

Tips and Carpet Terminology

Tips

- [Spot Removal Steps](#)
- [Wool Wisdom](#)
- [Basic Rug Care](#)

Spot Removal Steps

Act Quickly! Most carpet available today has been treated with a stain-resist treatment, so many spills can be removed if immediate action is taken. The longer the delay, the higher the probability of a spill becoming a permanent stain. Remember, staining is influenced by many factors, and no carpet is completely stain proof.

Blot liquids with a dry, white, absorbent cloth or white paper toweling (no printing).

Do not scrub the area! Scrubbing may cause pile distortion in the affected area. Continue to use a dry cloth or paper towels until the area is completely dry. For semi-solids, gently scrape up with a rounded spoon. Solids should be broken up and vacuumed until completely removed.

If the spot can be identified, locate the substance in the spot removal computer and follow the directions carefully.

Pretest any spot removal agent in an inconspicuous area to be certain the solution will not damage the fiber or the dye. After applying several drops to the testing area, hold a white cloth on the wet area for 10 seconds. Examine the carpet and cloth for color transfer, color change, or damage to the carpet. If a change occurs, another cleaning solution should be selected.

Apply a small amount of the selected cleaning solution to a white cloth and work in gently.

Work from the edges of the spill to the center to prevent the spill from spreading. Do not scrub! Blot in order to absorb as much as possible, and repeat if necessary.

Continue using the first cleaning solution as long as there is a transfer of the spill to the cloth. It is not necessary to use all of the cleaning solutions if the first solution removes the spill.

Be patient! Complete removal of the spill may require repeating the same step several times.

After the spill has been completely removed, rinse the affected area thoroughly with cold water, and blot with a dry cloth until all of the solution has been removed. Some cleaning solutions will cause rapid soiling if the solution is not completely removed. Apply a one-half inch layer of white paper towels to the affected area, and weigh down with a flat, heavy object. Continue to change paper towels as needed.

A dry, absorbent, cleaning compound may be used as a substitute to accelerate drying time.

For more detailed information on a specific spill, please search on the pull-down menu at right.

Many fiber manufacturers provide a toll-free cleaning assistance and advice (consult your warranty).

Wool Wisdom

One of the most crucial areas of carpet maintenance is removal of spots and spills. Acting quickly when anything is dropped or spilled, and always having the necessary cleaning materials at hand are of the utmost importance. We recommend a “WoolClean Spot Removal Kit,” which can be purchased from a Wools of New Zealand Partner Retailer. Call 800-367-0462 or check the Wools website at www.woolsnz.com for the Partner Retailer nearest you.

Frequent vacuuming is a wool carpet’s best friend.

- An upright vacuum with a beater bar/brush is the best type for cut pile carpet. A suction-only vacuum may be required for loop pile Berber carpets to prevent excessive fuzzing. Vacuum cleaner dust bag should be emptied when half full.
- Exercise prevention maintenance by placing absorbent mats at the most frequently used entrances to your home. Change or launder when these mats become dirty. Filters in your heating and air conditioning systems should be changed regularly.
- Periodically clean traffic lanes and the areas in front of frequently used chairs with an absorbent powder (such as Host®, Dri-Matic® or Capture®).
- Keep absorbent cloth or paper towels and cleaning solutions on hand for quick response to spills and accidents.
- DO NOT apply stain repellent treatments which contain any silicone as they tend to accelerate carpet soiling. (Some carpet manufacturers do not accept responsibility for complaints where such treatments have been used. When having your wool carpet professionally cleaned, use a “WoolCare Specialist” certified by Restoration Industry Association.

Basic Rug Care

Rugs deserve the same care as wall-to-wall carpet and, in some cases, require special attention.

- **Washing rugs** — If your rug is small and the label says “machine washable,” shake the rug outside first and then put it in the washing machine at the recommended temperature. Use warm water (90 to 105 degrees) and a mild detergent. Tumble your rug dry at the lowest heat setting.
- **Beating larger rugs** — If your larger rug is easy to pick up, shake it outside first; then put it over a clothesline and beat it. Next, take the rug inside and vacuum it. If the label says dry clean only, then roll it up and take it to a professional rug cleaner. Save time and aggravation by calling first to see if the cleaner does rug cleaning — many do not.
- **Vacuuming area rugs** — Area rugs with fringe require special technique. Use gentle suction and start from the center of the carpet, vacuuming toward the fringe and being careful not to catch the strands in the beater bar. Lift the carpet edge to vacuum beneath the fringe.
- **Caring for Oriental, Turkish or Persian rugs** — Clean imported rugs according to your carpet manufacturer’s specifications or bring in a professional cleaning service. Be gentle with fringe. For heirloom-type rugs, you need professionals.