

CARPET CARE AND MAINTENANCE GUIDE

100% Wool Carpets

The natural characteristics of wool help keep your new carpet looking good for longer.

The quality of the fibre is such that it is naturally resistant to soiling. Loose dirt and dust particles stay near the tops of the fibres, making it easier to remove them through regular vacuuming.

Good quality wool, has a natural elasticity allowing the fibres to cope well with everyday footfall and to resist excess crushing, caused by furniture.

Wool prevents water-based spills from penetrating deep into the fibre, due to a natural protective outer layer on the fibres.

These natural attributes of quality wool carpets, together with regular vacuuming and immediately dealing with spills, make it easy to look after your new wool carpet.

Vacuumping

To maintain your carpets appearance, it is recommended to vacuum regularly. As every household is different, the frequency of vacuuming should be based on how many people live in your home. For example, four people living in the house = vacuuming a minimum four times per week, especially in high traffic areas, using a good quality upright vacuum cleaner with a rotating brush is recommended. Fibre shedding is a normal characteristic of new carpets, which reduces after time. Vacuuming regularly and thoroughly will prevent soil and dirt becoming embedded in the fibres. It will also help prevent premature wear.

- 1) Old vacuum cleaners might not be suitable for your new premium carpets.
- 2) Investment in a new cleaner will ensure your new carpet stays looking good for longer.

Features of the correct type of cleaner to use are:

- 1) Adjustable height
- 2) Rotating brush heads
- 3) Strong air flow to lift dirt from deep down in the carpet fibres

The height of the rotating brush head should just skim the surface of the carpet. Vacuum slowly to leave “clean tracks”

ITC recommend the use of a Sebo vacuum (model X7 PET e-power). A dealer in your area can be found on their website <https://sebo.co.uk>.

Spot cleaning spillages

Tackle spots, spills and stains immediately as quick action will minimise any stains becoming fixed.

As a general rule the steps to take are:

- 1) Scoop up any solids
- 2) Blot up as much of the spilt liquid as possible, using a clean white absorbent towel
- 3) Clean with water or a cleaning agent, but do not put a cleaning agent directly on to the carpet, but apply to a clean white towel.
- 4) Always work from the outer edges of the stain towards the centre to prevent spreading.
Do not rub the pile
- 5) Rinse with cool water and blot using an absorbent towel.
- 6) Avoid using the treated area until thoroughly dry

Do not rub or scrub a wool carpet as this will lead to permanent pile distortion.

There are many propriety wool carpet cleaners on the market and it is recommended one is kept for emergency use

Professional cleaning

Professional cleaning every one-to-two year's will maintain your carpets good looks and keep it hygienically clean.

Tips for cleaning

Stain type	Order of Treatment		
	Step 1	Step 2	Step 3
Blood	1	2	8
Chewing Gum	3	2	8
Nail Polish	2	6	8
Paint (latex)	1	2	
Rust	5		
Urine (fresh)	1	2	8
Urine (old)	2	8	
Vomit	2	6	8
White wine	2	8	
Red wine	2	8	

1. Cold Water
2. (1) teaspoon mild laundry detergent approved for wool and one teaspoon of white vinegar in 1 litre of warm water.
Sponge with clean white cloth
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. Sponge with warm water