

# THE LOOM COLLECTION

## **Care and Maintenance Instructions**

- 1 Upholstery
- 2 Timber and Timber Veneer Products
- 3 Glass And Marble
- 4 Rugs



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## 1 Upholstery

### a) Intended Use:

- i) Please make sure that you only use your furniture for the purpose it was designed for.
- ii) Correct use and regular maintenance are essential for ensuring your furniture remains in working order for the long-term.

### b) Area of use:

- i) For indoor use only.
- ii) Avoid excessive damp or humid conditions. Keep out of direct sunlight.
- ii) It is not suitable for areas that are wet, outside or used for commercial purposes.

### c) Product care:

#### -General-

- i) A light weekly vacuum will prevent build up in the fibers and protect against marks.
- ii) We recommend the use of an appropriate furniture brush attachment with your vacuum cleaner.
- iii) Sitting on upholstery while wearing wet or sweaty clothes may cause discoloration.

#### -Feather Filling-

- i) Upholstery products with feather filling require regular shaking, patting and fluffing-up of the cushions to maintain, redistribute and aerate the feathers to retain the shape and comfort of the product.

Importantly with feather filled sofas, the feathers do not automatically return to their original position after use; although they are ultimately a very long-lasting material, they do have a tendency to get pushed out of position during normal use. Feather filled sofas require minor maintenance to maintain the shape of the sofa the cushions need to be regularly plumped, shaken and patted in order to re-distribute the feathers and aerate them, as you would a feather pillow after sleeping.

If the maintenance is done regularly the sofa can be maintained in a showroom condition; on the other hand, if this is neglected, the sofa will soon begin to look tired and misshapen. It is only a temporary problem and can be fixed by giving a good thorough shaking and plumping to the parts which have feather filling.

Similarly, the covers of the sofa cushions and alignment of seams may move during the normal course of use of a feather filled sofa. Again, this can be resolved by performing



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minor maintenance in the form of pushing, plumping and patting the sofa cushion covers back into position.

- ii) Sometimes new feather filled products can have a mild animal smell which is caused by humidity being trapped within the feathers often caused during delivery when the product is from one atmospheric condition its final destination (which is often fully airconditioned). The smell can be resolved by removing the inner pillow from the outer fabric and placing the pillows outdoors on a non-humid day to air them out, flipping or rotating them every hour or two to expose all the surfaces to fresh air over several hours.

### –Fixed upholstery–

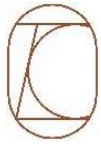
- i) Always remove stains immediately – do not rub.
- ii) Use a clean, white cloth to dab the area, absorbing the stain without spreading it.
- iii) If the stain does not come out, we recommend using a professional fabric cleaning service.
- iv) For stain prevention, we recommend using a reputable fabric protection product (test in a concealed area first).

### -Loose Cover-

- i) Always remove stains immediately – do not rub.
- ii) Use a clean, white cloth to dab the area, absorbing the stain without spreading it. Loose covers for chair or sofa are removable for dry cleaning.
- iii) DRY CLEAN ONLY  
  
Hydrocarbon solvents only.  
Strict limitation on amount of water, reduced mechanical action, low drying temperature.  
Please follow the detail of cleaning instructions attached to chair or sofa cover.  
Covers might shrink slightly (3% at most) after dry-cleaning. In such cases, gradually stretch out the cover to its original size.

### –Leather Upholstery–

- i) Always remove stains immediately – Do not rub.
- ii) Use a clean, white cloth to dab the area, absorbing the stain without spreading it.
- iii) If a liquid such as coffee or juice is spilled on the upholstery, it may result in a permanent stain if it is not cleaned up promptly. Immediately use a dry cloth to absorb the liquid. Next, soak a soft cloth in lukewarm water containing a small amount of mild detergent (in a 3–5% solution), lightly wring the cloth, and use it to clean off the spot. Then use a clean, slightly moist cloth to completely remove any remaining detergent.



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- iv) Leather breathes and is very sensitive to dry conditions. Avoid exposing the upholstery to very dry air from air conditioners or heaters, as this may cause cracking in the leather or splitting of the seams.

## 2 Timber and Timber Veneer Products

### a) Intended use:

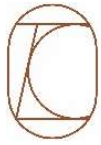
- i) Please make sure that you only use your furniture for the purpose it was designed for.
- ii) Correct use and regular maintenance are essential for ensuring your furniture remains in working order for the long term.
- iii) Tables: Sitting and standing on the table furniture is not permitted, the table is not a substitute for steps or ladders. Make sure the table is positioned on a stable surface.
- iv) Chairs: Tilting backwards or swinging on a chair is dangerous and can result in injury and/or damage to the chair.

