



mighty mac

it's beary clean

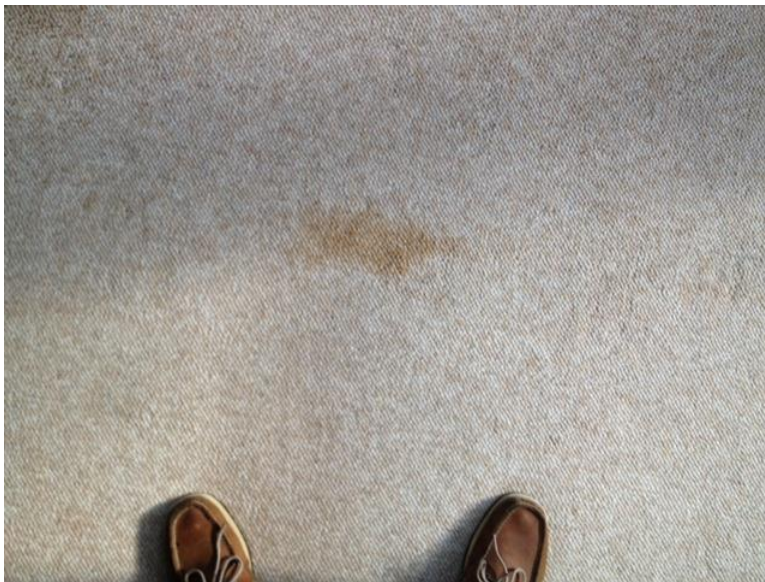
www.mightymacclean.com

(843)842-3994

WICKING

Wicking is a phenomenon that occurs as a carpet dries from cleaning. Usually there is no indication wicking will occur during the cleaning process. The flushing of the soils that occurs during the cleaning process may re-liquefy residual spills on the carpet backings.

Carpet dries from the bottom to the top. As moisture evaporates from the tips, moisture from below migrates up to even out the moisture levels throughout the fibers. Think of how candle wax travels up the wick to reach the flame. Wicking is more prevalent in loop pile carpets than in cut pile carpets. This is due to the twisting and looping of the fibers make it harder to get in between the fibers to clean.



We cleaned this carpet and it looked great when our technicians left. The next day we got a call saying we “missed a spot”. Due to the severity of the spot, I decided to pull back the carpet and see what was underneath. There was a much larger spill that had worked its way through the carpet backings and into the cushion (pad).

Removal of wicking stains is usually done by polishing the tips of the fibers with a low moisture product or the use of micro-encapsulation products. The micro-encapsulation process literally pulls the physical soil away from the fiber and surrounds it with a polymer. As it dries, it falls off the tuft and drops into the backings. The soil is removed from the backing during the next regular vacuuming.

If the stain is large or deep like this one, it becomes more difficult. (The marker gives you an idea of how large it was. This required pulling up the carpet, replacing the contaminated padding, and cleaning both the front and back of the carpet. The carpet is then reinstalled. If the latex holding the two backings together is damaged, the stains may never come out.

Why is the spill larger on the cushion than on the carpet? The original spill went through the carpet and backings. When it reached the plastic vapor barrier on the cushion, it spread out.

Remember, Mighty Mac has a 3 day call back if wicking occurs. We will re-clean the area or use the encapsulation process to get rid of the wicking at no charge.

Should the issue be severe, like this one, there



would be an additional charge to correct, if it is possible.