



Carpet Care Guide

GROSVENOR WILTON

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The care of your new Grosvenor Wilton carpet

The purchase of a carpet is an important household expense. Few other items in the home receive treatment which can so affect their properties and appearance; a carpet in one house can appear totally different from an identical carpet in another house after a period of use. Expert fitting, regular and correct cleaning, sunlight, the effect of concentrated wear in confined areas, spillages, proximity to outside doors, "favourite" chair positions, are all factors which will affect the appearance over a period of time.

It is important that you take advice from an expert carpet retailer as to the appropriate quality for a particular location, as a wide range of qualities in both natural and synthetic fibres are available. Remember that the plainer the carpet, the greater the likelihood of its appearance being affected by general wear and tear and the possibility of an element of shading becoming apparent. Such shading is not a manufacturing fault but the effect of light reflection on the lie of the pile.

We offer the following advice and information, which, by the nature of the product and the circumstances of usage, cannot cover all contingencies, in the hope that it will give some assistance in prolonging the life and appearance retention of this important purchase.

After installation

As soon as installation is complete you should inspect the carpet with the fitter present to make sure you are satisfied with your purchase. If the carpet has been laid on stairs, make sure an extra 12" has been included so that the carpet can be periodically adjusted up or down before wear becomes apparent on the stair nosings. **(The nosings of stairs are subjected to very much greater wear than anywhere else in your home).**

Prevention is better than cure

To protect the carpets appearance, it is advisable to provide mats especially in front of outside doors to scrape off both grit and moisture from shoes. There are other soil traps in a house where an additional rug or mat will be beneficial, one instance being the area leading out of a kitchen.

Our wool rich carpets have the soil retardant feature of the natural fibre, which means they naturally resist general soiling.

Loose soil should be removed from the carpet by vacuuming regularly. It is often recommended that a cut pile carpet is left unvacuumed for a few months after it is laid to keep fibre shedding at a minimum. However, shedding is quite normal and does not accelerate wear, so it is better to gently vacuum the carpet to remove the fluff and prevent a build up of loose soil as soon as the carpet has been installed.

Vacuuming

There are two main types of vacuum cleaners; plain suction and suction with revolving brush strip and beater. The plain suction vacuum is gentlest on your carpet, but may be slower to remove embedded dirt, whereas, the brush and beater machine are very satisfactory, providing they are correctly maintained and there are no sharp edges to cause damage to the carpet.

Loop pile carpets: these should be vacuumed using a vacuum cleaner with suction head only. Corded vacuums are normally more powerful than cordless cleaners and are much more effective in removing loose fluff and fibre. Abrasive vacuum attachments on cylinder vacuums should be removed and if using an upright vacuum, the rotating brush should be deactivated. This is to prevent damage to the top of the loop, which can create a fuzzy/fluffy appearance which can lead to pilling.

Cut pile carpets: Ideally an upright vacuum with rotating brush/beater bar should be used. This is more effective at removing loose fibre. If using a cylinder vacuum the use of a rotating brush attachment would be beneficial.

Spot cleaning / Accidental spillages

Whatever the nature of the stain or spillage, speed is all important and the following procedure should be followed:-

- Gently blot or scoop up with a knife or spoon the staining substance and, where possible, immediately absorb it with a clean undyed cotton cloth or kitchen roll, DO NOT RUB THE PILE as this will cause unsightly pile distortion.
- Identify the stain and refer to the stain removal table (on the following page)
- Before using a stain remover, test the fastness of the colour on an off-cut of the carpet or in a place which is concealed. If you apply solvent do not pour it direct onto the carpet but pour it on to a piece of cloth.
- Treat the stain from the outside towards the centre.
- After the stain remover has acted use a clean dry cloth to absorb the product which has been applied - brushing gently against the direction of the pile.
- Leave to dry and do not walk on damp parts. Once the carpet is dry go over it with a vacuum cleaner.

If in any doubt, contact a professional cleaning company.

