



# Cleaning Guide for Wool Carpet

## Naturally Easy Maintenance

No carpet lasts forever, or is 100% stain proof. But with regular care you can add years to the life of your carpet.

Properly maintained carpets enhance the appearance and atmosphere of interiors. To protect the investment made in your carpet and extend its life, it is important to clean it at regular intervals, rather than waiting until the carpet is heavily soiled.

Maintaining the beauty of wool carpet is exceptionally easy - in fact, a lot easier than most people think. Wool's unique and complex fiber structure releases soil up to 25% more readily than synthetic fiber carpet. Furthermore, the natural resistance of wool fibers provides you with time to act as liquid spills stay on top of the pile longer, rather than seeping into the base of the pile and backing.

There are three basic steps to protect your investment:

- 1) Vacuum regularly
- 2) Remove spills immediately
- 3) Professionally clean by hot water extraction (for residential use, every year or two)

### VACCUMING

Cleaning methods vary by fiber however, the most important thing you can do for your carpet is to vacuum it thoroughly and frequently, particularly in high traffic areas. Vacuuming not only prolongs the life of the carpet, but also enhances its appearance.

After your carpet is laid, vacuum lightly and frequently in the first week to remove surface lint, dust and fluff. Thereafter continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the surface of the pile where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas will suffice while five to seven passes for heavily soiled areas are necessary. Vacuuming first against the natural pile direction lifts the pile helping to unsettle and remove dirt and grit, while reducing matting. When finishing, vacuum in the direction of pile lay to achieve a uniform finish.

To effectively clean your carpet, use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag (particularly important if you are dust sensitive). A vacuum with a rotating brush which agitates the pile and loosens soil is best for low cut pile carpet. To prevent excess fuzzing turn off the brush, or change the head when vacuuming loop pile, cut/loop pile or berber carpet. Ensure the vacuum is kept in sound mechanical condition and brushes are cleaned and replaced when worn out. Check and adjust the height of beaters regularly to ensure the carpet is not damaged by excessive beating. Change or empty dust collection bags frequently and replace filters as recommended by the manufacturer.



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## SPOT CLEANING

All spillages should be treated promptly. To ensure best results from spot cleaning, follow the easy steps that are outlined later in this booklet.

## AREA CLEANING

Carpet should also be professionally cleaned using hot water extraction every 12 to 18 months to revitalize your carpet and remove oily, sticky soil and well-settled soil that vacuums don't remove which cause gradual but significant dulling of colors. Shampooing, do-it yourself steam cleaning or dry cleaning are not recommended.

## CHANGES IN CARPET APPEARANCE

Carpet gets more abuse than most other furnishings, and like all textile products, has traits which may affect its appearance over time. These conditions are normal and not considered manufacturing defects:

**Shading/Vacuum Cleaning Marks** In cut pile products, especially luxurious solid color velvets or saxonies, light can play strange tricks with carpet, making it appear from certain angles, that particular areas are lighter or darker than others. This is caused by disturbed pile reflecting the light differently to the surrounding body of carpet. Sometimes the changes may be temporary, and able to be removed or lessened by vacuuming or rushing of the pile. It is a visual feature of the carpet design, and is not considered a defect.

**Shift Lines** Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of construction

of the carpet. Lines may be more apparent with "large" designs or patterns. Color, directional pile lay and light sources are also contributing factors, as certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet's wear or durability.

**Phasing/Panelling** Where carpet design includes a random use of contrasting colors, at times these colors can coincide in production, causing an effect known as phasing. Similarly, in loop pile carpets, shading effects of color patterning can appear as panelling down the length of the carpet. Both phasing and panelling are an accepted part of the design and in no way affects the carpet's performance.

**Changes in Appearance** All carpets will change in appearance over time, particularly in areas of high foot traffic. Good quality pad will extend a carpet's appearance. Tips of tufts in a cut pile carpet, over time and use, may lose a degree of yarn twist, known as blooming. Most apparent in traffic areas or in front of chairs, this is normal and should be expected. Carpet styles with dense pile and tightly twisted tufts minimize the likelihood of excessive tip bloom.

**Footprints** Most deep, cut pile carpets may show footprints and vacuum cleaner marks. Selecting a carpet with a denser construction and lower pile height will minimize this effect.

**Crushing** The compression of carpet tufts due to foot traffic or furniture is known as crushing. Regular vacuuming or using your fingers to lift and groom the pile in severely affected areas should help reduce changes.

**Wrinkling (and Rucking)** Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative power stretching. A competent installer can usually correct this problem.

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### Changes in Carpet Appearance Continued:

**Filtration Soiling** Dark discoloration due to air borne pollutants may appear along walls, vents and doorways. This may be removed by professional cleaning, however, is usually due to an imbalanced ventilation system, and will usually return unless the ventilation problem is remedied.

