

Caring for your Ulster Carpet

ulster™
www.ulstercarpets.com

Regular cleaning and maintenance of your carpet will preserve the appearance and the longevity of your Ulster Carpet.

Please see our quick cleaning guide below...



4 Ways to Maintain Your Carpet

1. Vacuum using a well maintained and regularly emptied cylindrical brush vacuum cleaner. This is the most effective way to remove soil and maintain the appearance of your carpet. Well functioning vacuum equipment is needed to ensure carpets are cleaned efficiently. Vacuum maintenance includes checking and replacing belts and brushes regularly. Empty vacuum bags before they are half full as this affects the efficiency of your vacuum.
2. Professionally deep clean your carpets according to traffic levels to remove embedded dirt and grime. We recommend that you do not do this yourself as **overwetting carpet leads to shrinkage**.
3. Clean spots and spills quickly with WoolSafe products.
See website for guidance: <http://www.wool-safe.org/wool-safe-approved-carpet-care-products/>
4. Stop dirt at the door by using mats outside and changing your air filters to reduce airborne dust.

Traffic level	Vacuuming	Pile Lifting	Spot Cleaning	Deep Cleaning
Light (e.g. Hotel bedrooms, private offices, executive areas)	2-3 days	Every 3 months	Daily	Annually
Medium (Bars, restaurants, conference rooms, boutiques, hotel lounges, interior hallways)	Daily	Monthly	Daily	Every 6 months
Heavy (Entrances, lift lobbies, main hallways, theatres, shop entrances, casino slot areas)	Daily	Monthly	Daily	Every 6 months
Ultra Heavy (Airports, shopping malls, train corridors, passage to kitchens)	2-3 times daily	Monthly	Daily	Monthly

Stain	Action		
	Step 1	Step 2	Step 3
Beer	2	15	8
Bleach	3	18	3
Blood	1	4	
Butter	12	1	
Burn or scorch mark	10	11	
Candle wax	5	12	
Chewing gum	6		
Chocolate	1	12	4
Coffee	4		
Cola	3	1	4
Crayon	12	4	2
Cream	12	1	
Egg	1	4	
Excrement	19		
Floor Wax	12	1	
Fruit juice	3	1	4
Glue (plastic based)	14	8	7
Gravy and sauces	1	4	
Ink (fountain pen)	3	4	1
Ink (ballpoint pen)	15		
Lipstick	12		
Metal polish	1		
Milk	2	1	3
Mud	10	19	
Mustard	1	4	
Nail Polish	7		
Oil and grease	12	1	
Paint (emulsion)	3	1	
Paint (oil)	8	1	
Photocopy ink	12	4	
Rust	17		
Shoe polish	12	1	
Soft drinks	3	4	
Soot	9	4	
Tar	12		
Tea	3	1	4
Urine (fresh stain)	3	1	13
Urine (old stain)	4		
Vomit	1	4	13
Wine	16	4	

Recommended Spot Removal Agents

- 1 WoolSafe approved carpet shampoo solution (diluted)
- 2 Warm water
- 3 Cold water
- 4 WoolSafe approved spot remover for water based stains
- 5 Absorbent paper and hot iron
- 6 WoolSafe approved chewing gum remover - solvent of freeze type
- 7 Nail varnish remover
- 8 White spirit
- 9 Vacuum clean
- 10 Rub with a coin
- 11 Rub gently with course sandpaper
- 12 WoolSafe approved spot remover for greasy stains
- 13 Woosafe approved disinfectant or deodoriser
- 14 Acetone
- 15 Surgical spirit (ethyl alcohol or ethanol)
- 16 Inert absorbent powder
- 17 Rust remover
- 18 Carpet re-colouring treatment
- 19 A paste of enzyme detergent

Stain Removal Do's and Dont's

Do:

- Clean up spots and stains immediately
- Follow the stain and spot removal guide above
- Scoop up solids
- Blot excess with white tissues or towels
- Use a Woosafe product - test on a small hidden area of the carpet
- Be patient - some stains respond slowly

Don't:

- Rub or scrub
- Overwet by using too much cleaning agent



The WoolSafe Certification Mark is widely recognised in many parts of the world as the standard for excellence and safety of carpet care chemicals, both for professionals and consumers.

