

Carpet Care

Hints on the care & the maintenance of your new carpet.

Please read carefully, & keep handy for dealing with problems. Follow this advice and extend the life of your carpet.

Is the carpet suitable for its purpose ?

Almost all carpet samples are now labelled as to their suitability for use in different areas of the home, under normal domestic usage. Before finally deciding on which material is to be installed, check carefully that it is suitable for the location for which it is intended, not to do so could result in costly disappointment. In rooms where a lot of computer equipment is to be used, or high tech musical equipment, thought should be given to fitting material made especially for those areas. Although carpets do not produce static, they do have the capacity to store it, especially in a very dry environment. Prevention of this can be effected by the introduction of moisture into the atmosphere, perhaps by the use of humidifiers etc. In general, long piled carpets are not suitable for use on stairs. Secondary backed carpets, fitted over a good underlay, will give a better performance in heavy wear areas such as living/dining rooms and hall/stairs/landings.

Samples

All samples will not be from the same dye batch as current production, and therefore, should only be used as a guide and not as an exact colour match. This information should be conveyed to consumers, who wish to retain samples, at the point of sale.

Carpet Characteristics

Tweed, berber and heather carpets are made from yarn using random blends of fibres and this can occasionally cause a slight linear effect, not seen in retail samples, where one of the colours is more prominent for a short distance. This random mix also means that these types of carpets can never be guaranteed to be exactly as samples or indeed, any other batch, and a much greater tolerance should be allowed.

Colour Matching/ Pattern

Colour: For technical reasons it is not possible to obtain an exact colour match between different widths and/or batches. Carpets are produced in batches and usually each batch is produced in a single width. Each batch is produced from a "creel" of yarn specifically dyed to the colour required and will produce between 600m² and 3000m² of the carpet depending on the creel size. To ensure perfect colour matching, only one width should be used in any installation requiring carpet pieces to match when laid side by side. Carpets that are laid with the pile travelling in different directions, even though they are from the same batch, will appear not to match. Pattern: Edge to edge pattern matching of tufted carpets cannot be undertaken due to the nature of production. A secondary backing is applied to the "loomstate" (primary tufted cloth) and the selvages are then trimmed to give a clean edge. This trimming of the selvedge makes pattern matching impossible. Also because the "loomstate" is soft and flexible, until the secondary back is applied, a small amount of distortion or bowing in the pattern of the carpet may result.

Shading

Plain carpets, especially velours, will always show marking of any kind much more than a heavily patterned material. This occurs because the pile of the carpet has become crushed, flattened or brushed in a different direction to the natural lie of the pile whilst in situ. Light is then reflected at differing angles, giving the appearance of light and dark patches on the carpets. This is not a defect but a characteristic of this type of product.

Pile Reversal

This effect can occur quite quickly after installation and, like shading, is due to a change in pile direction reflecting light at a different angle. It can occur on any cut pile product be it Axminster, Wilton, Tufted, Hand Woven, Persian, Chinese, Indian or even Coir Matting. Again, it is always more apparent on plain material as heavy patterns can disguise the effect very well. There is no known manufacturing process which can cause, or cure, this phenomenon and a tremendous amount of research has been carried out over many years, by many institutes, to determine the cause. It is therefore not considered to be a manufacturing defect.

Shedding on cut-pile carpet

All cut pile carpets will lose short fibers which are created during production when the spun yarn is cut for tuft formation. With normal foot action, especially in front of seating, these fibers are released from within the pile and appear on the carpet surface as "fluff". This is easily removed by vacuum cleaning, with no detriment to the material as they represent only a minute percentage of the total fiber. An upright cleaner with beater bar and brushes is more effective in removing these fibers from this type of cut pile carpet. Loop Pile Carpets: It is important to note that in the case of loop pile carpets, a suction only type of cleaner should be used, as a beater bar might inflict damage to the fibers by their inherent tearing action.

