

MAINTENANCE AND CLEANING GUIDELINES

M.I.D. WOOL CARPET



VERSION 2013

MAINTENANCE

When new, it may take up to 2-3 months to remove the new “fluff” of the wool. This is inevitable.

The optimal approach to keep your wool carpet in peak condition is to apply a standard Program of Maintenance and Cleaning. Remember that if carpet is allowed to soil heavily almost to the point of no return before something is done, the carpet will appear worn out long before it normally wears out, from fiber damage and deterioration.

Maintenance consists of:

a. (door) mats to help avoiding soil

Every building or area has places where soil is more likely to appear. For example: at the entrance area where people come in with dirty shoes. Also near drink vending machines or near a kitchen. To protect the carpet use mats in these problem areas.

b. relative humidity

When the air is too dry, one may feel light electric shocks.

If the carpet stays too dry for a longer period of time (e.g. when using floor heating or during a very cold winter) the wool will become too dry and break/deteriorate. This will become visual by the wool dust of very short broken hairs. The solution is easy: moisten the floor and/or the air. Keep the relative humidity above 35%, ideally app. 55%.

c. vacuum cleaning

Vacuuming the carpet on a regular basis removes soil and prevents the soil and dirt to damage or react with the yarn.



d. electrically powered pile brush:

M.I.D. very strongly recommends the use of an electrically powered pile brush! Pile brushing helps to open the carpet and to remove the soil thoroughly. Air powered pile brushers are good but less effective, standard vacuum cleaner mouths are hardly effective at all.

e. direction of cleaning:

Move the mouth of the cleaner slowly and calmly. Take two directions at a 90-degree angle over the length and across the width of the carpet. Be sure to empty or change the bag regularly to ensure optimum suction power.

f. frequency:

Carpet in living areas should be vacuumed two or three times a week. Carpet in working areas and shops should be vacuumed every day. Severe soiling locations in shops we recommended should be vacuumed twice a day. Invest the time and effort in vacuuming where you know in advance the soil is 'localizing'. Problem areas are for example places where people walk from a hard surface like stone or marble onto the carpet and the traffic lanes where people use to walk more often.

CLEANING*Remove spots and spills promptly*

A quick reaction to remove spots and spills helps to keep your carpet looking fine. Soil can be sticky and will be tracked elsewhere in the area by clinging to shoes. The older the stain, the more difficult they are to remove from the carpet.

*Direct actions:*

We advise to forget about the 'common' ways of cleaning stains: never use salt, bubbly water, white wines or anything else!

- Remove liquids like wine and coffee by putting a clean, uncolored tissue or a damp towel over the stain and blot it up softly. Do not press or dab. Let the tissue/towel absorb the liquid for app. 10 minutes.
- Remove solid materials with the end of a knife or with a spoon

For most dirt and stains, the best method is: dab with a damp towel, clean towel with water, dab with a damp towel, clean towel with water etc. as long as the towel does not absorb any colour from the stain anymore. Don't let the towel be too wet!

Treat the stain, if necessary, after it has dried, with an appropriate spot remover product. Various cleaning products can be used.

James

M.I.D. Carpets recommends cleaning with the products from James; www.james.nl, who are specialized in the cleaning of wool carpet. For specialized information regarding cleaning, we suggest to contact the company James directly. James will be more than pleased to discuss all possibilities of co-operation in order to provide specialized service to you and your customers.

Be aware of hard surfaces!

In some areas carpet is combined with other flooring materials like stone, marble and wood. Cleaning agents, soaps, and waxing materials applied on these materials will certainly influence the looks of our carpet. This is caused by dirt and dust sticking to the grease used in detergents and wax. By stepping from the hard surface to the carpet, every time some grease/wax will be removed by the shoes and will be brought over to the carpet.

M.I.D. strongly recommends to ask your supplier of the other flooring materials if there are cleaning and waxing materials which will not spoil the woolen carpet. *The cleaning- and waxing materials will cause stains which are very hard to remove and will require professional cleaning.*

Professional cleaning

The second stage of Programmed Maintenance consists of a (regular) professional cleaning. Professional cleaning companies offer various cleaning methods for carpet.

For woolen carpet, M.I.D. *recommends a Hot Water Extraction Method.*

Hot water extraction method

The hot water extraction method means that the carpet is cleaned with a special wool-detergent and hot water with a high-powered two-way spray head.

The first part of the head sprays hot water (max. 40°C) and wool-detergent into the carpet, attaching it to the soil. The second part behind the spray head immediately vacuums the liquid with the detergent and

the soil. Never use any shampoo separate or apply it before the hot water, since this will give a poor result. Never use a rotating headed cleaner.

Portable or professional

The hot water extraction method can be applied with a portable extraction machine (1-4 liter/m²) or with a professional truckmount-system (8-16 liter/m²).

The truck-mount system is much more powerful and uses much more water to clean the carpet. Water is the transporting medium of the dirt and detergents. Truck-mount has a stronger vacuum and extracts 93% of the water. The risk of unremoved shampoo, attracting new soil, is minimal with the truckmount-system. This results in a better cleaning process and more durability to your carpet.

- * The extraction method should only be applied with a wool detergent with a pH-value between 6 and 7.
- * After the extraction method with a wool-detergent, the carpet always must be rinsed with water.
- * When cleaning with hot water the maximum temperature of the water is 40°C.
- * Underfloor heating may **NOT** be used for drying carpet after cleaning with the extraction method.
- * It is important to use an air-drying machine or a blower, since the humidity caused by the extraction method may influence items, which are sensitive to high humidity
- * Do not walk upon the carpet. until it is perfectly dry

Other cleaning methods:

M.I.D. warns never to use pad/bonnet cleaning, powder cleaning or foams for our woolen carpet

We do not recommend the use of any other cleaning techniques like dry spray cleaning. Other cleaning methods will shorten the lifetime of our products and may not clean the carpet well enough. They leave powder and soap residue in the carpet that will attract new dust and dirt or they may even disrupt and damage the structure of the yarns.

Very important: Unfortunately, it is impossible to guarantee removal of all spots. Responsibility for maintenance and cleaning lies with those performing this work since the manner and conditions of wool carpet maintenance or cleaning, and the cleaning materials used, are beyond the control of the supplier or manufacturer!

For further questions regarding the above guidelines, please feel free to contact M.I.D. Carpets at any time;



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