



**Mountain Rug Mills
Rugs and Carpet Care & Maintenance**

An understanding of carpet care and maintenance will allow you to get the most pleasure and service from your rug or carpet. Proper care will give years of beauty and usefulness.

**Daily Cleaning · Shags · Lurex or Metallic ·
Protective Coverings · On-Site Cleaning · Professional Cleaning ·
Shedding · Sprouts · Static Electricity · Fading · Indentations
Shading · Cigarette Burns · Spot Cleaning**

Daily Cleaning

The most important step in maintaining your rug or carpet is regular vacuuming. Dirt or grit is the enemy of any fiber. If it is not removed on a regular basis, it will abrade the carpet yarn and eventually cause wear. Even when it doesn't look as if it needs to be done, regular and thorough vacuuming at least once a week is recommended and even twice a week in the heavier traffic areas. This will remove soil and dirt particles before they become embedded into a pile in the carpet. If a rotating or beater bar and brush type of vacuum cleaner is used, be sure to inspect regularly to make sure it is in good condition and nothing is loose that would hang in the fiber or cause excessive fuzzing. We do not recommend an overly stiff brush on the beater bar nor a vacuum that automatically adjusts. The head of the vacuum should be adjusted so that the head of the brushes just barely touch the face of the carpet. It is important to move the vacuum cleaner slowly to allow time to get the dirt out. Make sure the dust bag is never more than half full. Braided rugs, shags and Berber type carpets should only be vacuumed with a suction only vacuum cleaner.

Shags

Extra care should be exercised with shags and high pile carpets and rugs. It is recommended to set the vacuum cleaner at its highest setting without a beater bar. Using a beater bar or brush may cause the yarns to "feather out" or lose their twist resulting in excessive pilling or fuzzing.

Proper care and maintenance (including vacuuming these products with suction only) will ensure that your "shag carpet" will maintain its unique character for a long time.

Care for rugs with Lurex or Metallic Fibers



Some of our carpets and rugs are manufactured using New Zealand Wools and are decorated with metallic yarns called “lurex”.

Lurex is a very fine thread that is used on a carpet for decorative purposes only. Although it reduces static electricity dramatically, it is not guaranteed to eliminate it completely.

Because this Lurex thread is very fine it is also very slippery, therefore, it will sprout throughout the carpet. The amount of sprouting will decrease with each vacuuming and finally be very minimal. Sprouting of this fiber is not to be considered a manufacturing defect but a characteristic of this type of carpet and should cause no concern as it is expected to be. This product should not be ingested; therefore special care should be exercised when children and pets are present.

Protective Coverings

Mats and runners placed on top of carpet greatly reduce carpet wear, keep clean mats at all entrances (if on a hard surface) to collect some of the soil that would otherwise be tracked onto the carpet. Transparent plastic mats and runners with grippers provide a good protection at the outside entrances, but do not leave them on carpets for long periods of time. They can cause excessive pile crushing and trap moisture in the carpet which turns into mold, damaging the carpet. This often shows a clean center area with soil on the sides.

On-Site Cleaning

Over a period of months, your carpet may begin to show soil in the more heavily trafficked areas. Dry cleaning powders, such as Host or Capture, may safely be used to freshen up the carpet and remove light soil. We do not recommend the use of the liquid shampoos or sprays that can be rented at your market.

Professional Cleaning

A regular program on a 12 to 18 month basis should be set up with a competent professional carpet care service. This is because greasy soil found in the air will settle on the carpet and cling to the carpet fiber. When this type of soil is not removed from the carpet by vacuuming, it causes other types of soil to become embedded in the carpet.

A professional cleaner will know the correct method to use for an overall cleaning. Rugs should be sent to a professional rug cleaning plant. A spot test should be done by the professional cleaner in an inconspicuous area. (Note: Berber Carpets require special rug cleaning procedures.)



Shedding

The first time a new carpet or rug is vacuumed, the bag will show what appears to be a lot of fiber. This should cause no concern as it is normal and to be expected. Loose fibers, which are not held tightly by the yarn, are being removed, as are fibers not removed during manufacturing. The amount of fiber removed will decrease with each vacuuming and finally be very minimal.

Sprouts

Sprouts, or loose ends of yarn, often extend above the rest of the pile. Do not pull these out. Instead, clip them or cut them even with the pile surface.

Static Electricity

During periods of low humidity, caused either naturally or by heating or air conditioning units, a shock may be felt after walking across the carpet. Under conditions of low humidity, even anti-static carpets will produce this type of shock. This harmless but annoying phenomenon can be reduced somewhat by increasing the moisture in the air or, in some instances, by applying anti-static material to the carpet when manufactured. Call your professional cleaner for recommendations.

