

# Maintenance advice

## 1. Preventive measures

- In order to protect your rug from damage in shipping, we roll it with the face the inside. Until you are ready to lay the rug flat on your floor, keep it rolled.
- Avoid putting heavy objects on the carpet while stored, to prevent folds and distortions.
- Natural fibres are, under moist conditions, susceptible to mold and mildew. This means that the rug is for dry indoor use only and not where spills or damp conditions are likely to occur (no basements, bathrooms or kitchens) If this persists, your setting is probably too humid.
- As with other yarns made of natural fibres, there are variations in size and shade. Slight weaving and shade irregularity are common characteristics. These variations should be considered as part of your items appeal rather than a defect.
- Walk-off mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so that they will not become sources of soil. Use a coarse doormat or walk-off mat at your front door. This will provide a great deal of protection for your new rug. The goal is to remove as much of the outside dirt as possible from the shoes of those entering your home.
- Use a protective barrier of heavy cardboard or plywood when moving heavy wheeled furniture such as a piano, buffet, etc.
- Exposure of these natural fibres to direct sunlight for several hours a day can, over time, result in the fading of colours. A rug placed in a sunny location should be turned regularly.

## 2. Daily maintenance

- The most important step in caring for your natural fibre flooring is vacuuming. Vacuum thoroughly and frequently, particularly in high traffic areas. Bear in mind that walking on soiled flooring permits the soil particles to work their way below the surfaces of the pile where they are far more difficult to remove. Particles left in carpet will wear fibre prematurely. Frequent vacuuming removes these from the surfaces before this happens.
- The areas around furniture legs should be cleaned more carefully as it is there that dust collects.
- A liquid spill will act as a magnet to any dirt particles that are in the rug, causing the dirt to rise to the surface. This dirt may cause a dark stain. To prevent this from happening, try to keep the rug as soil-free as possible by daily vacuuming.
- We recommend the use of a strong vacuum cleaner for daily care of your flooring. Vacuum cleaners with a brush or beater bar will damage the pile. The strong suction of the vacuum pulls out the fine dirt, which has accumulated between the fibres. A good vacuum cleaner is vital to prolong the life of your carpet. An inexpensive machine will remove surface dirt, but will not effectively remove the hidden dirt and particles embedded in the pile.
- The surface of your rug is a cut pile. As it's not an endless yarn, it contains short fibres, which become loose during the initial time of usage and appear as loose fluff, also called pilling on the surface. This is a normal occurrence and may be removed with continued vacuuming. This will stop after a while. Never pull the fluffs manually.
- Do not hesitate to cut protruding threads that appear above the surface of your rug with a small pair of scissors. Do not pull them out! They usually appear during cleaning and after use.
- Rugs are rolled tightly for shipping so it's not unusual for them to initially have creases, folds or crushed pile. The coiling effect will wear off after laying flat for a few weeks. Light vacuuming or reverse rolling may help to speed up relaxing the fibres.

## 3. Stain removal

- Warning: Certain products used in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners and drain openers are very strong chemicals that can discolour or dissolve carpet fibres.
- Prompt attention to spots and spills is essential. The following recommendations should be used for spot cleaning:
  - Water soluble stains.  
Remove solids from a spill by gently scraping with a spoon or dull knife.  
Immediately wet a cotton towel with cold water, wring it out and place over the stain.  
When the towel is saturated replace it with a fresh one until the stain doesn't give off anymore dirt.  
Leave the cotton bath towel to dry. Never scrub or rub abrasively as a fuzzy area may result.  
You should be very careful with dyed paper towels. Spots of the dyestuff of the patterns are extremely difficult to remove.  
Therefore use always a bath towel to absorb the liquid.  
Take special care not to over saturate the fibres. Over saturation can cause water marking and discoloration.

- Grease.

Scrape as much of the stain as possible using a butter knife or spoon.

Apply a volatile solvent to towels or spotting cloth and repeat blotting. Use sparingly!

Do not pour or spray directly on the natural fibre as damage to the backing or adhesive underneath may occur.

Check to see if solvent is dissolving the substance.

Work from the outside of the stain toward the centre to prevent spreading.

Dry the fibres quickly, again from the outside towards the middle using a blow dryer.

Protective gloves should be worn, as the solvent will quickly remove oils from the skin and may result in irritation.

Provide adequate ventilation and do not use flammable solvents.

Follow with the first procedure.

With some stains, it may be necessary to experiment on a very small area with water, carpet cleaner, or solvent to determine what will dissolve the substance.

Note: High pH or alkaline detergent solution may damage 100% wool pile and wool combined with other yarns. The problem with most cleaning methods is that they disturb the light acid pH-value of the carpet. This may result in discolouring of the carpet and harming the surface structure of the carpet which makes it more susceptible to soiling.

When the above recommended processes do not remove the spot, the services of a good professional cleaner (with a wide range of materials and processes available) are recommended.

#### 4. Periodical cleaning

- Although humidity is good for natural fibre carpets, saturation with water can cause undesirable dimensional change. Therefore, steam-cleaning, wet shampooing, or any other method that involves water saturation is NOT recommended!
- For overall cleaning there are 2 methods:
  - Spray-extraction method: using minimum moisture setting on the machine. Here the cleaning liquid is applied by pressure and removed by vacuuming in the same working cycle. Application should be continuous, keeping the application moving to prevent excess moisture in any spot. Note that complete moisture extraction is not possible. The moisture penetrates the fibres and the coarse structure causes the absorption of air. No water marks are visible with this method due to the even application. If the carpet has been glued down, it should be determined that the adhesive is not water soluble.
  - Dry extraction carpet cleaning system. These dry carpet-cleaning systems are by far the most successful method of cleaning all natural fibre rugs. They use a highly absorbent powder moistened with water, detergent, and a small amount of solvent. The sponging action of the cleaner dissolves and absorbs soil and spots. They can then be removed by vacuuming. Always be sure to follow the manufacturer's instructions. Dry extraction carpet cleaners are available at the home care sections of most mass retailers.
- After some time, traffic or shuffling of feet across a corner or edge could cause the edge to curl. It is easy to cure this by dampening the curled area, or placing a damp towel over the area and weighting it down evenly overnight. If severely curled it might be necessary to repeat this process.
- After cleaning your carpet, allow time for the carpet to completely dry before replacing or walking on the carpet.
- After a certain time the pile will be less or more flattened and crushed. To up-right the piles that are indented use a vacuum cleaner without the brush. Vacuum thoroughly by pulling the yarns up.
- When the above recommended processes do not remove the soil, the services of a good professional cleaner (with a wide range of materials and processes available) are recommended.

#### Cleaning Edge Finishes

- For routine maintenance on our woven fabric bindings: Vacuum the edge finish as you do the rug.
- When excessive soiling or spills occur on the binding, a dry extraction cleaning system will be very effective.
- Alternatively, you may use a mild, neutral cleaning solution on spots and small soiled areas. But before doing this, be sure to test an inconspicuous area to insure that the cleaner will not affect its colours. Blend just a couple of drops of liquid dishwashing detergent with a quart of warm (not hot) water and add it to a spray bottle. Lightly mist a small amount of solution on the spot; do not saturate the area. Blot with a clean cloth. Do not allow the area to stay wet for more than a few hours. If it is not drying by itself, apply heat with a hair dryer. To maintain leather and animal skin bindings, simply wipe the surface with a damp—not wet—cloth or sponge.
- Responsibility for cleaning and maintenance lies with those performing this work since the manner and conditions of matting cleaning or maintenance, and the cleaning materials used are beyond our control.