



# Care and Maintenance

To keep your carpet or rug looking the best, we recommend the following guidelines below. If you still have a question about removing stains or other issues, please contact our customer service department, we'd be happy to help.

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## Cleaning 100% Wool (HWE - Hot Water Extraction)

Test cleaning method in an inconspicuous part of the carpet before cleaning entire carpet.

- Vacuum carpet
- Spot treat carpets following a wool-safe guide.
- Pre-spray the carpet (Neutral to slightly alkaline detergent 7-8 pH) to loosen the dirt/soil.
- With a soft bristle brush, lightly agitate the pre-spray into the pile to break the surface tension allowing the detergent into the pile.
- Spray and extract with warm water (Never more than 150 degrees where the water hits the carpet).
  - If cleaning for "restoration:"
    - Use warm water with detergent (7-8 alkalinity).
    - Spray and extract multiple times to "flush" the soil from the fibers.
  - If slightly soiled, just rinse.
- Rinse (slightly acidic – 5-6 pH) and extract – This will neutralize any residual detergent.
  - Carpet ph level should be slightly less than neutral (less than 7 on the pH scale).
- Dry extract carpet to ensure release of excess moisture.
  - Add fans to dry rapidly and thoroughly.

## Dry Cleaning | Recommended for Specialty Fibers (Silk + Cashmere)

This method is called, "dry cleaning" because there is no water in the solvent. Most all dry cleaning solvents are OMS (odorless mineral spirits). Test cleaning method in an inconspicuous part of the carpet before cleaning entire carpet.

- Apply a dry cleaning solvent topically to the carpet. Do not dilute.
- Groom with soft bristle brush to agitate cleaning solvent into pile.
- Extract the cleaning solvent with your extraction wand. No water is used.
- Groom carpet before and after carpet is dry.

## Cleaning Combination Wool and Specialty Fiber Carpet

Test the above cleaning methods in an inconspicuous part of the carpet to determine best approach to cleaning the entire carpet. Always test the dry cleaning method first. If results are satisfactory, use this method.