



## Wool Carpet Maintenance

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You've chosen our carpet constructed of Wool Fibre because it's long on wear and excellent value for money-and because it's remarkably resistant to staining and soiling. However as hard wearing as nylon is, it won't withstand willful damage and unfair wear and tear.

Correct and regular maintenance will increase the life span of this carpet and also help maintain its good appearance. Cleaning should be proportional to the amount of soiling to which the carpet is subjected: The more dirt deposited on the carpet, the more intense the maintenance program required.

The type of carpet, the size of the installation, type of furnishings, accessibility and degree of soiling, will decide the choice of equipment that is most suitable for speed and efficiency. It is therefore impossible to recommend a cleaning schedule that will deal effectively with all locations.

Carpet cleaning is often a compromise in that the most effective technique must be chosen that causes the least damage to the carpet. Techniques which are beneficial to the carpet may not adequately clean it. So, at least in principle, more frequent and less severe cleaning is advisable. However, in practice carpets are all too often neglected for too long and harsher methods to deal with the heavy soiling are then required.

### MAINTENANCE PROGRAM:

The following are the five basic steps of an adequate maintenance program:

(1) Regular Vacuuming (2) Pile Lifting (3) Spot (4) Surface Cleaning and area touch-up and (5) Periodic or corrective cleaning.

#### 1) Regular Vacuuming:

Daily maintenance of a carpet consists of the removal of surface debris and dry particulate soil from the depth of the pile by means of a carpet sweeper or various types of vacuum cleaners. Take care if your vacuum cleaner is fitted with a beater bar or bristle strip as damage can occur to the pile of loop pile carpets.

#### 2) Pile Lifting:

As the name implies the carpet pile is lifted by a vacuum cleaner style of machine, which uses a densely tufted cylindrical brush in conjunction with a suction action to brush and condition the carpet pile. The action also removes soil that is deeply embedded at the base of the pile.

#### 3) Spot Cleaning:

The following procedure should be used in spot and stain removal for all stains except those caused by hazardous chemicals.

- (1) In the case of all spills remove the excess spillage immediately by scraping or blotting with an absorbent material such as clean toweling, absorbent cloth or paper tissues.
- (2) Use a spoon or a dull knife to remove the bulk of semi-solids or greasy substances and follow by blotting with an absorbent material such as white paper toweling or tissues.
- (3) Remove large quantities of liquid spillage with a sponge, towel or a wet vacuum cleaner. Begin at the outer edge and work towards the centre of the stained area. For manual removal do not brush or rub the spot. Use a blotting or dabbing motion. After most of the spill has been absorbed, place a fresh pile of paper towels over the spill area and leave these towels in contact with surface with a flat weight on them.

Quick action may remove the substance before it penetrates into the carpet pile-the longer the spill remains on the carpet, the more difficult it will be to remove.

#### 4) Surface Cleaning and Area Touch-up:

This "freshens up" a carpet, and is an intermediate step between daily vacuum cleaning and periodic shampoo or water injection and extraction cleaning. Methods of surface cleaning can be:

##### a) POWDER CLEANING

Powder cleaners may include odor and pest control agents. It is essential to observe the instructions given for their use. After vacuuming, powder is applied onto the carpet, brushed or massaged into the pile and then the carpet is vacuumed again. It is not necessary to remove all the powder as it can help to reduce further soiling. The procedure can either be manual or mechanical depending on the size of the carpeted area to be cleaned.

##### b) BONNET CLEANING

The Bonnet Cleaning Machine utilizes a fibre bonnet, containing the cleaning chemical, which massages the pile. Alternatively, chemical may be applied to the carpet and massaged into the pile via the bonnet.

##### c) FOAM AEROSOL SPRAY SYSTEM

The foam is sprayed over the carpet surface, this is then worked into the surface using a soft brush. After drying, the carpet is then vacuumed clean.

#### 5) Periodic or Corrective Cleaning:

This is required to remove soiling which is not removed by daily maintenance (Greasy, oily and other sticky substances, accumulated dirt which discolours and otherwise affects carpet pile). The methods commonly used are: (a) Shampoo Cleaning (b) Hot Water Injection and Extraction or Steam Cleaning and (c) Powder System.

##### a) SHAMPOO CLEANING

With this method of cleaning, the shampoo or detergent is released from a tank on the machine into a brush. With the action of the brush, the liquid is worked into the carpet pile. The residues can then be extracted in a similar manner to that of the water injection and extraction method. i.e.: Via a vacuum device, or vacuum cleaned from the pile if foam cleaning has been utilized. When the shampoo and water injection methods are used one after the other, very dry, flattened carpets can be restored.

##### b) HOT WATER INJECTION AND EXTRACTION OR STEAM CLEANING

This process injects the carpet pile with a hot water and detergent solution which is then extracted together with dirt and other residues from the carpet. This method is suitable for restoring an extremely dirty, flattened carpet, although it may clean the surface as well as the previous method. Maximum temperature of the hot water used should be strictly observed to avoid damage to the pile.

