

Carpet Care, Cleaning & Maintenance

COMMON ISSUES

The issues below are not considered defective.

SHEDDING

- All wool rugs will shed;
- Hand-knotted rugs will shed less than the tufted ones.

FADING

Rugs exposed to direct sunlight will fade over time, avoid direct sunlight exposure to prevent it.

SPROUTS

- Loose fibers are common in hand made rugs;
- Trim with scissors if needed.

CREASES IN RUGS

- Creases should disappear in a week or two;
- Try reverse rolling the rug.

ODOR

Rugs recently removed from packing may have a temporary odor, which should dissipate within a week.

GENERAL CARE AND CLEANING

To maintain your carpet and extend its lifespan, follow these tips.

VACUUMING

Vacuuming is one of the most damaging activities for carpets. Handle it with extreme care.

High powered vacuums can pull threads from the back of rugs, causing sprouts. High powered vacuums also include the bagless 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.

Beater bars can pull fibers from the surface of the rug or they can cause it to fuzz.

Solution: Turn off the beater bar or set it on the highest setting if it cannot be turned off.

Brooms and sweepers are a great, gentle way to clean your rug.

Canister vacuums without beater bars are the most effective option.

INDOOR CARPETS - WOOL, SILK and BAMBOO SILK FIBERS

Indoor rugs are durable and high quality. Follow the next suggestions for regular and deep cleaning.

For normal maintenance it is sufficient to use a vacuum cleaner.

For deep cleaning it is possible to use baking soda, which helps sanitize the carpet and remove mites and parasites. Distribute the baking soda on the carpet, let it sit for one or two hours, then vacuum it up. In addition to sanitizing the surface of the carpet, this cleaning system is also excellent for removing odors.

In case of stains, the general rules for cleaning luxury carpets apply.

To avoid spreading the stain, do not rub the affected area. Instead, dab the substance with absorbent paper or a soft sponge. If necessary, use a damp cloth to soften the stain and facilitate removal.

For stubborn stains, such as greasy ones, use a clear neutral detergent. Rinse thoroughly and dry the area with a hairdryer set to a cold temperature.

Avoid the use of harsh chemicals that could damage the fabrics.

In case of domestic cleaning, pay attention to the doses of detergent (powder or foam) used.

Many specialized shops offer professional cleaning services and products for carpets.

HOW TO REMOVE STAINS

URINE STAINS

- a) Absorb the excess with an undyed cloth. Dab the area with a clean sponge soaked in warm water. Repeat the process if necessary;
- b) Dissolve two tablespoons of white vinegar in half a liter of warm water and clean the stain. Rinse with a sponge soaked in warm water after a few minutes. Repeat the process if necessary;
- c) Dry the area by placing layers of absorbent paper or cotton cloth above and below, then press with a heavy object.

STAINS FROM TEA, COFFEE, SWEET DRINKS, FRUIT JUICE, MILK, ICE CREAM or ALCOHOL

- a) Absorb the excess with an undyed cloth. Dab the area with a clean sponge soaked in warm water. Repeat the process if necessary;
- b) Dissolve two tablespoons of white vinegar in half a liter of warm water and clean the stain. Rinse with a sponge soaked in warm water after a few minutes. Repeat the process if necessary;
- c) Dry the area with an undyed cotton cloth or use a hairdryer set to the lowest setting.

STAINS FROM CHOCOLATE, SAUCE or SHOE POLISH

- a) Absorb the excess with an undyed cloth. Dab the area with a clean sponge soaked in warm water. Repeat the process if necessary;
- b) Dissolve a cup of shampoo (free of soap or detergent) in four cups of warm water and scrub the stained area;
- c) Rinse with clean warm water and dry thoroughly.

STAINS FROM BLOOD, EGGS or JELLY

- a) Absorb the liquid with an undyed cloth. Dab the area with a sponge soaked in cold water to remove the stain as much as possible;
- b) Dissolve half a cup of salt in one liter of water. Soak a sponge in this solution and clean the stain;
- c) Rinse with cold water and dab to dry;
- d) If the stain persists, mix two teaspoons of non-alkaline detergent in half a liter of water. Clean, rinse, and dry the area again.

STAINS FROM WAX, GREASE or BUTTER

- a) Remove as much residue as possible using a dull knife or spatula;
- b) Cover the area with absorbent paper and press lightly with a hot iron to transfer the grease to the paper;
- c) Mix two teaspoons of non-alkaline detergent, two tablespoons of white vinegar, and half a liter of warm water. Apply the mixture to the stain;
- d) Rinse carefully with clean warm water;
- e) Rinse carefully and dry with a hairdryer set to the lowest temperature.