

VICTORIA CARPETS

Care & Maintenance Guide

Introduction

Congratulations on the purchase of your new wool carpet. Please follow the care and maintenance instructions outlined in this booklet to ensure that your carpet maintains its look for longer.

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This information is effective as of

1st January 2021



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Caring for your Wool Carpet

Regular Maintenance

Frequent vacuuming removes soil particles from the surface before they work their way below the pile surface. It is recommended to vacuum at least once a week and more for a heavy traffic area. It is recommended to use either upright vacuums or quality barrel vacuums with adjustable brush heads. Extra care must be taken in heavy traffic areas, including entrance areas.

Loop pile carpets: If you have a loop pile carpet, we recommend the use of an adjustable regular-suction type vacuum cleaner. Turbo or power brush head attachments may reduce surface fuzziness or crimping - however excessive use can lead to fuzzing especially on berber carpets. Power bar and rotating brushes should only be used on the lightest settings. Some vacuum cleaners available in the market can damage the yarn bundle and cause fuzziness across the carpet surface due to their coarse bristles. We highly recommend before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to insure your current vacuum cleaner will not agitate the loops of the fibres and cause unnecessary fuzziness.

Cut Pile and Cut & Loop carpets: You can use an adjustable regular-suction, turbo or a power brush head for your cut pile or cut and loop carpet; however excessive use of rotating brush head may disturb the overall appearance of your carpet. We recommend using an adjustable-regular suction head and occasionally vacuuming with your turbo or power brush head. Some vacuum cleaners that have coarse bristles have been known to be too aggressive and cause excessive removal of the wool fibres.

Periodic Maintenance

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep or restorative cleaning. Carpet should be steam-cleaned at a minimum of once every two years. Steam cleaning should be carried out by a reputable professional steam cleaner and in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733-1995.

Stain Removal Guide for Wool Carpets

Correct and regular maintenance will increase the life span of a carpet and also help maintain its good appearance. Cleaning should be proportional to the amount of soiling the carpet is subject to – the more dirt is deposited on the carpet, the more intensive is the maintenance program required.

Spot Cleaning Procedures

Immediately remove as much of the spill as possible. To remove stains it is generally best to use general carpet cleaning liquids designed specifically for spot cleaning. The recurrence of stains after spot cleaning is not uncommon for a concentrated spill, so repeat is necessary.

Never rub or scrub the carpet as it may cause fuzzing or change the appearance of the carpet.

Always work from the outside of the stain towards the middle to avoid further spreading.

It is recommended to pre-test any cleaning agents on a small obscured area of your carpet to ensure they do not affect the appearance or colour of the carpet.

It is most important to rinse the cleaned area thoroughly with water and blot dry after removing any spills. If the cleaned area is not sufficiently rinsed, a sticky detergent residue remains which attracts soiling.

If stains fail to respond to treatments, contact a professional carpet cleaner immediately.

Spills should be attended to as they occur - the older the stain, the more difficult it is often to remove.

Dry Stains

Gently remove as much of the substance as possible using a small soft hand brush or spatula to break up any crusted material and then vacuum thoroughly.

Wet Stains

Blot with absorbent white cloth or paper towel, or use spatula to remove excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum, or professional cleaning is best.

Recommended Cleaning Methods

Rinse the cleaned area thoroughly with clear cold water after each cleaning step and blot dry.

- 1 Cold water
- 2 Detergent solution: One teaspoon of wool detergent (for example, Softly) and one litre of warm water
- 3 Clear household disinfectant
- 4 Dry cleaning solvent such as White Spirit or Murlex (available from hardware stores). Use only on dry carpet.
- 5 Chill with ice cubes in a plastic bag. Pick or scrape off substance.
- 6 Vinegar solution: Mix 1/3 cup of white vinegar with 2/3 cup of water
- 7 Warm water
- 8 Nail polish remover (should not contain lanolin)
- 9 Surgical alcohol
- 10 Vacuum clean
- 11 Mineral turpentine or Methylated spirit
- 12 Consult a professional carpet cleaner

If stains fail to respond to treatments, contact a professional carpet cleaner immediately.

Wool Carpet Cleaning Table

Stain	Step 1	Step 2	Step 3
Alcoholic drinks, Beer	1	2	
Asphalt	11	4	
Berries	2	12	
Bleach	1	12	
Blood	1	2	
Butter	4	2	
Chalk	2	4	
Chewing Gum	5	4	
Chocolate	4	2	
Coffee	1	2	6
Cream	2	4	
Egg	2	12	
Faeces	2	3	12
Fruit Juice/Drinks	1	2	
Glue	12		
Gravy	7	2	
Grease	4	2	
Hair Dye	12		
Ice Cream	2	4	
Ink (ballpoint pen)	9	2	
Ink (Felt tip pen)	4	2	
Insecticides	12		

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Lipstick	4	2	
Liquor	1	2	
Milk	2	4	
Mouthwash, Toothpaste	2	4	
Mustard	2		
Nail Polish	8	4	
Oil	4	2	
Ointment	4	2	
Paint (oil base)	11	4	
Paint (water base)	1	2	
Rust	6	12	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soft Drinks	1	2	
Tea	1	2	6
Tomato Sauce	7	2	
Urine (fresh stain)	1	2	3
Urine (old)	12		
Vomit	2	3	6
Water Colours	1	2	
Wine	1	2	6
Unknown substance	4	2	12

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