

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.

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.

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 for 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.

Periodical cleaning

We recommended the services of a good professional cleaner (with a wide range of materials and processes available).

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!

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.

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.