**Color/Texture Variation** It is normal for installed carpet to show minor color and texture variation from selling samples or minor variations between production runs and dye lots.

### MOTHS AND CARPET BEETLES

Good housekeeping is essential to control textile pests. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage.

If you believe there may be minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 6 inches beyond the boundaries of the activities with an insecticidal aerosol spray or dust following the manufacturer's directions or precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended that you contact a professional pest control operator.

# Cleaning Guide for Wool Carpets

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of the stain into the carpet fibers and pile and avoid potential discoloration and unsightly markings. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. However, care must be taken as haphazard attempts at spot removal can cause permanent setting of stain, pile distortion and loss of color.

## Basic Carpet Cleaning Steps:

1. Immediately remove as much of the spill as possible. For solids us a blunt knife or spoon, and liquids blot up by applying pressure with white paper towels or tissues. Use a wet/dry vacuum if spill is large. NEVER scrub or rub the carpet during the stain removal or rinsing process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
2. Determine the appropriate method of stain removal from the table below.
3. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible color change.
4. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
5. After the spill/stain has been treated, place several layers white paper towel over the area and place a flat weight on them. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
6. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately. Should more aggressive spot cleaning methods

be used, there is a risk of the stained area becoming permanently discolored. It is essential that the entire room be hot water extracted so that any apparent color change is consistent throughout the entire room.

Stains should be differentiated from soiling. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with plain water, a sticky detergent residue can be left. This sticky residue readily attracts soil from ordinary shoe traffic, and the resulting discolored area appears to be a stain. If so, repeat stain procedures above, ensuring that any residual cleaning mixtures are fully removed.

## Which treatment?

**Common Household Food & Beverages:** Most common household food and beverage stains (not being a stain containing dyes or substances which destroy or change the color of carpet) may be treated solely with warm, not hot, water applied to the stained area. Then using a clean white cloth or sponge, treat with a mixture of one teaspoon of approved wool detergent and one teaspoon of white vinegar mixed in 1 litre of warm water. Apply to the stain and rinse with warm water repeating treatment until no stain is evident on the cloth or towels used to press dry the area.

## For other substances:

**It is important to identify the source of the stain to ensure use of the appropriate method of removal. On the following page are some recommendations for removal of some common substances.**

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## Cleansing Agent/Treatment:

1. Cold Water
2. (1) teaspoon mild laundry detergent approved for wool and one teaspoon of white vinegar in 1 liter of warm water.
3. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
4. Clear nail polish remover without lanolin.
5. Rust remover (can be applied by a professional carpet cleaner).
6. Clear household disinfectant.
7. Vacuum immediately. If any residue, call professional carpet cleaner.
8. Rinse with warm water.

While care has been taken in compiling the treatment guide, removal of these stains cannot be guaranteed. No responsibility is accepted by Godfrey Hirst for claims arising from any proposed treatments. If stains fail to respond to treatment, call a professional carpet cleaner immediately.

### Warnings:

Supermarket cleaning products are not recommended. Some chemicals and cleaning products like bleaches can permanently discolor or dissolve carpet fibers, and if used should be used with great care strictly in accordance with their use and safety instructions. If used, always pre-test a cleaning agent in an inconspicuous place, to ensure it does not remove color or damage fibers.

Do not apply stain repellent treatments which contain silicone as they are unnecessary and tend to accelerate soiling of carpets.

STAIN TYPE	ORDER OF TREATMENT		
	Step 1	Step 2	Step 3
Blood	1	2	8
Chewing Gum	3	2	8
Coffee	2	8	
Feces	2	6	8
Nail Polish	4		
Paint (latex)	1	2	
Rust	5		
Soot	7		
Urine (fresh)	1	2	8
Urine (old)	2	8	
Vomit	2	6	8
Wine (white)	2	8	

## Other Ways to Protect your Carpet:

**Door Mats:** Place door/barrier mats outside all exterior doorways, and at entrances to carpeted areas to trap dirt and moisture from shoes. Remember to clean these mats regularly.

**Furniture:** Use furniture cups and occasionally rearrange furniture to alleviate pressure marks. Chair pads should be used under desk chairs with castors. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.

**Rugs:** Use scatter rugs or carpet protectors in high traffic areas and in front of chairs to protect carpet from localized and uneven wearing. Rugs should be cleaned regularly, at which time you should clean and restore the pile of the carpet.

underneath. Check rugs for colorfastness before placing them on carpet as the color in some rugs may bleed through. After cleaning your carpet, allow it to dry completely before replacing rugs.

**Chemicals:** Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolor or dissolve carpet fibers.

**Direct Sunlight:** Carpets like all other dyed textiles will slowly lose color over time when exposed to direct sunlight. Protect your carpet from prolonged periods of direct sunlight with curtains, blinds, shades or awnings.