

RUGS CARE AND MAINTENANCE GUIDE

- Hand brush or light vacuum regularly to prevent dust and crumbs from settling to the roots of the fibres.
- Light, regular vacuuming reduces build-up of soil and grit which are abrasive to your rug.
- Avoid using powerful vacuums that can pull and loosen the fibres of your rug.
- Scoop up solids and gently lift off as much as possible αBlot out liquid spills with an absorbent white paper towel or a colourless cloth
- Rotate your rug every six months to ensure even wear and tear
- Do not Expose the rug to direct sunlight as it may result in colour fading. Rugs placed in daylight areas must be turned often.
- Consider using a rug pad to extend the life of your rug, prevent sliding and to protect your floors
- Avoid positioning heavy furniture on your rug as it can cause irreversible flattening or mark the pile. This is not a fault but a natural characteristic that can be managed by carefully trimming the affected area as required.
- Keep away from sharp objects and fire places.
- Do not pull loose ends, instead clip with a pair of scissors
- Shading is a natural occurrence for certain rugs. Changes in the pile and weave direction cause variation to the appearance of the colour of your rug which is not preventable.
- Shedding can be common for new rugs. This is not a fault but a common characteristic of certain rugs. Regular vacuuming should help to reduce and control shedding
- Indoor rugs should only be used indoors. Avoid using in damp areas such as basements, bathrooms and kitchens.
- Never fold, or put your rug in an airtight plastic bag!
- Avoid direct and continuous exposure to sunlight.
- Sprouting that results in loose yarns rising to the surface of the rug can also be common for certain rugs. This is not a fault but a natural characteristic of certain weave constructions and all hand tufted rugs that can be managed by carefully trimming affected yarns or pushing back through the rug.
- Design and construction variations are especially common with hand-made rugs. This is not a fault but a natural characteristic of hand-made rugs that could include variation to line or weave thickness, finished shape or size of the rugs or even colour for natural or hand-dyed fibres.
- Occasional professional rug cleaning is recommended. Choose a reputable company that doesn't use shampoos or cleaners with a spirit base. Do not dry clean!

SPILLS & STAINS

- In case of spills, remove immediately by blotting liquids dry with a white absorbent paper towel or cloth. Do Not Scrub this may damage the fibre.
- Before using a mild detergent, be sure to test by applying a minimal amount to an inconspicuous area. Apply to test area and blot with a white cloth. There should be no colour transfer to the cloth and no colour change to the rug. If the detergent has no negative impact, apply a small quantity to the affected area working from the outer edges of the affected area, dab towards the centre to avoid spreading the stain. Gently blot the stain away. Once the stain is completely gone, rinse the affected area with a small amount of cold clean water to remove any residual detergent. Blot with a white cloth until the rug is completely dry and ensure carpet backing is not wet. The rug should only be walked on again after it is completely dry.

- When the rug is completely dry it should then be lightly vacuumed.
- To clean a stain, try immediate treatment with a mild soap with warm water, first on an inconspicuous area of your rug first to ensure that that the treatment doesn't damage your rug.
- For more serious stains like paint, nail polish, shoes polish we recommend seeking specialist advice. For further advice, please contact your rug cleaning professional
- Do not machine wash rugs unless the rug is machine washable.
- It is not recommended to use soaps or detergents for cleaning sisal, jute or seagrass rugs.
- Do not wipe or scrub your rug as it can cause permanent damage or worsen the potential for deep staining.