

Maintenance guide

How to make sure a wool carpet keeps its looks.

- **When a wool carpet is new...**

You'll notice a number of things.

- **Small balls of fluff appearing.**

Perfectly normal with a new carpet. Just vacuum them off.

- **"Sprouting tufts"**

Again quite normal with a new carpet. Trim them with sharp scissors. Don't pull, you may damage the pile.

- **Shading and footmarks**

All carpet show tracking. Hard twist or patterned carpet show less. So if the thought bothers you try one of these.

- **Extra length on stairs**

Good fitters leave an extra length of carpet tucked behind at the bottom or top step so the carpet can be repositioned to avoid wear at the edges of the steps.

- **Important**

It pays to invest in good underlay. Ask your Salesman for advice.

- **Cleaning**

Vacuuming

Vacuum once a week at least. More often where the carpet gets a lot of wear.

(**Caution:** Don't use a beater-bar vacuum on loop pile and shag pile carpets).

In in doubt, ask your salesman.

Raking

You should fluff up a long pile occasionally with a special light weight rake.

(obtainable at most good outlets).

- Deep cleaning and Shampooing

This shouldn't be necessary more than every few years if you vacuum regularly.

Always use a neutral dry foam shampoo of good quality and follow instructions carefully. Vacuum thoroughly before shampooing and brush the carpet the way the pile wants to go afterwards.

Don't get the carpet too wet: you could distort the pile and backing.

Aerosol foam shampoo

Good for quick, light cleaning of small areas. Find one that isn't too sticky and follow instructions carefully.

Spray extraction cleaning

This really is a professional job and only necessary for very dirty carpets.

Absorbent powder

Useful for freshening up a carpet and when you haven't time to wet-clean.

Stain repellents

As a rule not to be recommended for wool. They tend to encourage dirt.

Heavy indentations

Wool carpets mark less than others.

Put furniture cups under items and move furniture regularly.

Cigarette burns

Wool won't burn or melt. Brush scorch marks away with your fingers, a coin, or clean sandpaper.

Spots and stains

Immediate action is the key. To avoid spreading, always work inwards from the edge of the stain and don't rub too vigorously.

Most spills won't stain permanently if you act quickly.

There are exceptions of course but if you use our checklist you'll get good results in most cases.

- Stain removal checklist

Where agent for removing greasy stains is recommended after carpet shampoo, leave treated stain to dry first.

Spoon or scrape off excess first	Order of treatment
Beverages	4-5-1
Blood	4-5
Burn or scorch mark	13-14
Butter	2-1
Candle wax	6-2
Chewing gum	7
Chocolate	1-2
Colas	4-1
Cream	1-2
Egg	1
Floor wax	2
Fruit juice	4-5-1
Furniture polish	2-1-15
Gravy and sauces	3-1
Ink (fountain pen)	4-5
Ink (ball point pen)	8-1
Lipstick	2-1
Metal polish	1
Milk	3-1
Mustard	1
Nail polish	9-2
Oil and grease	2-1
Paint (emulsion)	4-1
Paint (oil)	10-2-1
Salad dressing	1-2
Shoe polish	2-1
Soot	11-1-15
Tar	2
Urine (fresh stain)	1
Urine (old stain)	15
Vomit	1-5
Wine	12-4-5

Treatment codes	
1.	Carpet shampoo solution
2.	Agent for removing greasy stains
3.	Warm water
4.	Cold water
5.	Laundry detergent (one teaspoon in 250ml warm water)
6.	Absorbent paper and hot iron
7.	Chewing gum remover (freezing agent)
8.	Surgical alcohol
9.	Nail polish remover or acetone
10.	Turpentine or white spirit
11.	Vacuum
12.	Absorbent powder
13.	Scrape lightly with fingers or a coin
14.	Rub gently with coarse sandpaper
15.	Call professional cleaner

Maintenance of Linen in carpet.

- Linen is a very rich and lustrous yarn.
- All our Linen is bleached before dyeing color.
- Due to nature of Linen which is a slightly more delicate yarn compared to wool we recommend.
Dry clean only and no chemicals.
- Linen is stronger than wool but has less resilience so it will walk flat more easy. This gives the carpet a very special look typically for Linen Carpet.