

WOOL MAINTENANCE CHECKLIST

Routine care and cleaning are vital to maintaining the long-term durability and appearance of your product. For maximum appearance retention, rotate for rugs every 3-6 months. Keep your rug out of direct sunlight as much as possible. Products without UV protection, placed in direct sunlight will fade over time.

Extend the life of your rug and reduce wear and tear by adding a rug pad. Rug pads enhance air circulation between the rug and floor and prevent accidents by holding the rug in place. Rug pads also add extra comfort underfoot by providing additional cushioning and support while also protecting your floors.

1. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- For loop pile wool and wool-blend carpets, Shaw Industries recommends the use of a strong suction vacuum without a beater bar/brush or a vacuum with an adjustable brush lifted away from the carpet, so it does not agitate the pile. Carpet with thick, loop pile construction may be sensitive to brushing, rubbing, or scraping of the pile surface and may experience fuzzing and pile distortion with the use of a beater bar.
- For cut pile wool and wool-blend carpets installed over pad, Shaw Industries recommends the use of vacuums with a rotating brush or combination beater/brush bar which agitates the carpet pile and mechanically loosens soil for removal by the vacuum.
- Make sure the belt is in good condition and that the brush or beater bar rotates when in contact with the carpet. To adjust the vacuum to the correct height setting for the carpet, raise the beater bar/brush to the highest setting and then lower it until it contacts the pile enough to slightly vibrate the carpet several inches away from the machine, but not close enough to cause significant slowing of the motor.
- Bags that fill from the top are preferred over those that fill from the bottom. Replaceable paper bags or paper liners for cloth bags are better filters than cloth bags alone because they can trap more of the small particles that cloth bags allow to pass back into the air. Many vacuums can also be used with microfiltration or high efficiency bags which capture even smaller particles which tend to be related to allergy complaints and can also reduce the need for dusting. Bags should be checked frequently and replaced when 1/2 to 2/3 full to avoid a decrease in efficiency. When changing bags, also check the belt and replace it if it is loose or worn.

2. PROMPTLY ADDRESS SPOTS AND SPILLS

- Spills must be cleaned immediately after they happen. Once a stain is set, it becomes difficult to get out. You should never rub a spill, as this will force the spill deeper into the rug's fibers. Gently blotting the spill with a clean white cloth or paper towel is the preferred way to absorb any spills. Use lukewarm water on wool rugs to remove any residual spill, as wool is prone to bleeding and staining. Clean water and dry towels should be used to absorb any residual cleaner or moisture.

- Minor spills on your rug or broadloom products, may be cleaned by first scraping off any visible debris with a dull instrument. Then mix a minimal amount of dish soap with a cup of lukewarm water. With a clean sponge and your soap mixture, gently remove the remainder of the stain (Avoid using excessive water). Blot the area with a dry cotton towel or white paper towel and allow it to dry thoroughly. Professional cleaning is always recommended to achieve the best results.
- Use General Soil Spot Removers, like Shaw's TOTALCARE® products for most common spots and spills. (For ordering information call 1-800-441-7429 or contact your representative.) Additional cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum—based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
- CTI Pro's Choice Red Relief (acid dye stains — colored soft drinks, medicines. etc.)
- Some disinfectants contain chemicals that can stain, discolor, and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.
- Shaw Industries, Inc. does not recommend the use of cleaning agents with optical brighteners.
- Avoid over wetting the carpet. Prolonged dampness may cause discoloration, promote growth of mildew and bacteria in the carpet, or cause separation of the backing.
- To remove stubborn stains on natural fiber rugs such as wool, professional cleaning is recommended.
- **WARNING:** Attempting to clean your rug with any of the following, including, but not limited to, hot water extraction, carpet shampooing, or commercial aerosol foam products intended for synthetic fiber carpet may permanently damage your rug and void your warranty. Excessive exposure to water must be avoided with all-natural fiber products. We recommend professional cleaning only.

3. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation — process using CRI SOA cleaning agents and a dual—cylindrical counter—rotating brush machine for agitation.
- Always pre—vacuum.
- NOTE: Bonnet cleaning is NOT recommended.
- Wool is a natural fiber; some shedding may initially occur as fibers work their way out of the product until loose. Loose fibers can easily be trimmed even with the pile.
- Vacuum regularly without the use of beater bar.
- Blot (do not rub) spills with moist white cloth using cold water. Cleaning agents (wool safe products) are listed in the Carpet and Rug institute's Seal of Approval (SOA) Program (www.carpet-rug.org)

4. RESOURCES

- Shaw's Technical Support web-based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPlvybF4GS2XOHTVtGL_soZZ_NiOhyr9D
- For Technical assistance or maintenance related questions contact 1-800-471-7429.