responsibility for correct carpet care. (Heckmondwike FB will provide a copy of the Cleaning and Maintenance guide to the end-user's address when requested.)
3. Carpets are protected from excess soiling or moisture in entrance areas, by use of an effective entrance area carpet.

### GENERAL CLEANING

Daily vacuuming with a twin motored upright vacuum cleaner, preferably with an adjustable head, is recommended. Please note that Heckmondwike's fibre bonded carpets can be vacuumed immediately after installation. It is essential to remove all loose soil daily because if left to build up, the particles of dirt are much harder to remove and are more damaging to the fibre structure, thereby decreasing the life of the carpet. Attention should be given to areas where there is extra traffic and in entrances to buildings where extra vacuuming is necessary.

### DEEP CLEANING

Depending on the level of installation trafficking, the carpet should be periodically deep cleaned using Granwax High Performance Carpet Shampoo via hot water extraction equipment. In certain circumstances, for instance excessively stained carpet, Granwax High Performance Pretreatment may be required, alternatively, the cleaning professional may consider a combination of rotary brush and extraction

equipment to give improved results. Rotary brush cleaning by itself is not recommended. Trained cleaning staff or a reputable contract cleaner should be used, preferably NCCA registered (for NCCA details telephone 0116 271 9550). It is important that the carpet is deep cleaned at least once a year.

### STAIN REMOVAL

It is essential to deal with spillages immediately and any subsequent stains as appropriate. In the event of a spillage, immediately blot with a clean absorbent cloth until there is no further transfer from the carpet to the cloth. If any further stain remains or has otherwise been allowed to dry, the method will vary accordingly.

It is recognised that particularly for contract situations, if stains are not dealt with immediately, cleaning staff may not be in a position to identify the type of stain. A good quality, multi-purpose stain remover is therefore very useful, although it must be understood that this will not successfully tackle all types of stains, and wherever possible the chart recommendations should be strictly followed. Also any stains left over a period of time become increasingly more difficult to remove and may require several treatments. In all cases after stain removal the carpet should be allowed to dry completely and then cleaned with a rotary brush vacuum cleaner. Solvent cleaning of bitumen backed tiles should preferably be avoided. Where this is not possible, extra caution should be taken and only very light surface cleaning should take place.

### SPECIAL CASES

Cigarette burns - it is recommended that these are punched out and replaced by a professional carpet fitter.  
Major spillages - seek professional advice from a member of the NCCA or from Granwax.

**Alcoholic Beverages, Baby Or Animal Stains, Blood (Wet), Coffee, Tea, Chocolate, Minerals and Fruit Juices, Water Based Paint, Food, Fountain Pen Ink, Vomit**

**CLEAN USING:** A liquid detergent such as Granwax High Performance Spot and Stain Remover.

**METHOD A:** Apply sparingly to the stain, preferably by spray to avoid overwetting the carpet. Using a small hand brush, work the solution into the carpet, allow to dry (preferably overnight and untrafficked), and vacuum.

**Shoe Polish, Oil Based Paint or Varnish, Butter and Other Greases, Cooking Oils and Other Oils, Ointment, Metal Polish, Tar, Cream, Ice-Cream and Milk**

**CLEAN USING:** A dry solvent spotter such as Granwax High Performance Solvent Spotter or Prochem Solvall.

**METHOD B:** Moisten a cloth with the appropriate solvent and dab onto the stain. Carry on using alternate moist and dry cloths until no further stain transfer. Finally, cover the damp area with a thick wad of dry cloths, cover with something heavy and leave for several hours. It is recommended that method B is followed by method A.

**All Inks Except Fountain Pen Ink**

**CLEAN USING:** Methylated spirits.

**METHOD C:** As B.

**Dried Blood**

**CLEAN USING:** A paste made with biological washing powder mixed to use as little water as possible.

**METHOD D:** Moisten stain with warm water and cover with the paste. Keep moist for approximately 2 hours. Sponge with clean warm water and blot with an absorbent cloth.

**Chewing Gum, Blu-tack, Plasticine**

**CLEAN USING:** Chewing Gum Remover.

**METHOD E:** Scrape off the excess with a blunt edged knife. Use proprietary chewing gum remover such as Prochem's Chewing Gum Remover.

If any of the methods are not successful, seek professional help. The methods are based upon experience and are recommended in good faith. However, we cannot accept responsibility for their use in any specific case.

The Granwax Ezee Carpet Care range and cleaning advice can be obtained from Granwax Products Ltd:  
Tel: 01773 541177 Web: [www.granwax.com](http://www.granwax.com)

Prochem Solvall and chewing gum removers can be obtained from Prochem: Tel: 0208 974 1515 Web: [www.prochem.co.uk](http://www.prochem.co.uk)