Fading

All dyestuffs used by Mountain Rug Mills meet or surpass the minimum government standards of fade resistance. But no carpet is fade proof. So care must be taken when carpets or rugs are exposed to direct or reflected sunlight. Also gases in the air (i.e. smoke, smog, etc.) will produce changes in your carpet. Unfortunately, there is no remedy for this condition. Fading can also occur by the use of cleaning products which have excessively or high PH factors. (Consult your professional cleaner)

Indentations

Indentations develop when furniture sits on a carpet for a long period of time. In most cases they can be taken out by rubbing over the depressed fibers with the edge of a coin. Or gently moistening the area with steam from a steam iron and then brushing the affected area. After too long a period, however, even professional cleaning won't remove these indentations.



Shading

Most luxurious carpets will shade. This could even occur when the carpet is being installed. This is caused by a slight directional change in the pile. This is a natural condition of any fabric, although most obvious in plain colors and uniform surfaces.

This pile direction change can create the appearance of color shading, and most commonly occurs with fine washed carpets and oriental rugs. Once shading starts there is very little that can be done to stop it. Careful vacuuming may have a tendency to minimize the shading effect.

Cigarette Burns

A burn that only chars the surface of the carpet can be cleared up by careful clipping the blackened ends of the tufts, then sponging with a soapless (i.e. detergent) cleaner and water. More extensive burns require a professional carpet repair. It is most important to retain some carpet scraps for such repairs.



Spot Cleaning

Spot	Order	Of	Treatment
Alcoholic Beverage	1	2	-
Bleach	1	2	-
Blood	1	2	-
Butter	3	2	-
Candle Wax ††	-	-	-
Chewing Gum	4	3	-
Chocolate	2	3	-
Coffee	1	2	3
Colas and Sodas	1	2	-
Cooking Oils	3	2	-
Cream	2	3	-
Eggs	2	-	-
Floor Wax	3	2	-
Fruit Juice	1	2	-
Furniture Polish	3	2	-
Gravy and Sauces	5	2	-
Ink (Fountain Pen)	1	2	-
Ink (Ballpoint)	3	7	2
Ink (Felt Tip)	5	2	6
Ketchup	5	2	-
Lipstick	3	2	-
Mercurochrome	2	10	-
Milk	5	3	2
Mustard	2	-	-
Nail Polish	6	3	-
Oil and Grease	3	2	-
Paint (Oil)	9	3	2
Paint (Latex)	1	2	3
Rust	3	2	8
Salad Dressing	2	3	-
Shoe Polish	3	2	-
Soot †	3	2	-
Tar	3	-	-
Tea	1	2	3
Urine (fresh)	1	2	-
Urine (old)	1	2	10
Vomit	2	-	-
Wine	9	1	2
Unknown Material	3	10	2



Types of Treatment

- 1- Add cold water and blot
- 2- Detergent solution or WoolClean Spot Remover #1
- 3- Methylated mineral spirits, turpentine, or WoolClean Dry Spot Remover #2
- 4- Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
- 5- Warm Water
- 6- Clear nail polish remover (preferable acetone)
- 7- Isopropyl alcohol
- 8- Rust remover
- 9- Absorbent powder (e.g., salt, talc, or Absorb-It™)
- 10- Absorbent cleaner (Host®, Capture®, or Dri-Matic®)

†† Absorbent paper and hot iron

† Dry vacuum first

* To obtain a WoolClean Spot Removal Kit, locate a Wools of New Zealand Partner retailer at www.woolcarpet.com or call 800-367-0462 to place an Order

Cleaning Agents for Spot Removal Detergent Solution

Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or alkalis) with a cup of warm (not hot) water. This solution must be well rinsed with clear water. Wool Clean Spot Remover #1 is part of the Wool Clean Spot Removal Kit. *

Warning:

Some chemicals are hazardous (corrosive, flammable, toxic, etc.) and should be used with great care, strictly in accordance with their use and safety instructions.

We do not recommend applying any surface treatment to our products. We cannot guarantee they will help repair soiling or staining. In some instances they may attract more soiling.

Always pre-test a cleaning agent in an inconspicuous place such as under a piece of furniture or in the corner of the room, to insure that it does not remove color.

Pet urine, if not treated immediately, can cause a permanent stain.



How to Keep Your Wool Carpet Looking Great

1. Vacuum regularly
2. Remove spills immediately
3. Professionally clean as required, usually not more than once every one or two years. We recommend a "Wool Care Specialist" certified by RIA. Call 800-272-7012 for a professional cleaner near you.

Spot and Spill Removal

One of the most crucial areas of carpet maintenance is removal of spots and spills. Acting quickly when anything is dropped or spilled and always having necessary cleaning material on hand are of the utmost importance.

The Recommended method is to blot up liquids with a white paper towel, absorbent cloth or Absorb-It™. Scoop up solids with the end of a knife or spoon and then treat the spot according to the cleaning instructions guide. Apply spot remover agent to clean towel or cloth, not directly to the spot. Use small quantities at a time. Always work inward from the edges to prevent spreading. Do not rub, as this may cause the spot to spread or distort the pile. Do not over-wet carpet pile. Afterwards, blot as dry as possible with clean towel and cover with Absorb-It™ or paper towels and let dry.