Pilling

Pilling is usually found on loop pile carpets and is caused by the tearing or breaking of the top fibers of the loop, by abrasive action on the surface of the carpet resulting in a "fuzzy" appearance, usually in the main areas of usage (i.e.) doorways, turns, stairs and in front of settee etc. Pilling can easily be removed by cutting away offending "fuzz" with a pair of scissors. It is not a manufacturing fault but is due to local conditions in situ beyond our control. Major local causes can be footwear with high traction soles and upright vacuum cleaners which incorporate a nylon brush beater bar or Velcro strip used to pick up lint etc. As responsible manufacturers we print this information on our product labels and our price lists. To prevent pilling recurring, it is necessary for the consumer to identify the local causes and to treat it accordingly.

Sprouts/Pulled Loops

Occasionally an odd tuft or two can work its way to the surface of the carpet and stand proud of the surrounding tufts. These can be trimmed to the level of the surrounding pile using sharp scissors; they should never be pulled out. Pulled loops occur only on loop pile carpets and are usually the result of a loop being caught by a sharp object such as shoe heels etc, resulting in a pull. These should be dealt with immediately by trimming the offending loop level with the rest of the pile as if left; further loops could be pulled causing a "ladder" in the material.

Fading

Carpets made from wool, or wool/nylon mixes, can and do fade with use. The degree of fade can vary depending on the colour chosen and the local conditions to which the carpet is subjected. Fading is mainly caused by exposure to ultra violet light found in normal daylight, however it is accelerated where the sun shines directly onto carpets. This has the effect of lightening or bleaching the colour of natural fibers, just as exposure to sunlight will lighten human hair. Wool is after all animal hair. Protection should be given to carpets in exactly the same way as other fabrics or items of furniture exposed to sunlight.

Flattening

Flattening will occur as a result of foot traffic over the carpet surface, particularly in the main areas of usage and in front of seating. The effects of this flattening can be minimized with a few sensible precautions, such as moving the main items of furniture, chairs tables, sofas, just a few inches on a very regular basis. At turning points, such as just inside and outside doorways. Consideration should be given to providing mats to prevent these areas of high abrasion from the pivoting action of feet, becoming areas of premature wear. This is particularly important outside kitchen doorways, where there is the additional problem of "kitchen substances" being transferred from kitchen floor to carpet. As ever, very regular grooming, particularly by an upright cleaner with a strong suction and rotating brushes, will be most effective in maintaining the appearance of any carpet. The exception being loop pile carpets, where suction only cleaners should be used.

Installation

All carpets should be stretched properly with a knee kicker during installation in most domestic locations. With larger rooms or contract areas, the common knee kicker will not be enough and the use of a power stretcher is not only recommended, but is essential to ensure the tightest possible fit, therefore offering little or no opportunity for the carpets to become unstable. (see BS5325/2001). Instability in the carpet can result in stretching and will require extra visits from fitters to trim back an expanding carpet. Instability in severe cases may cause "ripples". This may indicate that the primary backing has become detached from the secondary backing. This is known as delamination and is untreatable. Stretching can also occur when unsuitable underlays are used in an installation. We prefer solid underlays in either felt or rubber, to profile underlays that we believe offer less support to the carpet. Stairs: We would always recommend that stair carpets are fitted in such a way that periodically they can be moved up or down, even a few inches, to spread wear over the material. This will prevent premature wear occurring on any part of the installation, particularly the bottom step and all the nosing. Where this is impractical, consideration should be given to the retention of sufficient material for subsequent replacement of areas of high wear. This method is recommended by BS5325 and manufacturers cannot be held responsible for any premature wear which takes place where this guideline has not been followed.

Maintenance

Vacuum cleaning is vital in maintaining the carpets appearance and preventing severe deterioration. In areas of high use, or where local conditions dictate, this should be done daily to remove dry soil, dust and grit, which can damage carpet fibers, and to restore flattened pile to an upright position. An upright cleaner, with strong suction and rotating brushes, is the most effective in this, provided that the dust container is emptied frequently. Much of the efficiency is lost as these fill up. Suction only type of cleaners on loop pile carpets.

Accidental Spillages/Spot Cleaning

It is vital that accidental spillages are dealt with both very quickly and correctly, as failure to do so can result in carpets being permanently marked and, in extreme cases, severely damaged. Any hot liquid which contains colour, from tea and coffee through to vomit, simulates dye conditions and is vital that the substance is removed from the carpet immediately. Scotchgard treatments, in line with all other protective treatments, provide stain resistance only - **THEY DO NOT PROVIDE STAIN PROOFING**. Their effectiveness is still dependent on prompt and correct treatment of stains & spillages.

