

# Wool Carpet Care & Maintenance

## Wool Carpet Characteristics

**SHEDDING** concerns the phenomenon that short loose fibres remain on the surface of a new carpet after manufacture. Shedding is a normal characteristic associated with staple yarn (spun) pile carpets (especially cut pile) and does not indicate any fault in manufacture. New carpets will shed loose fibres for a period after installation, which will need to be vacuumed repeatedly during this period. The fibres coming out are either those which are not anchored into the back of the carpet, are short fibres which are not tightly held in the tufts, or are fibres which have fallen into the pile during the shearing operation. The fibre loss appears large, however the actual amount is very small when the total pile content is taken into account. Pile shedding does not affect the overall quality or wear of the carpet.

**FUZZING** – A hairy or beard like appearance on the carpet surface that occurs when fibres come loose from the yarn bundle through foot traffic is called “fuzzing”. The overall quality of the carpet is not affected by fuzzing and it is often an indication of the need for increased thoroughness or frequency of vacuuming. Fuzzing can be removed by the use of a good vacuum cleaner with a turbo brush with the brushes manually set in the highest position.

**PILLING** can happen due to abrasion and daily wear. Long fibres become entangled and form a fuzzy ball referred to as a pill (similar to pilling on woollen clothing). Pilling is common and not a problem when the pills break away or are removed by a vacuum cleaner as they form. It is most often seen in blends/mixed with synthetic fibres. Pills can generally be removed by the use of a good vacuum cleaner with a turbo brush with the brushes manually set in the highest position, or the odd pill can be removed by the use of scissors in order to cut the strands of fibre which hold the pill to the carpet surface. Ensure not to pull any excess fibre from the carpet or damage the pile when cutting. Clipping away any pills and excess fibre will not in any way affect the wear characteristics of the carpet.

## Cleaning Guide

Your wool carpet installation is a significant investment, both in monetary terms and the overall image of your facilities. A consistent and effective carpet maintenance program can maintain the initial image and also dramatically extend the life of your flooring.

In order to keep carpet products performing to their best, the design and implementation of a comprehensive, proactive maintenance plan is critical (Proactive cleaning is preventative maintenance which takes place before the carpet looks dirty, as opposed to reactive cleaning, which occurs after the carpet becomes visibly soiled.)

Daily cleaning is necessary in all areas – heavy, medium and light traffic areas – and includes the following steps:

- Daily vacuuming of walk-off mats
- Daily vacuuming of squeeze points and main traffic lanes (frequency may be greater than daily in some areas)
- Immediate spot removal to prevent permanent staining

A complete carpet care program, consisting of these stages, begins at the entrance to the building:

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### STEP ONE – SOIL CONTAINMENT

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Preventive measures consist of using entrance mats; both inside and outside the building. Outdoor mats are designed to trap large amounts of debris and soils, from the soles of footwear, and therefore any matting fitted should have the capability to scrape off and hold that material. Inside mats should be used to remove smaller particles of dirt, as well as oils, and other soiling that can be tracked in from outside.

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To optimise mat performance and provide a strong first line of defence in keeping carpets cleaner for longer, they should be cleaned on a regular basis – more frequently than the actual carpet. If accumulated soil is not removed, the mat will soon become overloaded with dirt, and will therefore fail to prevent the tracking of this dirt into the building, and ultimately onto the carpet surfaces.

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## STEP TWO – FREQUENT VACUUMING

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Vacuuming removes 90% of dry soils that can accelerate wear and fibre abrasion, and it is therefore an essential step to preserving the carpet life and appearance. Vacuuming should be carried out at a minimum of on a daily basis, however in some instances, it may be necessary to vacuum some areas such as squeeze points and main traffic lanes more frequently.

During the vacuuming process, be vigilant for any new or fresh staining, and attend to these as soon as possible

### Vacuum Frequently

- Thorough vacuuming removes dirt particles that dull the carpet's appearance and cause fibre damage.
- Make sure your vacuum cleaner is in good working order; remember to change dust bags and clean filters regularly.
- Heavy traffic areas like stairs and corridors should be vacuumed daily.
- Vacuum cleaners should have high suction and an adjustable electric brush, set to the highest setting.

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## STEP THREE – SPOT AND STAIN REMOVAL

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### Everyday Spills

- Everyday spills simply require a light clean with water and preferably the use of a wet/dry vacuum i.e.; Little Green Bissell.

Deal with stains as soon as possible.

- The faster you act, the better the results.
- First, remove as much of the foreign material as possible: carefully scrape off thick or sticky material with a spoon, vacuum up crusty pieces if it is dry.
- You can easily remove most stains by simply dabbing at them with a clean cloth and lukewarm water. Never scrub the stain.
- For hard to remove stains, please refer to [www.james.eu/en/products/carpet-rug](http://www.james.eu/en/products/carpet-rug)

### Prevent Soiling and Pile Damage

- Place walk-off mats at all entrances.
- Use carpet protectors under heavy furniture and furniture with castors.

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## STEP FOUR – PERIODIC PROFESSIONAL CLEANING

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- When a carpet appears dirty even after vacuuming, it's time for a professional clean.
- Consult a professional cleaner for the best method of cleaning.
- An annual professional hot water extraction is required to retain your warranty.