

Exhibit D: Milliken Carpet Care

Effective Daily Maintenance

Vacuum Cleaning

An effective vacuum cleaning program is essential to the success of any maintenance plan. Vacuuming removes abrasive dirt particles preventing them from abrading fibres and causing permanent damage.

" We recommend an upright dual motor vacuum cleaner. These machines, with independent motors for suction and brushing, are the most effective. The rotary brush action knocks the dirt loose for the vacuum to lift the dirt out of the carpet. The brushes should be set so that they are in contact with the pile surface. An additional benefit of this brush action is to groom the carpet pile, thus helping to reduce pile flattening.

" It is preferable not to use single motor suction-only machine, such as a tub vac, as these will only remove surface debris, and not embedded dirt which can contribute to pile flattening. Tub vacuums are ineffective with modular carpet constructions due to the dense pile and impervious backing which prevent air flow through the product.

" Vacuum bags should be emptied regularly and all housekeeping personnel should be made aware of this.

Spot and Stain Removal

Daily removal of spots and spills helps to maintain the carpets appearance between scheduled cleaning. Since spots are unsightly and detract from the carpet appearance it is worth taking quick action against these. This also reduces the likelihood of a permanent stain.

Water based stains

Most spots and stains are water based (e.g. tea, coffee, cola, wine) and can be removed using Milliken Easi-Step prespray and Capture soil absorbent powder

" Ideally the stain should not be allowed to dry, and as much of the liquid should be removed as possible (for semi solid spills, firstly remove the majority of the substance with a spoon or spatula)

" Blot the stain with absorbent paper towels or cloth to allow the liquid to wick up as much as possible. When no more liquid is removed mist with Milliken Easi-Step to rehydrate and dilute the residue of the spill and repeat.

" Avoid harsh rubbing of the carpet.

" Any residual stain can then be treated as part of a daily removal procedure. Where it is not practical to catch all spills as they happen it is preferable to adopt a daily regular spot removal procedure. This can quickly and easily be done prior to daily vacuum cleaning.

" Apply prespray to the dry stain and brush in. Allow 30 seconds to activate then remove by blotting with a dry cloth.

" Apply **Capture** dry cleaning powder to the presprayed carpet and brush in, leave to absorb the stain for several minutes, and vacuum out as part of the standard vacuum cleaning regime.

" If alternative removal products are used a test should be done to check for colour bleed from the carpet fibres.

" Any alternative prespray product should have a pH between 6.5 and 8.5, after cleaning the carpet should be left with a Neutral pH 7. Acidic products may degrade the Nylon fibres, strongly alkaline products may adversely effect colour.

" We recommend you look for products that have been tested and approved by the Woolsafe organisation www.woolsafe.org.

" Chlorine Bleach should NEVER be used

- Milliken does not accept liability for colour loss or fibre damage due to use of incorrect cleaning solutions.

Oil based stains

Certain oily or grease stains should be treated with a solvent based removal product such as Prochem Solvall, followed by Capture® powder.

- Apply to a cloth, dab gently from the outside to avoid spreading the stain.
- A test should be done on the solvent prior to use to check for colour bleed.

Chewing gum

To remove chewing gum a specialist spray removal product should be used to freeze the gum prior to scraping it off using a spatula or blunt knife.

Appearance Management

Most areas never need wet cleaning, and it is a waste of effort and resources to do so. There are many places in every location where soiling levels are only light. You will know where these areas are in your own establishment but typically they include conference rooms, internal corridors, and offices. However, there is no doubt that periodically, it will be necessary to carry out light maintenance of carpets in these areas, simply to brighten the colours.

Atmospheric pollution contains grease borne soils, which tend to make colours less vivid and generally reduce the vibrancy of the carpet. These soils can easily be removed, and the colours thus significantly brightened by implementing a programme of cleaning with Milliken's Capture. Use of Capture offers excellent cleaning with rapid drying and minimum interference to your guests and your normal day to day operations. It is also one of the quieter cleaning procedures available.

