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CARPET CARE INSTRUCTIONS

walk on wool

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The following hints on carpet maintenance will add considerably to your carpet's life.

Vacuuming

Weekly vacuuming is recommend to prevent embedding of soil, which is the cause of accelerated wear.

There are three types of vacuum cleaners: plain suction, beater bar and revolving bristle strip. All are efficient for regular cleaning, particularly for dens pile carpet. For loop pile carpets only use a suction vacuum. The last stroke of the vacuum cleaner should be in the pile direction. For the best result it is important to follow the manufacturer's instructions.

Cleaning

Well cared for carpets may not require cleaning for a year or more. When the carpet begins to look soiled, either have it professionally cleaned or do it yourself with a good quality cleaning agent, being careful to follow the manufacturer's instructions.

No matter how careful one is, there is usually a small residue left on the pile after drying. The residue from a poor quality cleaning agent accelerates soiling.

Wet Shampoo

It is important to use a neutral shampoo (never alkaline) on wool carpets. Never use household detergents and do not use shampoos that smell of ammonia. To check proprietary carpet shampoos, leave a bit in a saucer overnight, pour off the excess, allow to dry and then there is no sticky residue to which house dust could cling.

When using a shampooing machine, follow the instructions carefully. If possible, remove the furniture from the room and vacuum thoroughly before shampooing. Allow to dry overnight before vacuuming and moving the furniture back in place. It is important not to allow the carpet to get too wet because the pile and backing may become distorted.

Absorbent Powder

There is a range of cleaning powders available that are either solvent-saturated or detergent-saturated. As with all other cleaning agents, follow the manufacturer's instructions when using a cleaning powder.

After vacuuming, sprinkle the powder liberally on the carpet, brush it into the pile and then vacuum it out. It is not necessary to remove all the powder from the pile as it can help minimise further soiling.

Using a cleaning powder is an easy way to freshen a carpet because the carpet is not wetted. It also distorts the pile less and the room is ready sooner.

Aerosol Foam Shampoo

For light cleaning of small areas, aerosol foam shampoos can be used. First test the shampoo for sticky residue that may attract dust. The foam shampoo is usually sprayed sparingly onto the carpet and worked into the pile with a moistened sponge or brush. Vacuum after the carpet is dry. Always check the manufacturer's directions.

Spray Injection – Extraction

To remove soil with this method, the carpet pile is injected with a hot water and detergent solution under pressure which suspends soil in the water, which is then immediately extracted by a high suction, wet vacuum system. This method is often incorrectly referred to as "steam cleaning"

This method is particularly useful for very dirty carpets because it removes deep-seated dirt, but it may not clean surfaces as well as other methods. It is also useful for removing excess detergents from successive wet shampooings – and together the two methods can restore a very dirty, flattened carpet.

Although machines can be rented, it is best to have spray injection cleaning performed by a professional cleaner because care needs to be taken not to over wet the carpet, distorting the pile and backing.

If you do use a rented machine, it is imperative to follow directions and not to exceed the concentrations of additives or the water temperature recommended by the chemical / detergent manufacturer.

Factory Cleaning

Professional factory cleaning is ideal for rugs and carpet squares because it can effectively remove all of the soil. It is not as suitable for wall-to-wall carpets as on-site cleaning because of the expense of removing and refitting the carpet.

To ensure that your wool carpet, wool bedding and wool furnishing fabrics keep their good looks as long as possible, it is essential to maintain a regular cleaning schedule and immediately clean spills to prevent stains. Prompt action is important to prevent spills from penetrating the pile fibres and becoming fixed.

STAIN REMOVAL INSTRUCTIONS

Here is a simple stain treatment guide for your Woolmark carpets.

Step 1
Scoop up solids with a knife or spoon.

Step 2
Blot up liquids by applying pressure with white paper towels or tissues.

Step 3
Determine method of stain removal from the chart.

Step 4
Before treating stain, test treatments on an inconspicuous part of the carpet for possible colour change.

Step 5
With blotting or dabbing motion, work inwards from the edge of the stain to prevent it spreading.

Step 6
Do not rub carpet pile during the stain removal or rinsing stages.

Step 7
When attempting to remove stains, ensure that the carpet is dry before proceeding to the next step in order of treatment.

Step 8
Rinse by applying clear, tepid tap water using a clean cloth or sponge.

Step 9
Once the stain has been removed, blot up moisture by applying pressure with white paper towels or tissues.

Step 10
Do not walk on carpet until dry.

STAIN REMOVAL CHART

TYPE OF STAIN	ORDER OF TREATMENT			TREATMENT (CLEANING AGENT)
	1ST	2ND	3RD	
Beer	1			1. Solution of one teaspoon of approved Woolmark detergent with one teaspoon of white vinegar and one litre of warm water.
Beetroot	1			
Bleach	1			
Blood	10	6		
Burn or Scorch mark	5			
Butter	2	1		2. Dry-cleaning fluid, lighter fuel or mineral terpentine. Caution: Ensure that no flame or lighted cigarette is near, and use in well-ventilated areas.
Candlewax	3			
Chewing gum	7			
Chocolate	1	2		
Cocoa	2	10	1	
Coffee (black or white)	2	10	1	3. Mineral terpentine - effectiveness is increased if mixed with an equal quantity of dry-cleaning fluid. Caution: Ensure that no flame or lighted cigarette is near, and use in a well-ventilated area.
Cooking oils	2	1		
Crayon / Colour marker	2	1		
Cream	2	1		
Egg	1			
Excrement	1			
Fruit juice	9	1		
Furniture polish	2	1		
Grass	4			4. Methylated spirits. Caution: Ensure that no flame or lighted cigarette is near, and use in a well-ventilated area.
Gravy / Sauce	9	1		
Grease	2	1		
Ice cream	1			
Ink - ballpoint	4	1		5. Hydrogen peroxide (20 vol.). Dilute 1 part to 10 parts cold water. Caution: Do not use on dark or patterned fabric.
Ink - fountain pen	9	1	6	
Lipstick	2	1		
Metal polish	2	1		
Mildew	1	5		
Milk	9	2	1	6. Dye stripper. Dilute 1 part to 50 parts cold water. Caution: Do not use on dark or patterned fabric.
Mustard	1			
Nail polish	8	2		
Oil	2	1		
Paint - emulsion	2	10	1	7. Chewing gum remover (freezing agent).
Paint - oil base	3	2	1	8. Nail polish remover.
Rust	2	1	11	9. Clean warm water (not hot).
Salad dressing	2	1		
Shoe polish	2	1		10. Cold water.
Soft drinks	9	1	5	11. Weak solution of white vinegar or lemon juice with cold water.
Tar	3	2	1	
Tea (black or white)	2	10	1	12. Absorbent powder (e.g. salt or talc). Sprinkle on spillage, leave overnight and vacuum next day.
Urine	1			
Vomit	1			
Wine - red	12	9	6	
Wine - white	1			

NOTES

- When attempting to remove any stains always ensure that the carpet is dry before proceeding to the next step in the order of treatment.
- The solvents normally used in dry cleaning are perchlorethylene, white spirit or fluorocarbons and should be used according to manufacturers instructions.

Note: Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.