

AREA RUG CARE

Common Issues with Area Rugs

Although we stand behind our products 100% and will always accept returns of defective merchandise, there are issues common to all area rugs that are not considered defective nor reasons for the product to be returned.

Shedding: All wool rugs will shed. Hand knotted rugs will shed less than tufted.

Sprouts: Loose fibers are common in handmade rugs. Clip with scissors.

Creases: Should disappear in a week or two. Try reverse rolling.

Fading: Rugs in direct sunlight will fade out over time. Rotate your rug.

Wear: Rotate rugs every 3-6 months due to traffic.

Odor: Rugs recently removed from bag may have an odor. This will dissipate in a week.

General Care and Cleaning

Like any investment, if you want your area rug to last regular maintenance is essential. We have listed some care and cleaning tips to help it last longer.

Vacuuming

The most damaging effect on area rugs is vacuuming. Extra care must be taken when vacuuming your rug.

- Brooms and sweepers are a great, gentle way to clean your rug.
- Canister vacuums without beater bars are the most effective.
- High-powered vacuums will pull threads out of the back of tufts and cause sprouts. These include the bag-less Dyson and Oreck. If a vacuum can pick up a bowling ball imagine what it can do to a rug. Solution: Use the handheld attachment to vacuum your rug.
- A beater bar will pull fibers from the face of the rug or they can cause the face of your rug to fuzz. Solution: Turn the beater bar off on your vacuum; or, if it cannot be turned off, have it on the highest setting.
- The surging (stitching) on the edges of rugs are very sensitive. Running the vacuum over the edges will cause the surging to deteriorate and fibers will come loose around the edges. Solution: Carefully place your vacuum on the edge of the rug.
- The fringes on the ends of rugs will be destroyed by all vacuums. Solution: Use the handheld attachment to clean fringes.

Spot Cleaning

- If you spill on a rug, clean it immediately. Once the stain is set in it becomes more difficult to clean.
- Never rub a spill as it forces the spill deeper into the rug. Blot with a clean white cloth.
- On wool rugs, use lukewarm water or a wool cleaning liquid to remove any residual stain.
- On synthetic rugs, use Fantastic or even Formula 409 can be used to remove grease and stubborn stains.
- On natural fiber grass rugs, use lukewarm water to remove any residual stain.
- Always use clean water to remove any residual cleaner and dry towels to absorb any remaining moisture.

Professional Cleaning

- Always use a professional with expertise in area rug cleaning. Cleaning a handmade rug is different than cleaning wall-to-wall carpet.
- Inspect the rug with the professional before it is cleaned. Get a signed receipt and guarantee of work before the work is done.
- Extend the life of your rug. We recommend a rug pad underneath every area rug. Rug pads extend the life of rugs by absorbing wear and tear from the friction between the floor and the rug. They help avoid accidents from slipping on rugs that slide and tripping on turned-up edges.

Rug pads also provide extra cushion on hard surfaces for greater comfort.

Synthetic Fibers – Olefin / Polypropylene / Nylon

1. With a dry cotton towel or white paper towel, blot out stain as much as possible.
2. Scrape off any food or debris with a dull instrument.
3. Mix a very small amount of dish soap with a cup of cold water.
4. Blot area with dry towel.
5. Fantastic and Formula 409 can be used to remove grease and stubborn stains.

Wool Rugs

1. With a dry cotton towel or white paper towel, blot out stain as much as possible.
2. Scrape off any food or debris with a dull instrument.
3. Mix a very small amount of dish soap with a cup of cold water.
4. With clean sponge and soap mix, gently remove any remaining stain. Avoid using excessive water.
5. Blot area with dry towel.
6. Avoid excessive heat or agitation.
7. We recommend using a professional rug cleaner on an annual basis. Wool rugs are more prone to bleeding and staining than their synthetic counterparts.

Indoor/Outdoor Rugs

1. With a dry cotton towel or white paper towel, blot out stain as much as possible.
2. Scrape off any food or debris with a dull instrument.
3. Mix a very small amount of dish soap with a cup of cold water.
4. With clean sponge and soap mix, remove any remaining stain.
5. Allow area to dry.
6. For all-over cleaning, spray with mixture of soap and water and rinse with a garden hose.

Natural Fiber Rugs - Jute/Hemp/Coir/Sisal

1. Natural fiber rugs have an inherent quality of having loose fibers and knots. Regularly vacuum the rug on a low-power setting. Vacuum the rug from different angles.
2. If you see any loose threads on the face, they should be trimmed with household scissors. Do not pull the threads on the face to avoid unraveling or damage to the rug.
3. Spills should be blotted with a clean, undyed cloth to absorb as much of the spill as possible. Work from the outer edges of the spill towards the center. Gently blot small amounts. Do not saturate. If applying cleaning solvents, test on a small area first. For stubborn stains use a professional cleaning service that specializes in wool rugs. Do not dry clean. Strong cleaning chemicals may damage or fade the rug.

Shag Rugs

1. Spray extraction, with the use of wool-approved products, will help in solving the cleaning issue.
2. Shedding is a normal feature in a wool product and decreases over a period of time. Do not pull the yarn out as this may result in damage to the rug.
3. Canister vacuums without a beater bar are most effective in cleaning shag rugs. Vacuums with beater bar and brushes (or, those that are set too low) may abrade the face of the rug.

Manufacturer's fabric warranty does not cover: Pilling, dye lot match or fading.