▫ Capture extraction powder compounds are made up of synthetic polymers or organic soil absorbent substances and act like micro sponges attracting and absorbing small particles of soil including oily soils which are then removed with the powder on vacuuming.

▫ In addition to being a highly effective cleaning method, Capture cleaning with dry powder extraction uses significantly less water and energy than the alternative methods listed, which is better for the environment.

Restorative Maintenance

Inevitably, there are some areas that will need more aggressive cleaning. These include all areas where food and beverages are consumed, and areas in close proximity to external doors.

In areas close to doors, begin by pile lifting. This makes use of a two motor vacuum cleaner – one to drive the brush and the other to provide the suction. A pile lifter resembles a conventional upright vacuum cleaner except that it is pulled backwards over the carpet, towards the operative and against the lay of the carpet. In this way, the pile is opened up, and large amounts of particulate dirt, left behind by inefficient daily cleaning, can be removed from the base of the pile where it is likely to cause abrasive damage.

Where food and beverages spillages are concerned, the first step should always be concerned with stain removal. Hopefully, if you have implemented the good housekeeping and daily maintenance procedures which we have recommended earlier, spot and stain removal should require a minimum of effort at this stage.

Hot Water Spray Extraction Cleaning

This method offers a very effective way to remove heavy soiling,

▫ Hot or warm water and detergent are sprayed onto the carpet tiles under high pressure; the same machine is then used to vacuum up the excess water, detergent and soil. The carpet tiles then need up to 24 hours

to dry and the carpet tiles should not be walked on until they are completely dry.

" Begin by using a prespray over *all* areas to be cleaned. This increases the contact time of the detergent and increases cleaning efficiency.

" We recommend the use of a prespray which has been tested and approved by the Woolsafe organisation (www.woolsafe.org). Allow the prespray to remain in contact with the pile for approximately ten minutes before extracting with a good spray extraction machine. (Ten minutes is the recommended time to obtain maximum efficiency; more than this and the prespray will begin to dry out, reducing its effectiveness).

" A system of working should be developed whereby one area of the room is presprayed, awaiting cleaning, whilst an adjacent area is being cleaned.

" Drying rates can be improved by increasing ventilation or using air movers

This method can be effective when carried out correctly however the following disadvantages can be associated with this method: -

" Over-wetting the carpet tiles can lead to tile curling, rapid re-soiling or mildew and odour where the carpet tiles take a long period to dry out.

" It raises the humidity within the room, making this method unsuitable for computer rooms.

" It is also unsuitable for raised access flooring, as the flooring is not guaranteed to be watertight, and the electric cables can be affected.

" Adhesives, which may be used during the laying of the carpet tiles can sometimes be affected by water.

Milliken cannot be held responsible for any damage caused by over wetting.

" As detergent may be used with these methods there may also be a tendency for inexperienced operators to over apply detergent in the belief that this will provide a more effective clean. Over application of detergent can lead to a detergent residue being left on the fibres which will attract more rapid resoiling, causing loss of appearance.

" Any detergent used should be between pH 6.5 and 8.5 and the carpet at the end of the clean should be left pH neutral.

Please note that **Bonnet cleaning is NOT an approved cleaning method** for Milliken Carpets. The rotary action of this method can cause permanent damage to face of the carpet, and will invalidate Milliken Warranties

Who to call for assistance

Milliken is committed to service and quality. Milliken believes that maintenance is an integral part of specifying and purchasing a carpet. With this in mind, Milliken has a dedicated Support Service team, who are experienced in technical and practical aspects of carpet management

To obtain cleaning products please contact our Support Service Team on 01942 612735

For more information contact our Support Service Group on:

Tel: 01942 612 735

Fax: 01942 826 570

Email: enquiries@millikencarpeteurope.com

For more information on Obex matting:

Tel: 0800 964 569

E mail : info@milliken.dk

Web site : www.millikenwom.com