

Your Best 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:

### 1. Preventive Measures – capture of soil entering the building through the use of matting at all entrances.

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.

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.

### 2. 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.

### 3. Spot and Spill Removal

#### EVERYDAY SPILLS

- Everyday spills simply require a light clean with a water and preferably the use of a wet/dry vacuum ie; 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 luke warm 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.

#### ANNUAL PROFESSIONAL CLEAN

- 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.

#### Your map to total solution carpet care:

There are many ways to clean commercial carpeting. To determine the best for your requirements, you should map out the types of traffic in your facility's carpeted areas. Using a copy of your building's floor plan, categorise and label traffic areas as heavy, medium, or light, and then plan the maintenance for each area.

You are now on your way to total carpet care, provided in an effort to increase your return on investment of your floor coverings. For additional information pertaining to Specifications and Warranties please feel free to contact us on 0800 377 753 or [info@belgotex.co.nz](mailto:info@belgotex.co.nz).

Your valuable Best Wool carpet will remain beautiful when you take appropriate care of it. We have summarised the natural characteristics as well as regular maintenance information to ensure the lifelong joy of your Best Wool carpet.

**Shedding** – 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** – 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.

**Regular maintenance** – It is important to maintain and vacuum the carpet from the day of purchase at least once per week, with a turbo brush vacuum cleaner with the brushes manually set in the highest position. This ensures the good looks of the carpet over a longer period of use. For more information please refer to the website: [www.bestwoolcarpets.com](http://www.bestwoolcarpets.com).

**Vacuum cleaners** – It has been found that the initial pile shedding of a woollen pile carpet, be it a cut or loop pile, will not be taken away by the use of a vacuum cleaner with a smooth sole plate. It is recommended that a vacuum cleaner with a turbo brush, or turbo brush attachment in the case of a cylinder vacuum cleaner is used, but with the brushes set in the highest position so as not to damage the pile surface of the carpet. Suction should lift and the turbo brush should flick any excess into the waste container.

It should also be noted that cylinder vacuum cleaners with a smooth sole plate, in most cases have static brushes which can be put in the down position for smooth floors. No attempt should be made to vacuum a carpet with the brushes in the down position as this will damage the pile surface of the carpet.

Robot vacuum cleaners are not recommended. Robot vacuum cleaners are not powerful enough and turn too quickly when running into the legs of furniture, leading to possible damage to the carpet.

**Pole marks and pressure marks** – A new carpet is wrapped round a pole in order to stop telescoping and damage due to movement in the vehicles during delivery. This can result in a pressure mark across the width of the carpet at one end, due to the cut edge of the carpet being pressed into the pile which can result in a complaint. In almost every case and after a short period of use, this will disappear as the pile recovers. This will also apply to pressure marks within the roll across the width due to storage.

**Berbers and Heathers** – If Berber & Heather mixed fibres are used in carpets made from natural yarns which are randomly blended, this can result in flecks lines and slubs in the pile. This is normal.

**Sprouting** – A single tuft or loop rising from the surface of the carpet (sprouting), which could be due to snagging on something within the property, should be cut level with the surrounding pile.

**Furniture cups** – Cups put under the feet and castors of furniture, will help reduce indentations in the surface of the carpet. Heavy furniture should not be dragged over the surface of the carpet.

**Pile shading and pressure marks** – The carpet is likely to flatten in the high wear areas and therefore become lighter in shade. Also shading can occur in front of furniture due to foot movement. Regular maintenance should help to overcome this effect.

**Moth/Beetle treatment** – Damage due to moth and beetle can be extensive.

No product containing wool can be totally protected against insect damage. It is therefore essential that all areas are vacuumed on a regular basis, including under furniture, in corners and along skirting boards. Severe infestation of moth or beetle could require specialist treatment.

**Accidental spillage** – First remove, as far as possible, any loose substance using a spoon. Then, immediately moisten a white cotton cloth with cold water, wring it out and place it on the fresh stain (do not perform these instructions if your product/material to be treated stains from water). Leave the cloth to dry completely, without lifting. Should the cloth become saturated, replace it (because a wet cloth cannot absorb any moisture). Do not dab or rub, as this may cause permanent damage to the carpet. And never use soap! For more information refer to the website: [www.bestwoolcarpets.com/carpet-care](http://www.bestwoolcarpets.com/carpet-care).