Stain Removal Table

Type of stain	Products to be applied
Alcohol, liqueur	Blot up excess then shampoo. Dab with a proprietary dry cleaning fluid.
Beer	Blot up excess then dab with warm water. (max. 50)
Biro ink	Use a proprietary dry cleaning fluid. If stain remains use rust remover or oxalic acid solution.
Blood	Dab with cold water and then shampoo. If stain remains use rust remover or oxalic acid solution.
Butter, oil, gravy and sauces	Dab with white spirit or solvent then shampoo.
Candle wax, paraffin	Put blotting paper over stain and go over with warm iron. Dab with a proprietary dry cleaning fluid and then shampoo.
Chewing gum	Harden gum with an ice cube then dab with a proprietary dry cleaning fluid to remove remaining traces or apply an anti-gum.
Chocolate, caramel, sweets	Scrape off excess then apply cool detergent solution.
Coffee, tea	Shampoo. If the stain persists, dab with a proprietary dry cleaning fluid.
Cosmetics and medication	Apply a proprietary dry cleaning fluid and/or petrol, oil and grease remover then shampoo.
Cooking oils and grease	Apply a proprietary dry cleaning fluid and/or petrol, oil and grease remover then shampoo.
Fruit juice	Mop up, dab with warm water then shampoo. If stain persists use a proprietary dry cleaning fluid.
Grass stain	Mop with a proprietary dry cleaning fluid.
Paint	Treat as for grease. Paints vary widely in composition and expert help may be needed.
Rust	Use rust remover or warm oxalic acid solution. Allow to stand for 10 minutes, blot then repeat with hot solution. Rinse thoroughly with water, blot till dry.
Shoe polish	Use a proprietary dry cleaning fluid followed by shampoo.
Soot	Use a proprietary dry cleaning fluid then shampoo.
Urine (fresh stain)	Mop and then shampoo. (Old stain - call expert)
Vomit	Mop up, dab with warm water, then shampoo.
Wine	Apply lemon juice, salt or vinegar then blot. Rinse with water then blot till dry.

Footnote:

We believe that the information herein is the best currently available. We make no guarantee of results and assume no liability or obligation in connection with this information.

Construction And Appearance Characteristics



Fluffing

When a carpet is new loose fluff appears on the surface. This is merely short lengths of fibre which do not reach the base of the tuft. They represent only a minute proportion of the fibre in the pile and will work out of the pile if effectively vacuumed. If left on the pile they can cause “pilling”.

Tracking

All pile fabrics flatten as the pile is walked upon. This causes a different level of light reflection to the eye and will appear as a slight variation in shade. This phenomenon is called tracking, and is entirely normal. It can be minimised but not entirely avoided with careful maintenance.

Pilling

Pilling is the description of small balls of fluff that attach themselves to the surface of the carpet, this most commonly occurs on loop pile carpets. Pilling is normally due to abrasion underfoot or incorrect/insufficient maintenance. To avoid pilling, the carpet should be maintained regularly using a cylinder vacuum with good suction. If using an upright vacuum, the rotating brush should be deactivated. If using a cylinder cleaner, it is important that suction power is strong and any fixed bars/brushes or Velcro strips on the head of the cleaning wand avoid contact with the top of the loops, as this can damage the surface creating a fuzzy appearance.

Please note that our Beachcomber and Galloway range are an exception to the above. When newly installed they can benefit from the occasional use of an upright vacuum with rotating brush activated. This is so the long staple length fibre within the yarn can be removed fully to prevent pilling forming. **This type of vacuuming should only be carried out once every 2 weeks for the first six months after installation in addition to the normal maintenance regime as advised for loop pile carpets.**

Pile reversal

Pile reversal occurs when the pile/tufts change direction for no apparent reason, this causes the light to reflect at different angles producing a 'water marking' effect. This can be more apparent in plain carpets whereas heavily patterned carpets can disguise this effect. This phenomenon is not relatable to the manufacturing process and therefore cannot be considered a manufacturing fault.

Shading

This characteristic is confined to cut pile high quality carpets, and is more noticeable on plain or tonal carpets especially those in the lighter colours.

When a carpet is made all the tufts lie parallel to one another and all equally inclined in the same direction. During use the slant of the tuft gradually increases and may even change directions and as the side of the tuft reflects light to a much greater degree than the cut end the illusion is created that the carpet is changing colour. It is when the pattern of use causes the slant of the tuft to lie in random and opposite directions that shading occurs. It is not within the power of the manufacturer to control this characteristic and in many countries is considered the 'hallmark' of a high quality carpet. When it does occur and become a worry professional wet cleaning can improve the appearance but will not eliminate the characteristic altogether.

Sprouting

Occasionally a single tuft may sprout above the carpet surface. When this occurs scissors should be used to simply trim the protruding tuft level. Do not pull out as damage could result.

Indentation

Compression marks caused by heavy furniture or castors will usually recover in time and can be improved by gently brushing. Make sure that the underlay provides adequate resistance to compression as a soft deep underlay can cause the carpets to permanently distort under heavy point loading. The use of castor cups is recommended.

Look out for areas of excessive wear

In most homes there are two particular areas which usually have to withstand a very much greater intensity of wear than the rest of the carpets. Those areas are on stairs and in front of chairs and sofas used for watching TV.

Fading

It is impossible to dye textiles absolutely fast to light and a degree of fading always takes place. Our carpets are dyed to a fastness where under normal conditions the colour change will be minimal. However, direct sunlight for a prolonged period will cause substantial damage which can be avoided by judicious use of sun blinds or some other form of protection especially with south facing patio doors and windows.

Moth Damage

To assist in the prevention of moth damage regular maintenance should be carried out. Special attention should be paid to areas which are prone to infestation such as areas near to skirting boards and underneath beds and significant items of furniture.