Golden Rules For Stains And Spillages

1 NEVER USE WASHING UP LIQUIDS.

Scoop up solids with a knife or spoon. Determine method of stain removal from the chart.

2 ALWAYS blot up the spillage using white absorbent paper, until no more shows on the paper when pressure is applied.

3 Before treating stain, test treatments on an inconspicuous part of the carpet for possible colour change.

4 With blotting or dabbing motion, work inwards from the edges of the stain to prevent it spreading. **NEVER** rub or scrub at the surface of the pile, this will damage the carpet surface very badly and leave a permanent mark.

5 When attempting to remove stains, ensure that the carpet is dry before proceeding to the next step in order of treatment. Once all the spillage has been removed, if necessary dab the affected area with clean tepid water, taking care not to over wet the carpet, and working inwards from the edges to prevent spreading, then blot by applying pressure to absorbent white material.

6 Once the stain is removed, allow the area to dry and at the same time, ensure that the pile is lying in the same direction as the main carpet. When thoroughly dry, brush the pile very gently to loosen any residues. The area can then be vacuum cleaned to remove all traces of both the stain and the treatment.

7 NEVER walk on or place objects on damp carpets. Where accidental staining has taken place and not been detected for some time, the services of a professional cleaning company should be sought as the substances will have penetrated, and dried into, the fibers of the carpet.

Treatment (Cleaning Agent)

1 Solution of one teaspoon of approved wool detergent (e.g. Softly) with one teaspoon of white vinegar & one liter of warm water.

2 Dry-cleaning fluid, lighter fuel or mineral turpentine. **Caution: Ensure that no flame or lighted cigarette is near, and use in a well ventilated area.**

3 Mineral turpentine. Effectiveness is increased if mixed with an equal quantity of dry-cleaning fluid. **Caution: Ensure that no flame or lighted cigarette is near, and use in a well ventilated area.**

4 Methylated spirits. **Caution: Ensure that no flame or lighted cigarette is near, & use in a well ventilated area**

5 Hydrogen peroxide (20 vol). Dilute 1 part to 10 parts cold water. **Caution: Do not use on dark or patterned fabric**

6 Dye stripper. Dilute 1 part to 50 parts cold water. **Caution: Do not use on dark or patterned fabric**

7 Chewing gum remover (*freezing agent*)

8 Nail polish remover

9 Clean warm water

10 Cold water

11 Weak solution of white vinegar or lemon juice with cold water

12 Absorbent powder (e.g. salt or talc). Sprinkle on spillage, leave overnight and vacuum next day.

NOTES:

- When attempting to remove any stains always ensure that the carpet is dry before proceeding to the next step in the order of treatment.
- The solvents normally used in dry cleaning are perchlorethylene, white spirits or fluorocarbons.

Note: Whilst this advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional carpet cleaner immediately.

Treatment	Order of Type of stain		
	1st	2nd	3rd
Beer	1		
Beetroot	1		
Bleach	1		
Blood	10	6	
Burn	5		
Scorch Mark	5		
Butter	2	1	
Candlewax	3		
Chewing Gum	7		
Chocolate	1	2	
Cocoa	2	10	1
Coffee (<i>black or white</i>)	2	10	1
Cooking Oil	2	1	
Crayon	2	1	
Colour Marker	2	1	
Cream	2	1	
Egg	1		
Excrement	1		
Fruit Juice	9	1	
Furniture Polish	2	1	
Grass	4		
Gravy/Sauce	9	1	
Grease	2	1	
Ice Cream	1		
Ink - ballpoint	4	1	
Ink - fountain pen	9	1	6
Lipstick	2	1	
Metal Polish	2	1	
Mildew	1	5	
Milk	9	2	1
Mustard	1		
Nail Polish	8	2	
Oil	2	1	
Paint - emulsion	2	10	1
Paint - oil base	3	2	1
Rust	2	1	11
Salad Dressing	2	1	
Shoe Polish	2	1	
Soft Drinks	9	1	5
Tar	3	2	1
Tea (<i>black or white</i>)	2	10	1
Urine	1		
Vomit	1		
Wine - red	12	9	6
Wine - white	1		