

**IICRC S100**

**Standard and Reference  
Guide for Professional  
Carpet Cleaning**



**Revised 2002**

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This Standard and Reference Guide is intended to provide current and accurate information about carpet cleaning. The document is designed to assist individuals and entities working in the carpet cleaning industry to maintain their professional competence. This publication is being distributed with the understanding that the IICRC does not render any professional, medical or legal advice. Users of this document must keep abreast of developments in the field of carpet cleaning, implement changes in technology and procedures as appropriate, and follow applicable federal, state, provincial and local laws and regulations. Finally, many jobs are unique and extenuating circumstances may require a deviation from this Standard and Reference Guide.

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## ***Important Definitions***

Throughout this document the general terms “must,” “highly recommended” and “recommended” are used to compare and contrast the different levels of importance attached to certain practices. It is impractical to issue blanket rules intended to apply to every cleaning situation. In extenuating circumstances, deviation from portions of this standard may be appropriate. Carelessness is never acceptable and common sense should prevail in all cases.

**must:** When the term *must* is used in this document, it means that the practice or procedure is required or mandatory.

**highly recommended:** When the term *highly recommended* is used in this document, it means that the practice or procedure is the generally accepted method to be followed.

**recommended:** When the term *recommended* is used in this document, it means that the practice or procedure is advised or suggested.

# **IICRC S100 Standard and Reference Guide for Professional Carpet Cleaning**

***Fourth Edition  
Published 2002***

This document supercedes all previous editions of IICRC S001, *Standard and Reference Guide for Professional On-Location Carpet Cleaning*.

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**Institute of Inspection, Cleaning and Restoration Certification (IICRC)  
2715 East Mill Plain Boulevard  
Vancouver, WA 98661 USA  
(360) 693-5675 • [www.iicrc.org](http://www.iicrc.org)**

This is a preview of "IICRC S-100 4th Edit...". [Click here to purchase the full version from the ANSI store.](#)

## ***Letter from the Joint Industry Task Force for the Carpet Cleaning Standards***

The Institute of Inspection, Cleaning and Restoration Certification (IICRC) *Standard and Reference Guide for Professional Carpet Cleaning (IICRC S100)* is a procedural standard. It has been written using reliable principles, research and practical experience, plus consultation and information from numerous sources. These include: allied tradespersons; cleaning chemical and equipment formulators and manufacturers; carpet manufacturers; international, national and regional trade associations; organizations serving the professional cleaning industry, both independent and franchise; cleaning industry training schools; cleaning service companies; and others with specialized experience. This document is subject to revision as further experience and investigation may warrant. This document was created by the Joint Industry Task Force for the Carpet Cleaning Standards.

IICRC S100 provides a specific set of practical standards and a reference guide for carpet cleaning. It does not attempt to teach comprehensive carpet cleaning procedures; rather, it provides the foundational principles for proper cleaning practice. There are numerous programs available in the industry to teach the specific details of carpet cleaning.

IICRC S100 is presented using a two-part format: the Standard itself, and a supplementary Reference Guide. The procedural Standard is featured in the first section of S100. The Reference Guide in the second section supports the Standard. The intent is to use the information outlined in the Reference Guide as a tool to better understand and apply the Standard itself. However, the Reference Guide is not considered a part of the Standard.

The Task Force took into consideration the importance of indoor environmental quality. The Principles of Professional Carpet Cleaning were used to achieve our primary objective, which is removal of soils of various forms. It is imperative that the readers understand the importance of following label directions of all cleaning products used and consider cleaning first for health then for appearance. Cleaning for health has become a very important aspect of what professional cleaners do as stewards of the indoor environment.

There have been many additions to this Standard and there is an increased emphasis on the cleaning principles, especially the importance of vacuuming. This Standard and Reference Guide is intended to be a living document and updates and revisions will be done periodically as the industry continues to evolve.

## ***Members of the Joint Industry Task Force For Carpet Cleaning Standards***

The publication of this document was made possible through the generous contributions of a dedicated group of experts. The members of the IICRC Board of Directors and the Joint Industry Task Force for Carpet Cleaning Standards sincerely appreciate the time and effort contributed by these individuals. They exhibit the true volunteer spirit that has been the driving force behind the IICRC since its inception.