### b) Area of use:

- i) For indoor use only.
- ii) Avoid excessive damp or humid conditions. Keep out of direct sunlight.
- iii) It is not suitable for areas that are wet, outside or used for commercial purposes.

### c) Product care:

- i) Avoid exposure to extreme conditions - do not place furniture near heat sources or in highly air-conditioned spaces.
- ii) Exposure of timber and timber veneer products to moisture may cause damage to the product via staining, cracking, bubbling and/or peeling. To mitigate, use tablemats and coasters to avoid moisture directly touching the surface of the timber to prevent moisture seep into the timber/timber veneer. If moisture does touch the surface of the timber, the moisture ought to be promptly removed to avoid seepage. Moisture should not be allowed to pool on the product surface.
- iii) For cleaning we recommend using a mild solution of PH neutral soap and minimally damp cloth for cleaning. Wipe up liquid spills and/or any residual moisture immediately – moisture should not be allowed to pool on the product surface. Avoid directly spraying cleaning agents onto the surface of the timber/timber veneer product to avoid moisture seepage.
- iv) Always remove stains immediately, with a blotting action using a clean, minimally damp white cloth. If you use cleaning detergents, always test them first in a concealed spot.



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Always ensure furniture is dried completely and that no soap residue remains on the surface.

- v) Do not use cleaners or cleaning agents that are abrasive, caustic or acidic such as bleach or ammonia as these may affect the colour of the timber or polyurethane.
- vi) To keep your furniture in good working order, tighten the screws regularly (e.g. every three months). In particular, during cold, dry winters; or climates of extreme heat and mild winters, solid wood parts may shrink slightly causing the joints of table legs or sofa legs to loosen slightly, so regular tightening is especially important in such climates.
- vii) During winter and/or in highly airconditioned environments, keeping rooms properly humidified will help prevent wood from drying out and cracking. In solid wood tops, occasionally hairline cracks will appear as a result of low humidity but will usually close again when correct humidity is achieved.

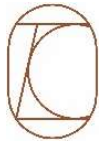
### 3 Glass And Marble

#### a) Glass

- i) Avoid exposure to extreme conditions: do not place furniture near heating sources or in highly air-conditioned spaces.
- ii) For protection against heat and liquids use tablemats and coasters.
- iii) We recommend using a commercial glass cleaner or a mild detergent diluted with water for daily cleaning. Wipe up liquid spills immediately.
- iv) Always remove stains immediately, with a blotting action using a clean, damp white cloth. Use clean water.
- v) Always ensure furniture is dried completely and that no soap residue remains on the surface.
- vi) Avoid placing heavy, hard and/or sharp objects on the glass that may result in scratches, chips or breakage.

#### b) Marble

- i) Avoid exposure to extreme conditions - do not place furniture near heat sources or in highly airconditioned spaces.
- ii) Exposure of marble to moisture may cause damage to the product, to mitigate the risk of damage use tablemats and coasters. If moisture does touch the surface, the moisture ought to be promptly removed to avoid seepage. Moisture should not be allowed to pool on the surface. For day-to-day care, wipe the surface with a soft, minimally moist cloth.

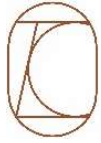


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- iii) The coating applied to stone surfaces makes it easier to keep stone products clean. However, if a liquid such as coffee or juice is spilled on the stone surfaces, permanent staining may occur if not cleaned promptly. Immediately use a dry cloth to absorb the liquid.
- iv) For cleaning we recommend using a mild solution of PH neutral soap and minimally damp cloth for cleaning. Wipe up liquid spills and/or any residual moisture immediately – moisture should not be allowed to pool on the product surface. Avoid directly spraying cleaning products onto the surface to reduce any moisture seepage.
- v) To remove stubborn dirt, use a mild detergent diluted with a minimally damp cloth, gently wiping away streaks.
- vi) Always remove stains immediately, with a blotting action using a clean, minimally damp white cloth. If you use cleaning detergents, always test them first in a concealed spot. Always ensure furniture is dried completely and that no soap residue remains on the surface.
- vii) Do not use cleaners or cleaning agents that are abrasive, caustic or acidic such as bleach or ammonia as these may affect the colour of the timber or polyurethane.

