

## Maintenance instructions

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### General

We recommend investing in a good dirt collection system, because this may collect up to 90% of the soil tracked into a building. Three zones have to be taken into consideration:

1. Outdoor matting to collect wet dirt and moisture that can be cleaned with pressure washers.
2. Brush zones to clean footwear.
3. Washable dust mats with regular changing.

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### Preventive measures

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 carpet 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, there are variations in appearance. Slight weaving and shade irregularity are common characteristics. These variations should be considered as part of your items appeal rather than a defect. Use a protective barrier of heavy cardboard or plywood when moving heavy wheeled furniture such as a piano, buffet, etc.

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### 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 into the surface of the pile where they are far more difficult to remove. Particles left in carpet will wear fibre prematurely. Frequent vacuuming removes them from the surface before this happens.

The areas around furniture legs should be cleaned more carefully as dust is collected there. 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.

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.

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## Spot cleaning

Warning: Certain chemicals 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 any more dirt. Leave the cotton towel to dry on top of the wet spot. Never scrub or rub abrasively as a fuzzy area may result. You should be very careful with dyed paper towels. Spots of the dyestuff on the patterns are extremely difficult to remove. Therefore always use a white bath towel to absorb the liquid. Take special care not to oversaturate the fibres. Over-saturation can cause water marking and discolouration.

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.

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## Periodic maintenance

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:

1. Spray-extraction method:

Using the 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.

2. 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 cleaning your carpet, allow time for the carpet to completely dry before walking on the carpet.

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. 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.

A good maintenance guarantees not only an increased life expectancy,  
a perfect hygiene and a better aesthetic but also a far better appearance retention.