### **JOINT INDUSTRY TASK FORCE FOR CARPET CLEANING STANDARDS**

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President, Textile Cleaners of America, Inc. Denver  
Colorado; IICRC Honorary Board Member

Dane Gregory, President, 3-D Corporation, Stevens  
Point, WI; Past President IICRC

Bill Griffin, Cleaning Consultants, Seattle, WA

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and Reinstallation Committee

Aaron Groseclose, President, MasterBlend, Severna  
Park, MD

Clifford Grost, Multi-Maintenance Cleaning and  
Restoration, Grayslake, IL

#### **Task Force Committee Members**

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Dennis Iverson, A&I Services, San Diego, CA

Franklin Beach, Groom Industries, Inc., Rockford, IL

David Jones, Aquajet Property Services, Sydney,  
Australia; IICRC Board Member

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Flooring Analysis, Brownsville, VT

Peter Masi, President, Master Cleaners, Santa Rosa,  
CA

Jeff Bishop, Administrator, Clean Care Seminars,  
Inc., Dothan, AL; Chairman, IICRC Certification  
Board

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MD

R. Doyle Bloss, CEO Steamway International, Inc.,  
Denver, CO

Lonnie McDonald, President/CEO, LeatherPro and  
Integrity Carpet Cleaning, Inc., Grandview, Missouri

Andrew Bober, Project Leader - Global Carpet Care,  
R&D; Johnson Wax Professional, Sturtevant, WI

Carey Mitchell, Shaw Industries, Dalton, GA

Doug Bradford, CEO, Textile Cleaners of America,  
Inc., Arnold, MD; Chairman IICRC Commercial  
Carpet Maintenance Committee

Paul Pearce, Country House Carpet Cleaners,  
England; V.P. IICRC Board of Directors

CRI, Carpet and Rug Institute, Dalton, GA

Eric Rottmeister, Granville Cleaning, Vancouver, BC

Paul Duffey, Von Schrader Company, Racine, WI

Ron Toney, School of Surface Technology,  
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Geoff Greely, Host/Racine Industries, Racine, WI

Ruth Travis, President, RL Seminars, Inc.,  
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Aetna Building Maintenance, Columbus, OH

Mike West, President, Clean Care by Millers,  
Monterey, CA

Jon Whittaker, Whittaker Extraordinary Cleaning Systems, New Castle, PA

Carl Williams, Academy of Textiles Flooring, Whittier, CA

### **Editing Committee Members**

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Bob Wittkamp, Bob White and Associates, St. Petersburg, FL

Lee Zimmerman, Keystone Carpet Cleaning, Greensburg, PA; President IICRC Board of Directors

Andrew Bober, Project Leader - Global Carpet Care, R&D; Johnson Wax Professional, Sturtevant, WI

### **TECHNICAL EDITOR**

Glenn Fellman, President, Indoor Environment Communications, Kensington, MD

Doug Bradford, CEO, Textile Cleaners of America, Inc., Arnold, MD; Chairman IICRC Commercial Carpet Maintenance Committee

Larry S. Cooper, President, Textile Consultants Inc, President, Textile Cleaners of America, Inc. Denver, Colorado; IICRC Honorary Board Member

Barry Costa, President, Costa Group, Inc., Peterborough, NH; Chairman IICRC Carpet Repair and Reinstallation Committee

Clifford Grost, Multi-Maintenance Cleaning and Restoration, Grayslake, IL

Doug McGettigan, The Carpet Cleaner, Arnold, MD

Ruth Travis, President, Interior Care Inc., Chattanooga, TN; Chairman IICRC Marketing Committee

### **CONTRIBUTORS TO IICRC S100**

Eileen Barkstedt, Elite Carpet Cleaning, East Rockaway, NY; Secretary, IICRC Board of Directors

Robert Cooper, Esq., Cooper and Tanis, PC, Broomfield, CO

Ed Hobbs, Hobbs Ultra-Clean Services, Corapeake, NC; Chairman, IICRC Certified Firm and Registrant Standards Committee

James Holland, President, Restoration Consultants, Sacramento, CA; Chairman, IICRC Health and Safety Committee

Rick Raessler, DuPont Company, Woodstock, GA

Carey Vermeulen, GlennCarey Carpet Cleaning, Claremont, Ontario, Canada; Vice-President, IICRC

Mark Violand, President, Mark Violand Carpet Inspections, Uniontown, OH

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## ***Table of Contents***

<b><i>Contents</i></b>	<b><i>Page</i></b>
<b>Foreword .....</b>	<b>ii</b>
<b>1 Scope, Purpose and Application .....</b>	<b>1</b>
<b>2 References .....</b>	<b>1</b>
<b>3 Definitions .....</b>	<b>1</b>
<b>4 Health and Safety.....</b>	<b>2</b>
<b>5 Carpet Soiling.....</b>	<b>2</b>
<b>6 Levels of Cleaning .....</b>	<b>3</b>
<b>7 Principles of Professional Carpet Cleaning .....</b>	<b>4</b>
<b>8 Methods of Professional Carpet Cleaning .....</b>	<b>5</b>
<b>9 Absorbent Compound Cleaning Method .....</b>	<b>5</b>
<b>10 Dry Foam Cleaning Method.....</b>	<b>6</b>
<b>11 Bonnet Cleaning Method.....</b>	<b>7</b>
<b>12 Shampoo Cleaning Method.....</b>	<b>8</b>
<b>13 Hot Water Extraction Method.....</b>	<b>9</b>
<b>14 Combination Cleaning Methods .....</b>	<b>10</b>
<b>15 Carpet Protectors.....</b>	<b>10</b>
<b>16 Area Rugs .....</b>	<b>11</b>

## Foreword

IICRC 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 and insurance companies and others interested in residential and commercial on-location carpet cleaning. Factors such as, but not limited to, the floor covering's color, style, construction and use dictate the specific cleaning methods to be used. The maintenance of the carpet and its condition are also factors to be considered when implementing this standard.

