

# Cleaning and Maintenance

# Wool Carpet

A comprehensive wool carpet care and maintenance programme consists of five stages:

1. Soil Containment

- 80% of soiling is caused by foot traffic. Walk off mats – both inside and outside – will minimise this.
- Outside mats should be of a coarse texture to brush soil from shoes.
- Inside mats remove smaller particles of dirt, as well as oils, that can be tracked in from outdoors.
- Mats should be vacuumed regularly and cleaned frequently so they do not become a source of soiling.
- It is very important to keep hard surface flooring clean to prevent tracking of residues onto the carpet

2. Vacuuming

- Vacuum thoroughly and frequently, particularly in high traffic areas. Frequent vacuuming removes dirt particles before they work their way beneath the surface of the pile.
- A light vacuum is recommended at least twice a week and a thorough vacuum weekly.
- Regularly vacuum areas around and under furniture, as well as along skirting boards, to prevent infestations by carpet beetles and clothes moths.
- **NOTE:** For loop pile wool carpets we recommend the SEBO Platinum Upright Vacuum 9807NZ, this model features an adjustable height head, and the option to turn the rotating brush off. For routine vacuuming we recommend turning the rotator brush off. Occasional use of the SEBO Soft Brush Roller 5010GE can assist with removing loose fibres, avoid overusing this accessory as excessive agitation can cause the pile to frizz.

3. Spot and Spill Removal

- Spots and spills are inevitable but do not have to be permanent.
- Remove a spill quickly and there is minimal chance it will become a stain.
- For dried stains or solids use a spoon to gently brush and scrape the area and lift residue.
- Spills should be blotted up – do not rub vigorously. Rinse with water immediately.
- Use cold water first and hot water only if required.
- Blot with a dry, white, absorbent cloth or plain white paper towel. Blot gently, working from the outside of the spill towards the centre, until you get no transfer of the spill to the cloth.
- **For detailed stain removal procedures please refer to our Wool Carpet Stain & Treatment Guide.**
- **If in doubt call a carpet cleaning professional immediately.**

4. Professional Clean

- Professional steam cleaning restores the appearance of your carpet by extracting soil and substances that can cause damage.
- Schedule professional steam cleaning at least every two years to maintain carpet condition and warranty validity.

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## 5. Additional Care

- In the event you notice a high loop or loose thread, please do not pull it – contact your flooring retailer for advice.
- Fading Prevention: Minimise colour fading by protecting carpets from direct sunlight. While UV-treated glazing offers some protection, closing blinds or curtains during peak sunlight and heat provides the best defence.
- Addressing Indentations: Use furniture cups under heavy furniture legs and periodically shift furniture slightly to allow carpet fibres to recover.

### Key Points:

**Act Fast:** The sooner you address a stain, the better the results.

**Remove Excess:** Scrape off solids with a spoon and blot liquids with a white absorbent cloth—do not rub.

**Work Inward:** Always clean from the outside of the stain toward the centre to prevent spreading.

**Test First:** Apply any cleaning solution to an inconspicuous area first to check for carpet discoloration.

**Dry Thoroughly:** After cleaning, blot dry and cover the area with paper towels to prevent watermarking.

### Cleaning Solutions

**A. Cold Water:** Blot with a clean cloth.

**B. Detergent Solution:** Mix 1 tsp clear dish soap + 1 tsp white vinegar in 1L warm water. Rinse thoroughly.

**C. Mineral Spirits/Turpentine:** Use carefully in a well-ventilated area.

**D. Freezing Agent/Ice:** Hardens substances for easier removal.

**E. Warm Water:** Blot with a clean cloth.

**F. Nail Polish Remover (Acetone, does not contain lanolin):** Use sparingly.

**G. Isopropyl Alcohol:** Helps with ink stains.

**H. Rust Remover:** Follow manufacturer's instructions.

**I. Absorbent Powder (Salt, Talcum):** Sprinkle on fresh spills to absorb liquids.

**J. Dry Compound Cleaner:** For severe soiling.

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## Wool Carpet Stain & Treatment Guide

Stain Type	Step 1	Step 2	Step 3
Alcohol, Beetroot, Bleach, Soft Drinks, Urine	Blot with cold water (A)	Treat with detergent solution (B)	-
Blood	Blot with cold water (C)	Treat with detergent solution (B)	-
Butter, Chewing Gum	Chill with ice or freezing agent (D)	Scrape off & use mineral spirits (C)	-
Chocolate, Cooking Oil, Cream, Lipstick, Salad Dressing	Treat with mineral spirits (C)	Treat with detergent solution (B)	-
Coffee, Tea, Wine	Blot with cold water (A)	Treat with detergent solution (B)	If needed, apply mineral spirits (C)
Egg, Mustard, Vomit	Treat with detergent solution (B)	-	-
Faecal Matter, Urine (Severe Cases)	Treat with detergent solution (B)	Use a dry compound cleaner (J)	-
Ink (Ballpoint Pen)	Treat with mineral spirits (C)	Apply Isopropyl alcohol (G)	Treat with detergent solution (B)
Ink (Fountain Pen), Paint (Latex)	Blot with cold water (A)	Treat with detergent solution (B)	Apply mineral spirits (C)
Ink (Felt Tip)	Blot with warm water (E)	Treat with detergent solution (B)	Use nail polish remover (F)
Furniture Polish, Floor Wax, Shoe Polish	Treat with mineral spirits (C)	Treat with detergent solution (B)	-
Milk	Blot with warm water (E)	Apply mineral spirits (C)	Treat with detergent solution (B)
Nail Polish	Use nail polish remover (F)	Apply mineral spirits (C)	Blot with cold water (A)
Rust	Treat with mineral spirits (C)	Apply rust remover (H)	Treat with detergent solution (B)
Tar	Treat with mineral spirits (C)	-	-

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