

Cleaning & Disinfection Guide

General guide and instructions for cleaning **QuietStar** carpets, vinyl's, wall fabrics & ceilings



Cleaning and disinfection have become extremely hot topics of debate in the wake of the current COVID-19 Pandemic, with new emphasis on hygiene & infection control as an important way in which to help prevent the spread of the virus.

It is very important to note that, cleaning and disinfection are not the same:

Cleaning is the process of removing dust, dirt and staining from the surface of a fabric or vinyl to maintain its appearance and prolong its life.

Disinfection is intended to kill germs – micro-organisms such as bacteria, viruses and fungi – which can cause infection and spread disease.

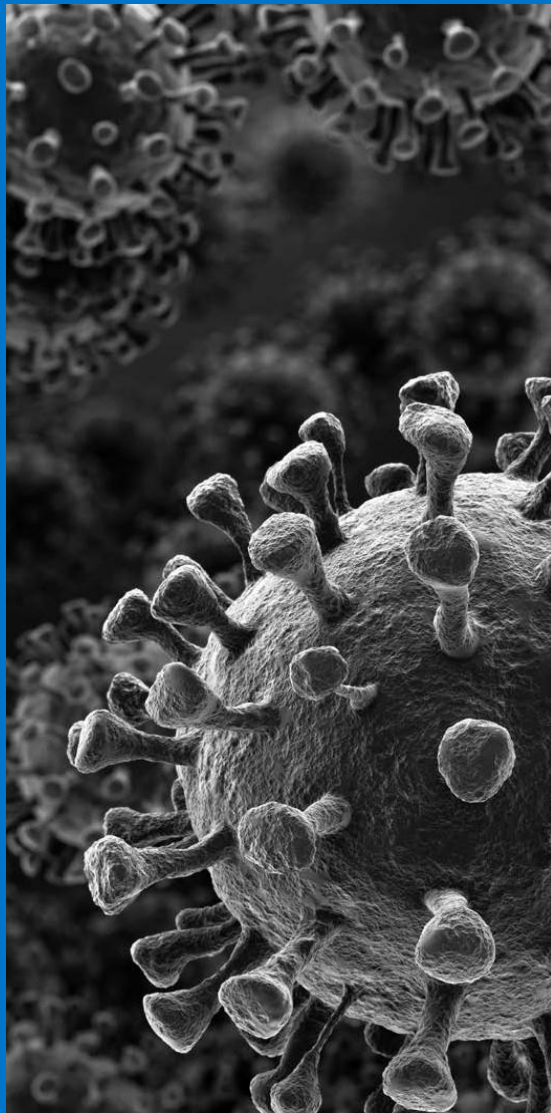
Some methods, notably using soap and water, bleach or steam are effective at both cleaning and disinfecting, but certain methods can only be carried out on specific fibre types.

In perspective – The spread of the virus and personal hygiene

When panic spreads during a pandemic, it's good to keep in mind that so far scientific evidence suggests that textiles are not seen as a major carrier of the virus, as it does not survive as well on soft surfaces, such as fabrics, as it does on frequently touched hard surfaces such as plastics, laminates, metal and glass. On textiles, viruses can get trapped and therefore have a greatly reduced likelihood of spreading.

And by far the best way to help stop personal infection - picked up from an infected surface - is through improved hand hygiene by washing hands thoroughly using soap and warm water.

While textiles aren't the biggest risk factor, we can minimise any risk further through cleaning and disinfection protocols and even look to soap and water as one of the solutions.



Recommended instructions for cleaning QuietStar Carpet Tiles

Vacuum Cleaning

Regular vacuuming will greatly extend the life of your Carpet tiled floor covering. For a time, natural flocking will occur (always on new carpets) and as such, this must be removed.

Shampooing

If the carpet tiles are very dirty, then it is recommended that they are given a 'refresher' using carpet shampoo, or as best practice, the tiles should be removed, disposed of and replaced.

Stain Removal

You MUST remove stains immediately. Most stains are easily removed with water & soapsuds. Greasy stains can be removed with Benzine. For wet stains we recommend that you mop up any excess liquid with absorbent tissue (we recommend that the tissue is white) or at least a clean cloth and then sprinkle a very amount of Potato Starch or Salt onto the stain and then leave it to 'soak' for at least 24 hours.

Specific removal advice for some more commonly found carpet stains

Mud

Leave until completely dry, then vacuum clean or brush out of the carpet.

