ANSI/IICRC S100
Standard for Professional Cleaning of Textile Floor Coverings

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Disclaimer

This Standard (S100) is intended to provide information about the professional cleaning of textile floor coverings and to assist individuals and entities working in the textile floor covering industry in establishing and maintaining their professional competencies. Users of this document must keep abreast of the rapid developments in the field of textile floor covering cleaning, implement changes in technology and procedures as appropriate, and follow applicable federal, state, provincial and local laws and regulations. Cleaners should use their professional judgment throughout each and every project. However, the use of professional judgment is not a license to not comply with this Standard. On occasion, a project might have unique circumstances that may infrequently allow for a deviation from the standard. Furthermore, this Standard is not intended to be either exhaustive or inclusive of all pertinent requirements, methods or procedures that might be appropriate on a textile floorcovering cleaning project. The information upon which this Standard is based is subject to change, which may invalidate any or all of the information contained herein.

This Standard was developed through a consensus standard development process, which brought together volunteers representing varied viewpoints and interests to achieve consensus on textile floorcovering cleaning issues. While the Institute of Inspection, Cleaning and Restoration Certification (IICRC) administers the process and establishes policies, procedures and guidelines to promote fairness in the development of consensus, it does not independently test, evaluate or verify the accuracy of any information or the soundness of any judgments contained in this Standard.

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Foreword

The Information contained in the Forward of the S100 is not part of this American National Standard (ANS) and has not been processed in accordance with ANSI’s Requirements for ANS. As such, this Foreword may contain material that has not been subjected to public review or a consensus process. In addition, it does not contain requirements necessary for conformance to the standard.


The S100 is a procedural standard. It is based on reliable cleaning principles, review of available scientific and industry literature and information, and practical experience. In addition, there has been extensive consultation with, and information obtained from, numerous other sources. These sources include, but are not necessarily limited to: scientists, government, and public health professionals; international, national, and regional trade associations serving the professional carpet cleaning industry; chemical formulators and equipment manufacturers; cleaning training schools, cleaning firms, allied trades persons, and others with specialized experience.

The S100 establishes a procedural standard for the maintenance of installed textile floor coverings. It is intended for use by professional cleaners, carpet manufacturers, retailers, distributors, industry suppliers, specifiers, homeowners, property or facility managers, housekeepers, insurance companies, and others interested in residential and commercial on-location textile floor covering cleaning and maintenance. Factors such as, but not limited to, floor covering color, style, construction, and use dictate the specific cleaning systems and methods to be used. It is recommended that the consumer, client, or end-user, develop a plan immediately after installation for maintaining their textile floor coverings. There are charts and recommended guidelines for frequency of cleaning and maintenance located in this document. These charts provide guidance in developing an appropriate carpet maintenance plan.

This document is written for use by those involved in the textile floor covering cleaning industry, primarily for textile floor cleaning companies and workers and, secondarily, for others who procure, manage, or maintain carpeted areas. Users of this document should stay updated and informed about the rapid developments in the carpet cleaning field and implement changes in technology and procedures, as appropriate, while following applicable federal, state, provincial, and local laws and regulations.

This Standard does not specifically address the protocols and procedures for remediation of contaminated (e.g., Category 2, 3 water or Condition 2, 3 mold) textile floor coverings. See the ANSI/IICRC S500 Standard and Reference Guide for Professional Water Damage Restoration or the IICRC S520 Standard and Reference Guide for Professional Mold Remediation.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. The IICRC is not responsible for identifying any or all such patent rights.

Within this standard, no attempt is made to evaluate the strengths or weaknesses of individual cleaning methods, or to compare or contrast one method or system, equipment, or product, with another. Users of this Standard are reminded that the effectiveness of any method or system of cleaning varies, depending upon the skill, experience, education, and professional attitude of the cleaner and company employing those methods.
All textile floor cleaning jobs are unique and, in certain circumstances, common sense, experience, and professional judgment may justify deviation from this Standard. It is the responsibility of the cleaner to verify on a case-by-case basis that application of this Standard is appropriate. When in doubt, use caution and seek additional professional guidance. Users of this document assume all risks and liabilities resulting from use of and reliance upon this Standard.

The S100 is presented in a two-part format: The procedural ANSI/IICRC Standard, and the supplemental IICRC R100 Reference Guide. The Standard summarizes most of the significant and important procedures and methodologies of textile floor maintenance, while the R100 Reference Guide restates and further explains those procedures and methodologies and provides additional background information, which supports the Standard. Although the material in the R100 Reference Guide does not carry the official status of a Standard, the two sections complement each other and should always be considered in tandem.

The S100 does not attempt to teach carpet and rug cleaning procedures. It does, however, provide the principles and foundations for understanding proper carpet cleaning practices. The S100 is not a substitute for carpet cleaning training and certification programs that are necessary to attain competence in the field of carpet cleaning.

The S100 is a living document that is subject to change as more information regarding carpet cleaning becomes available, scientific developments occur, and advancements are made in carpet cleaning technology and practice. The S100 will be reviewed, evaluated, and validated through application in the field and thereafter revised and improved. This process and further professional and public review allows our industry to develop a body of carpet cleaning science and achieve the overall IICRC goal of improving the science of cleaning and the overall environments in which people live and work.

