CUSTOMER CARE & INFORMATION GUIDE FOR

WOOL CARPET



Your choice of wool carpet from Great Floors is an investment in beauty, practicality, and ease of maintenance. Ensure your wool carpet will last longer and look better by following the three basic rules of carpet maintenance:

- 1. Vacuum regularly.
- 2. Remove spills immediately.
- **3. Professionally clean as required.** (Usually no more than once every year or two.)

VACCUMING

The most important maintenance step is proper vacuuming. Regular and thorough vacuuming at least once a week and more often in heavy traffic areas will remove soil and dirt particles before they become embedded into the pile of the carpet. An upright Vacuum cleaner with rotating beater bar and brush or canister type with a power head are the most efficient cleaners.

The head of the vacuum cleaner should be adjusted so that the brushes barely touch the surface of the carpet.

- DO NOT use a self-adjusting vacuum since they adjust too deeply into the pile and will cause excessive fuzzing.
- Many manufacturers will not warranty their product if a beater bar is used.
- Some manufacturers will not warranty their product if certain brands of vacuums are used. Be sure to confirm whether the new wool carpet you purchased has this stipulation.





It is important to remember to move the vacuum cleaner slowly to allow time to remove soil, and above all, make sure that the dust bag is never more than half full.

Remember you cannot over vacuum, and vacuuming should begin the day the carpet is installed.

SPOT & SPILL REMOVAL

The following information is provided by Wools of New Zealand (www.woolsnz.com) One of the most crucial areas of carpet maintenance is the removal of spots and spills. Acting quickly when anything is dropped or spilled and always having the necessary cleaning materials on hand are of the utmost importance.

STEPS FOR SUCCESSFUL SPOT REMOVAL

- Blot spills with white paper towels or clean absorbent cloth. Scoop solids with knife or spoon.
- 2. Pretest spot-removal materials in an inconspicuous area.
- 3. Apply cleaning agent to an absorbent towel, not the carpet, and blot.
- 4. Do not over-wet the carpet.
- 5. Work inward from the edge of the spot to prevent excessive spreading.
- Rinse by applying clear, tepid water using a clean cloth. Again, work from the edge to the center. Do not rub and do not over-wet.
- Remove excess moisture by applying pressure with paper towels or absorbent cloth.
- 8. To dry: apply a $\frac{1}{2}$ inch thick layer of paper towels over the wet areas and weigh them down. Change as the towels become wet. Brush the pile with your fingers to restore the texture after the area has dried.