Dry Dirt

Deposits of what is known as dry dirt can be quite harmful to the live of your carpet tiles. Gravel & sand particles (often forming dry-dirt) tend to embed themselves in the pile and cut the fibres. Having said that, this type of dirt is easily removed with thorough and regular vacuuming.

Water Soluble Dirt

Generally dirt picked up in the street, a mixture of mud and refuse particles containing sugar and starch - Light shampooing will easily remove this type of dirt.

Asphalt Tar and Oil

You must not waste any time with type of stain and attempt to remove the stain immediately using either Petroleum Naphtha or Benzine, being careful and cautious as not to use too much solvent, to avoid blotching. Dried out stains may be softened up with a little butter, then after a few hours the tar may be removed as described above.

Ball Pen Ink

Remove with alcohol. This can take some time but the stain is removable.

Coffee or Tea

For wet stains like Tea, Coffee etc. we recommend that you mop up any excess liquid with absorbent tissue (we recommend that the tissue is white) or at least a clean cloth and then sprinkle a very amount of Potato Starch or Salt onto the stain and then leave it to 'soak' for at least 24 hours.

Clean in the direction of the weave with a soft nail brush dipped in lukewarm detergent or soapsuds. Dried spots can be treated and rubbed with glycerin and then left overnight before brush cleaning/ vacuuming.

Milk

Soak up and wipe-off immediately. If visible after the stain has dried, moisten with lukewarm water, rub and then rinse with water.

Vomit

Remove with ammonia water in a proportion of 1:7 parts of water. If excess odour occurs as a result, then we recommend that this can be removed with a deodoriser as for example Rodalon or Germidin.

Blood

Blood stains should be washed off immediately with cold water. Place a cloth (soaked in cold water) directly onto the dry stains. When softened, the stain then may be washed off with a nail brush and cold water.

Recommended instructions for cleaning QuietStar Wall Fabrics

Regular Cleaning

Regular vacuuming (on a light setting) will greatly extend the life of your wall covering.

Removing Stains

If something spills or drops onto your wall fabric, then the 'key' here is SPEED, to give you a good chance of removing the stain. We have found that most small areas/ spots will vanish if treated quickly.

Mop up any excess liquid with absorbent tissue (we recommend that the tissue is white) or at least a clean cloth. Scoop up dry solids with a spoon. Most stains can be treated with a dry cleaning fluid, specific upholstery shampoo or just plain old clean water.

Take your time and do not rush this process. You must avoid pushing or pressing any liquid into the fabric and through the materials behind.

Caution: Dry cleaning fluids may be toxic or flammable. The usual precautions should be taken when handling these products and follow the instructions to the letter and always remove any excess.

If in doubt, please seek expert advice from a local cleaning specialist.

Recommended instructions for cleaning QuietStar mineral tiled drop-in Acoustic Ceilings

To ensure the durability of the acoustic ceiling tiles provided and installed by QuietStar Limited, the general recommendations should be followed:

- Ensure that regular maintenance of the Ventilation/ Air Conditioning system serving the facility is carried out, this is to clean the ductwork and interfaces, including the grilles, fans (both inlet and exhaust) and the filtration system as required. We recommend that all inline filters are changed 12 monthly.
- Wear clean cotton gloves when handling the ceiling tiles.

The common cleaning method (as recommended by the tile manufacturers) involves the use of a **soft microfibre cloth** used as follows:

Dry Cleaning

Wipe directly with the soft microfibre cloth in gentle, circular movements or with Vacuum cleaner set at reduced suction with a soft brush or alternatively with the soft microfibre cloth wrapped around the standard head.

Gently vacuum the surface, with very soft contact between the cleaner head and the panels in linear movements.

Wet Cleaning

Saturate the microfibre cloth with water or with a mild detergent solution adapted to indoor painted surfaces. Wipe in circular movements and with moderate pressure.

Note: The use of clips on the back of the ceiling tiles facilitates cleaning.

Always refer to the particular ceiling product's technical datasheet to ensure its compatibility with the described cleaning methods.

Recommended instructions for **disinfecting** QuietStar Carpet Tiles, Wall Fabrics & Vinyl Flooring

Soap and Water

Just as soap and water is believed to be the best way to clean your hands to stop the spread of virus, it is also an effective method which can be used to clean wall fabric and vinyl. Soap works so effectively because its chemistry prises open the Coronavirus's exterior envelope and causes it to quickly degrade.

Use liquid soap in warm water. To wipe down by hand, use a clean cloth, squeeze out well and be careful not to over wet the material.

Alcohol

Alcohol and ethanol based disinfectants are rapidly effective against bacteria, viruses and fungi.

