

GENERAL CLEANING ADVICE

With proper care and maintenance, our rugs should last for years. These are cleaning and maintenance guidelines to help keep the floor covering looking its best. No warranty is expressed or implied.

We recommend that you vacuum or sweep your rug regularly (weekly should be adequate) to keep it clean and to prevent the pile of the rug from flattening from being walked on. If you have purchased a shaggy rug we would recommend that you shake the rug or vacuum it using a nozzle attachment due to the longer pile of these rugs. If you have a powerful vacuum cleaner with strong suction we recommend that you do not use it on full power on wool and shaggy rugs as it may loosen the yarn.

We recommend that Professional cleaners be consulted for the best cleaning method for your rug. If you are still unsure - do not hesitate to contact us for any support.

UNDERLAY

Using an underlay like Underluxe™ will make a difference to how your rug looks, feels and performs over time. Underlay helps keep the rug locked in place, which means a safer environment, stops the rug shuffling phenomenon, helps to reduce fibre shedding due to reduced movement and most importantly makes the rug feel softer underfoot. The added bonus of underlay is that it prevents dirt particles reaching a precious timber subfloor and becoming abrasive.

CARE AND MAINTENANCE

Vacuuming

Vacuum regularly, but not frequently. We advise against using aggressive vacuum cleaners with rotating brush heads, as this will overly stimulate the loose yarn and cause excess shedding.

Rug Rotation

Periodically rotate your rug every six months to alter the traffic pattern on your rug's surface. This will also help with preventing timber floors from having uneven discolouration.

Rug Protection Options

Some rugs may benefit from a fibre protection application that helps minimise absorbency and protects your rug from stains, mould and sun fade. Contact your nearest showroom for more information.

Jute Rug Cleaning and Care

We don't encourage the sale of jute rugs due to the very difficult nature of keeping them clean and keeping them looking good - as the fibres crush easily and water/dampness exposure shall darken the fibres.

Spills

Untreated spills will attract dirt so always carefully blot the spill with a clean, absorbent white cloth straightaway. The cloth should be replaced regularly so it can extract as much liquid as possible. You should blot only, since rubbing the spill area will spread the liquid, working it deeper into the fibres and the area impacted will become much larger to clean.

Food or solids accidentally dropped on your rug needs to be removed carefully. Scoop up the food with the dull edge of a butter knife or spoon, making sure you don't make the area to clean larger. Blot any remaining food spills to get rid of as much as possible before further cleaning.

For step by step advice on how to treat specific problems like red wine, urine and other offending items please refer to Woolsafe's Rug Care Guide and use the Stain Wizard for advice.