

CARE & CLEANING

Dear client,

thank you for purchasing one of our rugs. This brochure contains some important informations about your rug and its maintenance.

The rug is delivered packed as a roll and, once open, you may find that some of the corners and edges may tend to curve upwards. Just wait a couple of days and your rug will be completely leveled.

After having been manufactured the surface of the rug is sheared again. Therefore, it is possible that despite thorough cleaning at the factory loose pieces of yarn remain hidden in the rug. With cut pile rugs it is possible that threads may protrude. After verifying if it's loose or not simply cut it at the same length with the surface of the rug.

In the first weeks it is possible that pressure signs of furniture placed on the rug will be visible. There is no reason for worry. The pile will return straight if brushed with a soft brush. Further, as it ages a rug tends to level out evenly, and the signs won't be visible. We suggest to put cardboard or plastic discs under furniture legs that cannot be removed during cleaning, in order to avoid stains from rust or furniture painting.

To take care of a rug it is enough to follow some general suggestions as the care of the rug depends on its use. Loose dirt can be removed from the rug by vacuum cleaning one or two times a week. When the product is still new we recommend to use a vacuum cleaner without brushes and at low power, since the pilling of the rug would increase otherwise.

We do NOT recommend the use of a carpet-beater, since the stress caused by this device would weaken the structure of the rug.

The moment when a rug must be washed depends on its use.

CLEANING OF THE RUG

- Vacuum clean the rug prior to foam cleaning.
- Work the dry foam into the surface of the rug.
- After brush the pile with the nap.
- Avoid walking on the rug until it has dried.
- Only return any furniture on the rug after the rug has dried completely. If this is not possible, then we recommend placing wrapping paper underneath the furniture.

REMOVING STAINS

Always remove stains as soon as possible. The fresher the stain is, the more effective is the removal.

- Dab up any liquids that have been spilled with cellulose or a sponge – do not press it into the pile.
- Remove thick liquids or leftover food from the edge of the stains towards the middle using a spoon or knife. This will prevent the stains from spreading.
- Before using a cleaner, soak up as much liquid as possible using an absorbent cloth or paper; if necessary repeat the process several times.
- Do not rub – this could leave this area of the rug in an unsightly state.
- Stains not containing oils or fat and which are water-soluble can be easily removed with a mild detergent solution (add one teaspoon of mild detergent to one l of lukewarm water – the detergent may not contain brighteners!). Add a teaspoon of wine vinegar to the solution and mix it until a foam forms.
- Carefully apply this solution from the edge to the middle of the stain using a clean cloth or cellulose.
- The pile may become wet, but not the backing. Then dab again with a clean cloth until all residues have been removed. If necessary repeat this step.
- Dry the wet areas with a hair dryer. Ensure that there is sufficient air circulation until both the surface and underside of the rug have dried completely.

We do NOT suggest the use of strong cleaners.

- Never pull or push pieces of furniture across your rug.
- If you need to store the rug, please ensure that it is rolled up. This way you will prevent creasing that could damage the backing.

NOTES

Our rugs are handmade, without the use of mechanical machinery. Therefore:

- They may have some small imperfections or very little differences from the original projects, which are to be considered as a normal part of the rug.
- Handknotted, moreover, entails a difference of the ordered size, which never exceeds +3/-3%. Also the colors may change slightly.
- Delivery times are never to be held as imperative, since they may change due to political, social or natural reasons.
- The best way to transport a rug is to roll it around a tubular item and to tie it. This may cause signs on the rug which are absolutely normal and which will disappear as soon as the rug has been used for some time.
- At the beginning, when it is still new and not used, a handmade rug, knotted or tufted, will always lose part of its pile. This is an absolutely normal process and the lost material is exceeding material. This process last from 3 to 5 months.
- We do NOT recommend to force this process using hard brushes and NOT to vacuum clean the rug too much; 2 or 3 times a week are enough to keep the peeling at a reasonable level.