We have carried out tests using both spray and wipes, using 70 - 75% alcohol solution. Always follow the specific manufacturer's instructions.

Anti-bacterial Spray/ Wipes

Anti-bacterial sprays and wipes are typically based on Benzalkonium Chloride solutions (0.4g per 100g) and are very fast acting biocidal agents effectively proven against bacteria, some viruses and fungi.

Use anti-bacterial wipes to wipe down the exposed surfaces to disinfect or apply as a light spray (not soaked) and wipe.

Bleach

Bleach is typically made from a solution of sodium hypochlorite and is a powerful oxidising agent. This oxidising power is what makes bleach such a great stain remover and also makes it an effective broad spectrum bactericide.

When it comes into contact with certain viruses, bacteria, mould or fungi, it oxidises molecules in the cells of the germs and kills them.

Bleach is available over the counter at a range of concentrations and is normally further diluted before use.

General Commercial Disinfection

Use a household bleach (containing \sim 4.5g per 100g of sodium hypochlorite), which should then be used in a 1:10 dilution. Follow the instructions of the brand you're using: measure out the required dose in relation to the quantity of water, soak a white or lightly coloured cloth in the solution, squeeze out any excess liquid and gently wipe the fabric, before leaving to dry.

High Level Disinfection

Where a higher concentration of bleach is needed, for example healthcare infection control protocols, it is possible to use a 1:4 dilution of bleach in water.

This solution will contain \sim 1% sodium hypochlorite and is a highly effective disinfectant. Apply as above.

Observe any manufacturer safety guidelines and wear appropriate PPE.

QuietStar Limited recommend that this type of thorough high level cleaning is carried out no more than 4 times a year.

Recommended instructions for **disinfecting** QuietStar mineral tiled drop-in Acoustic Ceilings

To ensure the durability of the acoustic ceiling tiles provided and installed by QuietStar Limited, the general recommendations should be followed:

- Ensure that regular maintenance & disinfection of the Ventilation/ Air Conditioning system serving the facility is carried out, this is to clean the ductwork and interfaces, including the grilles, fans (both inlet and exhaust) and the filtration system as required. We recommend that all inline filters are changed 12 monthly.
- Wear clean latex gloves when handling the ceiling tiles.

The common disinfection method (as recommended by the tile manufacturers) involves the use of a **soft microfiber cloth** used as follows:

Wet Cleaning – Low Pressure

Wet cleaning at low pressure - Apply a suitable cleaning foam or gel directly onto the tile and the supporting grid system on the surface, then thoroughly rinse with warm water, wiping all surfaces dry with a clean soft microfibre cloth in gentle circular movements.

Steam Cleaning

Steam cleaning - Apply steam to the surface of the panels through a nozzle together with a soft microfibre cloth, in gentle circular movements.

Disinfection with Hydrogen Peroxide Vapour

This may be carried out by a competent person following the strict and stringent according to the test method specified by Bioquell (www.bioquell.com)

Note: The use of clips on the back of the ceiling tiles facilitates cleaning.

Always refer to the particular ceiling product's technical datasheet to ensure its compatibility with the described cleaning methods.

General Note

General regular cleaning and disinfecting of all Quietstar Test Booths, Audiology Rooms, Studios, Music Rooms, Doors & Windows is VERY BEST PRACTICE. All hard surfaces can be wiped down with disinfectant, inside and out, making sure not to soak the perforated inside surfaces (if wall fabrics do not exist). You should follow your own facility and clinical guidelines for disinfecting equipment and this can apply to all QuietStar door handles, door hinges, skirting and trunking, power sockets and light switches, as deemed required and sensible.

We recommend that the contact time for common disinfectants is 30 seconds to 10 minutes. Wiping them off too soon might clean the surface without properly disinfecting.

The range of carpets, vinyl's, fabrics & ceilings provided by **QuietStar Limited** have all been developed to withstand regular cleaning maintenance and this now extends to disinfection where reasonable regime protocols are adopted.

Please follow manufacturer instructions on any specific cleaning and disinfection agents and we recommend that you always carry out spot testing on an inconspicuous part of the material first.

The above information and advice provided within this document is based on technical research and testing carried out by the manufacturers which they have undertaken these themselves or used a 3rd Party certified technical laboratories.

Cleaning and disinfection can typically affect textiles in three main areas:

- Colour fastness
- Flammability performance
- Weakening of the material

These can be impacted by the frequency at which cleaning & disinfection is carried out, therefore care outside of this guidance may invalidate any warranty.