For best results in heavily soiled areas, follow these guidelines:

- Power pile lift and vacuum before wet extraction to remove insoluble soil.
- Before extraction, remove spots and treat soiled areas.
- Hot water extract thoroughly, emphasizing heavy soil areas.
- Use pure hot water (with only an additive to neutralize pH) in the final rinse.
- Touch the carpet after extraction. If water beads on your hand, extract more thoroughly.
- Carpet must be thoroughly dry before any traffic use.
- When a particular spot persists despite thorough extraction, try spin bonnet cleaning the affected area.

NB: (1) Be careful of the danger of over wetting the carpet. This may result in shrinkage, discoloration and odor.

(2) Shampoo/Detergents. Solutions which leave a sticky residue should not be used as this will lead to rapid re soiling of the carpet.

##### c) POWDER SYSTEM

Which is as described in section 4) Surface Cleaning and Area Touch-up.

## STAIN REMOVAL GUIDE FOR WOOL CARPETS

Origin of stain	Removal Step 1	Removal Step 2	Removal Step 3	Removal Step 4
Beverages	Clean warm water	Fabric detergent*	-	-
Bleach	Carpet shampoo solution	-	-	-
Blood	Clean cold water	Fabric detergent*	-	-
Butter	Dry-cleaning fluid	Carpet shampoo solution	-	-
Chewing Gum	Chewing gum remover	-	-	-
Chocolate	Clean warm water	Carpet shampoo solution	-	-
Cooking Oil	Dry-cleaning fluid	Carpet shampoo solution	-	-
Cream	Carpet shampoo solution	Dry-cleaning fluid	-	-
Egg	Carpet shampoo solution	-	-	-
Fruit Juice	Clean warm water	Fabric detergent*	-	-
Furniture Polish	Dry-cleaning fluid	Carpet shampoo solution	Consult specialist	-
Gravy and Sauce	Clean warm water	Carpet shampoo solution	-	-
Ink (fountain pen)	Clean warm water	Fabric detergent*	-	-
Lipstick	Dry-cleaning fluid	Fabric detergent*	Water	-
Metal Polish	Brush off when dry	Fabric detergent*	Methylated spirits	-
Milk	Clean warm water	Fabric detergent*	Dry-cleaning fluid	-
Mustard	Carpet shampoo solution	Fabric detergent*	-	-
Nail Polish	Nail polish remover#	Dry-cleaning fluid	-	-
Oil and Grease	Dry-cleaning fluid	Carpet shampoo solution	-	-
Paint (emulsion)	Clean warm water	Warm carpet shampoo solution	-	-
Paint (oil)	Turpentine or white spirit	Dry-cleaning fluid	Carpet shampoo solution	Consult specialist
Rust	Dry-cleaning fluid	Rust remover †	Consult specialist	-
Salad Dressing	Carpet shampoo solution	Dry-cleaning fluid	-	-
Shoe Polish	Dry-cleaning fluid	Carpet shampoo solution	-	-
Soot	Vacuum clean	Carpet shampoo solution	Consult specialist	-
Tar	Dry-cleaning fluid	Carpet shampoo solution	-	-
Urine (fresh stain)	Carpet shampoo solution	-	-	-
Urine (old stain)	Consult specialist	-	-	-
Vomit	Consult specialist	-	-	-
Wax (candle)	Absorbent paper and Hot iron	Dry-cleaning fluid	-	-
Wine	Clean warm water	Fabric detergent*	-	-

It should be noted that commercial cleaning firms have additional chemicals for use.

\* Fabric detergent – Solution of one teaspoon (5 mL) of approved wool detergent with one teaspoon of white vinegar and one litre of warm water.

# Nail polish remover – should not include lanolin or be of a greasy nature.

† WARNIBG: RUST REMOVER IS A STRONG ACID: AVOID SKIN CONTACT, READ SAFETY PRECAUTIONS.

There are also a number of commercially available stain removal products, liquid and powder, which may be used to remove many of the listed staining materials. Follow the manufacturer's instructions carefully.

### CARPET MAINTENANCE PROGRAM – EXAMPLE

ALL AREAS	Remove spots	Daily
EXTERIOR ENTRANCES	Change entry mats	Weekly-monthly
ENTRY AREAS	Vacuum	Daily
	Pile Lifting	Monthly
	Surface cleaning and area touch-up	Monthly
	Periodic or corrective cleaning	12 - Monthly
LOW TRAFFIC AREAS	Vacuum	Daily or as required
	Pile Lifting	3 - Monthly
	Surface cleaning and area touch-up	6 - Monthly
	Periodic or corrective cleaning	36 - Monthly
MODERATE TRAFFIC AREAS	Vacuum	Daily or 2/3 times per week
	Pile Lifting	Monthly
	Surface cleaning and area touch-up	2 - Monthly
	Periodic or corrective cleaning	36 -Monthly
MAIN TRAFFIC AREAS	Vacuum	Daily
	Pile Lifting	Monthly
	Surface cleaning and area touch-up	Monthly
	Periodic or corrective cleaning	12- Monthly

We recommend the use of Walk-off mats being used at all entrances to carpeted areas. These mats will collect the soil before it reaches the carpeted areas. All carpet maintenance should be carried out in accordance with the Australian Standard AS3733



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