### 4 Rugs

- a) Intended use:
  - i) Please make sure that you only use your rug for the purpose it was designed for.
  - ii) Correct use and regular maintenance are essential for ensuring your rug remains in working order for the long term.
- b) Area of use:
  - i) For indoor use only.
  - ii) Avoid excessive damp or humid conditions. Keep out of direct sunlight.
  - iii) It is not suitable for areas that are wet, outside or used for commercial purposes.
- c) Product care:
  - i) Keep the rug dry - Always ensure your rugs are placed in dry areas, away from moist, damp or wet environments as the natural fibres of the rugs can absorb odours and moisture from the surrounding environment. With this in mind, never place items on your rug which will block all air flow or may add moisture. For example, pot plants should not be placed on rugs as they can cause permanent damage. To keep your rug at its best, we recommend airing your rug once or twice a year whilst the climate is dry



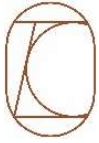
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Should accidents happen and your rug becomes wet or damp, start by absorbing any moisture with a clean dry cloth or towel. Dependent on the rugs weight, if possible, lift or raise the wet area of the rug off the floor to dry on both sides. NEVER use hair dryers or other heating devices to dry the area. Ensure your rug is completely dry before you reposition and place furniture. If it's a big spill with significant water damage, please consult a rug cleaning specialist for advice.

- ii) Shedding and loose fibres - Natural fibers are a great quality in a rug, but this does come with a tendency to shed. It's important to know that all of the rugs we offer may shed or have some loose fibers. Generally, shedding will take place in the first 1-6 months of the rug's lifetime, which then slow the more it's lived on. If your rug is between the TV and the fridge, or any other high traffic areas, you may always notice a small amount of shredding. To remove, simply vacuum over the fibers. If you notice any loose threads or ends, we strongly and patiently recommend you do not pull them! Instead, simply clip them carefully with fabric scissors.
- iii) Pop Ups - Pop ups are another, completely normal characteristic of flat woven rugs. A pop up is simply a loose thread. Remembering that our rugs are all handwoven, as a craftsman weaves the yarn back and forth across the loom, at some point he'll run out of yarn. In all carpet & rug weaving these threads are tucked in, as the new piece yarn is started. A pop up is simply when this very end of the yarn works its way loose. They should not be considered a fault, or a reason for return. Pop ups can either be left alone, gently cut off, or pushed back into the structure of the rug.
- iv) Product Variations - the beauty of a handmade rug  

Each of The Loom Collection rugs is artisan made, meaning no two items will be the same. Irregularities in weave, colour and texture are characteristic of the manufacturing process and are an integral part of the design. As such, there may be slight markings or variations in appearance (including in colour or finishing) which are unavoidable but actually add to the beauty of the rug you are buying.

Being individually handmade and woven, our rugs can vary in size as much as 3% from the dimensions ordered. And while we make every effort to ensure there is minimal colour variation, some can be expected - up to 5% is the standard for carpet colour variation. Other minor variations, like weave thickness and alignment, may also occur due to the rug being an artisan rug, woven by hand; but consider them a feature and what makes your rug special and individual.
- v) Vacuuming - To ensure your rug is kept in its best condition and to ensure longevity we recommend vacuuming your rug regularly. We don't however recommend using rotating or brush head vacuum cleaners.
- vi) Deep Vacuuming - Over time dirt, dust particles and general grit will build up in your rug. To combat this, we recommend a deep vacuum 2-3 times a year. To deep vacuum - you vacuum the top side of the rug, flip it, vacuum the bottom of the rug, flip it again, and then give it one last vacuum to finish it off. Vacuuming the underside of your rug helps loosen and release some of the dirt particles that have woven their way through your rug overtime.



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- vii) Sun exposure for extended periods of time may cause fading and items should be rotated regularly to minimise fading, colour change and damage.
- viii) How to Clean your Loom Collection floor rug

### **Viscose and Bamboo Silk Rugs:**

Do not spot clean or use liquid cleaners (including water) on viscose and bamboo silk rugs.

Blot spills immediately with a paper towel or colourless cloth.

Do not scrub rugs as it may cause permanent pile damage.

Use professional rug cleaners only for dry cleaning service.

Vacuum regularly with low suction power in one direction.

Regularly rotate your rug to ensure even wear.

### **Rugs made of wool, cotton or jute:**

Treat spots and spills immediately with warm water and paper towel.

If stain persists – contact professional rug cleaner as soon as possible.

Do not scrub rugs as it may cause permanent pile damage.

Vacuum regularly with low suction power.

Regularly rotate your rug to ensure even wear.

Use professional rug cleaners only.