It is highly recommended that the consumer, client or end user maintain the floor covering between professional cleaning services. For this reason the actual standards for cleaning are preceded by information on the importance of cleaning frequency as it relates to pre-vacuuming, soil containment and customized preventative maintenance programs. Descriptions of ways in which consumers or clients can evaluate the qualifications of professional cleaners, basic principles of cleaning, and the necessity of thorough pre-cleaning and post-cleaning inspections are addressed in the appendices to this document.

Chapter 2 of the Reference Guide to the standard explains the importance of vacuuming and its relevance to the carpet appearance retention. This chapter also discusses The Carpet and Rug Institute's (CRI) voluntary Vacuum Cleaner Indoor Air Quality Testing Program. Vacuuming frequency recommendations are included in the Reference Guide.

Procedures for the application of the common on-location cleaning methods are outlined. There is also a new section on combination cleaning procedures. There are times when a combination of cleaning methods may do a more effective job and this standard lists a few of the possible combinations.

Within this standard, no attempt is made to evaluate the strengths or weaknesses of individual cleaning methods or to compare or contrast one method, equipment or product with another. The IICRC "Carpet Cleaning Methods Testing Protocol" (Appendix D) allows product manufacturers or other entities to compare variations on their systems, or to compare methods qualitatively.

Information concerning the reputation and qualifications of companies and technicians providing cleaning services should be obtained before final selection. Users of this standard and reference guide are reminded that the effectiveness of any method of cleaning varies in direct proportion to the skill, experience, education and professional attitude of the technician and company employing that method. An IICRC Certified Firm provides a level of quality assurance through mandatory certification of technicians and continuing education requirements.

## Institute of Inspection, Cleaning and Restoration Certification

# Standard for Professional Carpet Cleaning S100

## 1 Scope, Purpose and Application

### 1.1 Scope

This standard describes the procedures to be followed and techniques to be used when performing professional, on-site carpet cleaning.

### 1.2 Purpose

The purpose of this standard is to define criteria and methods for assessing carpet type, characteristics and conditions, and for establishing procedures for appearance retention, soil removal and environmental quality.

This document provides a set of procedural standards for carpet cleaning. It was not written to teach comprehensive carpet cleaning. Numerous manuals, videotapes, workshops and seminars are available to teach carpet cleaning.

### 1.3 Application

This standard was created for use by professional cleaners, carpet manufacturers, retailers, distributors, industry suppliers, specifiers, property managers, homeowners, facility managers, housekeepers, insurance companies and others involved with the carpet cleaning industry.

Every carpet has unique characteristics and each carpet 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 should prevail in all cases.

## 2 References

To develop this standard, the documents listed in this section served as primary references. Other documents of interest to users of this standard are listed in the "Resource List" section of this standard's

companion Reference Guide. When using a reference source, make certain the most recent edition is used.

*Cleaning, Restoration, Inspection and Safety (CRIS) Glossary*, L.J. Bishop, 1999 edition.

Fairchild's Dictionary of Textiles, Fairchild Publications, 1996.

*IICRC Standard and Reference Guide for Professional On-Location Carpet Cleaning*, S001 Institute of Inspection, Cleaning and Restoration Certification, 1994.

*IICRC Standard and Reference Guide for Professional Upholstery Cleaning*, S300. Institute of Inspection, Cleaning and Restoration Certification, 2000.

*IICRC Standard and Reference Guide for Professional Water Damage Restoration*, S500. Institute of Inspection, Cleaning and Restoration Certification, 1999.

MasterBlend Carpet Care Manual, Aaron Groseclose, 2000 edition.

More Answers Than You Have Questions About Carpet Cleaning, Volumes I and II, L.J. Bishop, 1997 edition.

## 3 Definitions

Distinctive terms and definitions associated with carpet cleaning exist. The following are terms and definitions used in this standard. A comprehensive index of industry terminology appears in the Reference Guide to this standard.

**cleaning:** the traditional activity of removing contaminants, pollutants and undesired substances from an environment or surface to reduce damage or harm to human health or valuable materials. Cleaning is the process of locating, identifying, containing, removing and properly disposing of unwanted substances from an environment or material.

**grooming:** the process of pile setting following cleaning and after treatment (e.g., fabric protector application).

**highly recommended:** when the term *highly recommended* is used in this document, it means that the practice or procedure is the generally accepted method to be followed.