Preventative Maintenance

There is much truth to be found in the age old saying “prevention is better than cure’. It is much easier to care for your carpet from the outset and take preventative steps to avoid any damage to it. Below is Ulster’s list of hints and tips to help keep your carpet looking new for longer.

Walk Off Mats

Foot traffic is responsible for about 80% of all soiling. The installation of walk-off mats in strategic areas will remove foot soil before it can be deposited on the carpet. Depending on your needs there are 2 types available - those that can remove grit and soil and those that absorb moisture. A walk off mat should be at least 2 metres long and where possible longer. Additionally it should be vacuumed daily.

1. Position walk-off mats in lifts as they may stop dirt reaching other floors
2. Position walk-off mats at doors from service areas in the ‘back of house’
3. Position walk-off mats under revolving doors
4. Position external scraper grills outside entrances

Protective Mats, Stair Nosing

Stiletto heels, shoes with thick composite soles that create a high friction rating, furniture on castors and heavy trolleys can all potentially cause problems. Using protective mats will help, and we recommend stair nosing to be fitted to prevent premature pile wear as a result of scuffing.

Protection from Fading

Fading or loss of colour can happen if your carpet is continuously subjected to strong sunlight and ineffective screening against ultra violet rays. Light protection such as blinds or curtains are essential in sun facing rooms.

Anti-Soiling Agents

Ulster cautions against the application of topical anti-soiling agents to wool and wool-blend carpets. The fluorochemical-based anti-soiling agents have a limited performance on wool and wool-blend carpets. In fact when partly worn off, this can highlight problems of differential soiling between high and low traffic areas. Silicon-based finishes have an adverse effect on the anti-soiling properties of wool carpets and must not be used in any circumstances.

Controlling Airborne Soil

Maintain a positive air pressure with air conditioning. Internal filtration systems and extractor fans help by trapping pollutants to purify air. To prevent draught marking, all edges of rooms beneath skirting should be sealed.

Altering Traffic Patterns

Try to break up traffic patterns by repositioning furniture and re-routing traffic flow periodically.

Control of Water

Keep carpets clean and dry. Ulster Carpets will not accept responsibility for shrinkage due to overwetting.

Troubleshooting

Sometimes you might find minor issues with your carpet. Please consult this list as often these issues resolve themselves with time. Some issues may require contacting your installer or Ulster Carpet's representative.

Crushing/Depressions

Due to storage and transport of heavy rolls, flattened bands may appear down the length of a carpet. These will disperse in time with regular vacuuming.

Colour & light

Interior lighting and different surfaces can influence perceived carpet colour. Light scatters on a carpet's surface, giving it a colour quite different from that refracted off a hard surface.

Fluffing/Shedding

It is natural for fluff to appear on new cut pile carpets as short fibres that are not anchored into the backing or held by the yarn twist work their way out. This will clear with regular vacuuming.

Seams/Joins

Occasionally you might find a pulled yarn where a seam/join was not sealed properly. Do not pull the yarn, this is a job for your installer.

Pile Direction/Nap

Carpet pile lies in a specific direction. The colour will be deepest looking into the pile. Each carpet width should be laid with the pile facing the same way. The general rule is to direct the pile towards the main entrance in a room and from top to bottom on stairs.

Tramlines

This appears as lighter/darker lines in a carpet when viewed along the seams/joins. The heat seaming iron being run against the lay of the carpet pile mostly causes tramlines.

Rucking/Ridging/Rippling

This is the formation of raised 'creases' in the carpet. This is usually due to inadequate stretching and fitting. It can lead to rapid pile wear and should be corrected by having the carpet restretched.

Shrinkage

Be careful not to overwet the carpet during cleaning as this leads to shrinkage.

Shading/Watermarking/Pile Reversal

Any carpet can be prone to pile reversal irrespective of the fibre content, manufacturing or source of the carpet. Shading can appear soon after a carpet is laid and will normally emerge within the first six months. Vacuuming in one direction may minimise this.

Sprouting/Shooting

Occasionally pile yarns may 'sprout' or protrude above the surface. These are not part of the finished carpet and may be clipped off level with the pile height but should not be pulled out.

Static

Static may be a problem in very dry conditions. Wool is unlikely to generate static but synthetics do. Minimise static by raising the humidity with plants, humidifiers or air conditioning.

Tracking

The 'footprint' left behind by people walking on a carpet is temporary and not a sign of inferior weave or fibre damage. This will disappear with vacuuming.