

Sparrow Hospital uses the Scout Systems™ program to restore carpet slated for removal.

Problem

The Department Manager of Environmental Services for Lansing Michigan's Sparrow Hospital, Dennis Lockwood was running out of ideas when it came to cleaning carpets. "They were re-soiling easily and the stains were coming back," he recalls. The carpet looked so bad hospital officials wanted to remove it and put in a different surface. As Lockwood looks back, he says the problem may have been the carpet was being over-cleaned. "There was a high alkaline content in the carpet, probably from years of cleaning." Despite the frequency of cleaning, the appearance was declining. "We thought the carpet just wasn't holding up," Lockwood says.

Solution

The people at Collins and Aikman (C&A), the manufacturer of Lockwood's carpet, introduced him to Scout Systems™. "I was pretty skeptical," Dennis states. "I'd had so many reps come in with other products. One thing that did intrigue me was their cleaner was neutral and an enzyme."

Lockwood initially picked two areas for testing, each about 400 sq. ft. They used the full Scout system to remove chemical residue, break up and remove soil build up and then applied Progress-A-Clean™ to protect against re-soiling and enhance their vacuuming program.

Result

"Carpet cleaning is just not a major problem any more," Lockwood states. "I don't have issues with spotting and re-soiling. I was very skeptical but I've seen a tremendous turn around."

Sparrow officials are so impressed with the results they have also adopted the Scout program hospital-wide. "They went from a threat of pulling carpet out to actually adding more," says John Garger of C&A. "Our hat's off to Scout Systems™," he says. "It does everything they say it's supposed to do and does it well."□



Sparrow Hospital Lansing, Michigan.



High traffic lobby area maintained with Progress-A-Clean.



"I don't have issues with spotting or re-soiling anymore," say Dennis Lockwood.



Scout Systems™

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