Volunteering to participate in an IICRC Standard writing committee requires openness to new ideas, concepts, and procedures and requires communication, cooperation, documentation, testing, and specialized education. Our evolving industry has consistently attracted professionals from all walks of life and they have donated thousands of volunteer hours promoting professionalism. Many of those dedicated individuals built the foundation that we continually modify. These modifications are necessary to enhance the performance of textile floor coverings and, at the same time, serve to protect occupants.
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Dedication to John J. Garger

The S100 Consensus Body wishes to dedicate this document to our friend, John J. Garger. As you read through the S100 Standard and R100 Reference Guide you should know that John’s touch is on virtually the entire document. Those of us who worked with him on this project see his handiwork on just about every page. One of the most tireless and dedicated members of the Consensus Body, John took immense pride in being a voice that helped shape the document before you.

As a man John represented everything that was good about the cleaning industry. John was a wealth of knowledge and was always eager to share, always looking to raise the high water mark in our industry. John was a tireless worker and dedicated to his job, but still had his priorities in line as he took the most pride in his daughters Jessi and Brittany and most importantly his wife, Virginia. John always spoke first and foremost about time with his family and trips to enjoy Disney World and the Gulf of Mexico with them.

For those of us fortunate enough to have gotten to know John and call him our friend we will never be able to look at this document without thinking of him and the hours he put into it. He was well loved and will be sorely missed.

With deepest sorrows and fondest remembrances,

The S100 Consensus Body Members
Important Definitions

Throughout this document, the terms “shall,” “should,” and “recommend” are used to compare and contrast the different levels of importance attached to certain practices and procedures. It is impractical to prescribe procedures intended to apply to every carpet and rug cleaning situation. In certain circumstances, deviation from portions of this Standard may be appropriate. Carelessness is unacceptable and common sense and professional judgment are to be exercised in all cases.

**shall:** when the term shall (previously “must”) is used in this document, it means that the practice or procedure is mandatory due to natural law or regulatory requirement, including occupational, public health, and other relevant laws, rules, or regulations, and is therefore a component of the accepted “standard of care” to be followed.

**should:** when the term should (previously “highly recommended”) is used in this document, it means that the practice or procedure is a component of the accepted “standard of care” to be followed, while not mandatory by regulatory requirements.

**recommend(ed):** when the term recommend(ed) is used in this document, it means that the practice or procedure is advised or suggested, but is not a component of the accepted “standard of care” to be followed.

In addition, the terms “may” and “can” are also available to describe referenced practices or procedures, and are defined as follows:

**may:** when the term may is used in this document, it signifies permission expressed by the document, and means that a referenced practice or procedure is permissible within the limits of this document, but is not a component of the accepted “standard of care” to be followed.

**can:** when the term can is used in this document, it signifies an ability or possibility open to a user of the document, and it means that a referenced practice or procedure is possible or capable of application, but is not a component of the accepted “standard of care” to be followed.

For the practical purposes of this document, it was deemed appropriate to highlight and distinguish the critical carpet cleaning methods and procedures, from the less critical, by characterizing the former as the perceived and recommended “standard of care”. The IICRC S100 Consensus Body Standard Committee interprets the “standard of care” to be practices that are common to reasonably prudent members of the trade who are recognized in the industry as qualified and competent. Notwithstanding the foregoing, this Standard is not intended to be either exhaustive or inclusive of all pertinent requirements, methods, or procedures that might be appropriate on a particular carpet cleaning project. Ultimately, it is the responsibility of the cleaner to verify on a case-by-case basis that application of this Standard is appropriate.
Standard for Professional Cleaning of Textile Floor Coverings S100

A Scope, Purpose, and Application

A.1 Scope

This standard describes the procedures, methods, and systems to be followed when performing professional commercial and residential textile floor coverings (e.g., carpet and rugs) maintenance and cleaning. Professional carpet and rug maintenance and cleaning consists of the following components for which procedures are described in this standard.

- Principles of cleaning;
- Chemistry of cleaning;
- Construction of textile floor covering and style;
- Carpet selection;
- Soiling and soil management;
- Carpet cleaning equipment and tools;
- Methods and systems of cleaning;
- Safety and health;
- Administrative;
- Pre-cleaning and post-cleaning inspections;
- Spot and stain removal;
- Residential and commercial cleaning, and
- Area rugs.

This Standard does not specifically address the protocols and procedures for restoration or remediation of contaminated (e.g., Category 2, 3 water or Condition 2, 3 mold) textile floor coverings. See ANSI/IICRC S500 Standard and Reference Guide for Professional Water Damage Restoration or IICRC S520 Standard and Reference Guide for Professional Mold Remediation.

A.2 Purpose

The purpose of this standard is to define criteria and methodology for evaluating carpet types, characteristics, and conditions, and for establishing procedures for appearance retention, soil removal, and indoor environmental quality.

This document provides a set of procedural standards for professional carpet and rug maintenance and cleaning in both residential and commercial settings. It was not written to teach comprehensive cleaning procedures. Numerous manuals, videotapes, workshops, and seminars are available to teach comprehensive cleaning procedures.

Every textile floor covering has unique characteristics, and each maintenance and cleaning project should be carefully evaluated to determine proper application of this standard. In extenuating circumstances, deviation from portions of this standard may be appropriate. Carelessness is never acceptable, and common sense and professional judgment are to be exercised in all cases.

A.3 Application

This standard was created for use primarily by professional cleaners, and secondarily for carpet manufacturers, importers, retailers, distributors, architects, engineers designers, industry suppliers, specifiers, property managers, installers, homeowners, facility managers, facility service providers,