

RUG CARE AND MAINTENANCE

VACUUMING

- Canister vacuums without beater bars are the optimal type of vacuum to use on rugs.
- Brooms and manual sweepers are also a gentle and effective way to clean rugs.
- If you must use an upright vacuum, use the handheld attachment whenever possible.
- If you are unable to use the handheld attachment on your upright vacuum, turn off the vacuum's beater bar.
- If the beater bar cannot be turned off, set it on the highest position possible before vacuuming.
- Refrain from running the vacuum over the edges of the rug or the rugs. Instead, use the handheld attachment or carefully place the vacuum on the rug.
- If a rug is reversible remember to vacuum both sides

CLEANING SPILLS

- Clean spills immediately. Once a stain is set it becomes more difficult to clean.
- Scrape off any food or debris with a dull instrument.
- Blot the spill with a dry cotton cloth or a clean paper towel.
- Work from the outer edges of the spill towards the center to prevent spreading.
- Never rub a spill as it forces the spill deeper into the rug fibers.
- To remove any residual staining, dampen a cotton cloth or unused paper towel with clean, cold/lukewarm water. Gently blot stain with the damp cloth followed by a dry cloth to quickly absorb the moisture on the rug.
- **Note:** Viscose and Tencel rugs should never be cleaned with any water or liquid.

PROFESSIONAL CLEANING

- Handmade rugs require a different cleaning process than wall-to-wall carpet, so be sure to choose a professional rug cleaning expert.
- Inspect the rug with the cleaning expert prior to cleaning.
- Get a signed receipt and guarantee of work before the work is performed.
- Any damage resulting from the professional cleaning process is the responsibility of the cleaner.

The following are additional considerations based on specific rug construction types or materials.

OUTDOOR RUG CARE

- Outdoor Safe products require regular care and cleaning and should be stored when they are not in use.
- Leaving an outdoor rug in direct or indirect sunlight outdoors will cause rapid fading.
- Store the rug in the shade when not in use. If you choose to leave your rug outdoors, shade it with an awning or umbrella.
- Leaving an outdoor rug in rain or humid weather will cause rapid deterioration and/or mold. Store the rug in a dry space when not in use. If a rug is left in the rain by accident, hang the rug over a railing in sunlight until it has completely dried.
- Outdoor Safe products that are damaged or aged prematurely due to incorrect care are not considered defective.

SPECIAL CARE BASED ON CONSTRUCTION

- Hand Knotted Rugs - Use extra caution and care when cleaning because of the high value of these rugs.
- Hand Woven (Flat Weave) - Regularly vacuum both sides of the rug to remove any grit that may cause premature wear.
- Hand Woven (Shag/Texture) - Use extra caution and care when vacuuming; alternatively, you can take the rug outside to shake it out.

SPECIAL CARE BASED ON MATERIAL

- Wool/NZ Wool - Mix a small amount of dish soap with cold water to help remove stains; regular vacuuming will help to curtail shedding sooner.
- Polypropylene/Olefin/Polyolefin - Mix a small amount of dish soap with cold water to help remove stains.
- Polyester/Acrylic/Poly Acrylic/Nylon - Mix a small amount of dish soap with cold water to help remove stains.
- Jute/Seagrass/Sisal - Regular vacuuming (with no beater bar) will help to curtail shedding sooner.
- Viscose/Tencel - Never clean these rugs with water or any other liquid.
- *****Outdoor use and care instructions are for informational purposes only and do not apply to rugs that do not specifically state "For Outdoor Use"*****