

WOOL / WOOL BLEND CARPET MAINTENANCE

Hand-tufted and Hand Loom Products - Residential Guide

I. BEFORE YOU START

Whenever spot cleaning is considered, you should consult a professional cleaner if the spill is more than water.

If your product has any percentage of silk or tencel, please refer to section 5 for extra information.

2. CLEANING TECHNIQUES AND SCHEDULES

2.1 Vacuum Cleaning

All carpeted areas and rugs should be cleaned with an upright suction cleaner with a pile beater daily or as required (depending on foot traffic) no matter if dry soil is visible or not. (See Table I of AS3733)

It is recommended that vacuums have an adjustable height beater (check the correct setting)

Several passes should be made over each area to ensure efficient removal of soiling material.

2.2 Interim Cleaning

Interim maintenance cleaning is carried out to improve the overall appearance of the textile floor covering by removing surface soiling, while keeping drying times to an absolute minimum. Absorbent compound extraction method: after doing the pre-testing, apply the absorbent compound uniformly across the surface to only the soiled areas. Brush it through the pile with a counter-rotating brush. Allow 20 mins - unless different timing is recommended - before you vacuum repeatedly until all absorbent compounds are removed.

2.3 Spot Cleaning

Spot cleaning should be carried out ASAP or same day. Techniques for specific stains are as set out in Table D1 of AS3733. If cleaning contractors are used, it may be necessary to attend to spot and stain removal rather than waiting for contractors, to avoid the setting of stains. Also avoid stepping on the cleaned areas before it dries completely.

2.4 Periodic Deep Cleaning

Periodic cleaning should be carried out using “steam cleaning” (hot water injection and extraction) at the frequencies set out in Table I of AS3733. This should be at least yearly for most areas of medium to high traffic flow, though actual frequency may vary depending upon experience. Steam cleaning or dry cleaning should only be undertaken by a professional carpet cleaner, the cleaning method and chemicals should be selected by them.

3. PREVENTION

Preventative maintenance is easier and more economical than cleaning soiled carpet. Here are a few easy guidelines to help add years to the life of your woven carpet:

- Keeping outside areas such as driveways, parking areas and paths as clean as possible to limit the amount of soil tracked into the building.
- Soil control matting placed at strategic entry points is one of the most efficient ways to reduce carpet damage.
- Chair pads - do not place chairs or trolleys with rollers or castors on carpet without a chair pad.
- Direct Sunlight – carpet should be protected from prolonged periods of direct sunlight with curtains, blinds or awnings.
- Chemicals – exercise extreme caution with strong chemicals like bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like.

4. OTHER MAINTENANCE

4.1 Damages

In addition to cleaning, damage to carpet (as burns, tears, cuts, scorches, permanent stains) should be repaired or replaced (if repair is not practical) to avoid further damage at that particular spot.

4.2 Sprouting

Sprouting is the rise of the tufted yarn above the pile of the carpet and considered as a nature of the carpet rather than a defect. Sprouting can easily be trimmed by clipping the yarn to the level of the carpet pile. Clipping will not reduce the performance of a carpet or the area, on the contrary it will protect the carpet by preventing the tuft from being pulled by vacuuming, regular foot traffic or any pets.

5. SILK, TENCEL AND BLENDS

If your carpet or rug has silk or tencel extra attention would be required. Cleaning frequency will be the same as shown on the chart. For periodic deep cleaning, dry cleaning with PH neutral detergents should be preferred rather than steam cleaning. Chlorine based cleaners will damage the fibre and will result in yellowing of the colour.

In any case of wet cleaning, you should keep the moisture level to minimum possible. Soft brushing in the same pile direction is also recommended during the drying phase of the product.

Any high temperature applications should be avoided.

Rubbing or scrubbing or using rotary scrubbers should be avoided, soft brushes, undyed sponges, undyed damp clothes should be used gently.

We're always available to offer more care and maintenance advice, please don't hesitate to contact us:

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TABLE I of AS3733				
RECOMMENDED MAINTENANCE PROGRAM				
Location	Usual traffic volume	Recommended maintenance program	Recommended frequency	Minimum frequency
Residential All areas	Light	Full vacuum	2 times per week	Weekly
		Spot and stain removal	Daily-asap	Daily-asap
		Interim maintenance clean	Every 6 months	Every 12 months
		Corrective clean	Every 12 months	Every 24 months

TABLE DI of AS3733				
STAIN REMOVAL GUIDE				
Type of spill	Use first	Use second	Use third	TREATMENTS
Artificially coloured drinks	3	4		1 Dry cleaning fluid or white spirits (commonly referred to as 'solvents'). 2 Commercially available textile floor covering or upholstery cleaner.
Blood	3	2	4	
Beer	3	4		
Butter	1	2	4	
Chocolate	1	2	4	
Cola drinks	3	4		
Coffee/tea	3	2	4	
Cream	2	4		

Egg (raw)	2	4		
Faeces	2	4		3 Soda water.
Fruit Juice	3	2	4	
Gravy and sauces	2	4		4 Rinse: Use a mixture of one part white vinegar in ten parts of warm water.
Ink-Ball point pen	1			
Ink-Printer ink	1			
Lipstick	1			
Milk	2	4		NOTE:
Mustard	3	2	4	Always finish the procedure by covering with a thick wad of paper towel and weighting with a flat object, e.g. a book, to draw out any remaining fluids.
Oil/grease				
Paint-Water based	3	2	4	
Paint-Oil				
Shoe polish	1			
Soft drinks-cordial	3	4		
Tar	1			
Urine	3	4		
Vomit	3	2	4	
Wine (red)	3	4		



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