

STEVENS  OMNI

A guide to the 
CARE & CLEANING
 of area rugs from Stevens Omni.

www.stevensomni.com

Knowing your Stevens Omni Area Rug

so you will enjoy your new rug for years to come.

Adding an area rug from Stevens Omni is one of the easiest ways to freshen the look of your home. Rugs not only provide comfort and warmth, but they can also add visual interest and frame the space for other design elements. Like any investment though, rugs must be properly cared for to ensure lasting enjoyment.

All of our rugs, with only one exception are machine-loomed in specialty manufacturing facilities. Rugs in our *Prestige* collection are handmade by skilled artisans. Each rug is checked to ensure they meet our standard of quality before shipping. Here are a few points to note that will help you understand and prolong the life of your rug.

COLOUR

Your rug will NOT be a perfect match to our catalogue, website or showroom sample. No two rugs are the same and variations in colour & shade are common and to be expected.

ODOUR

Our rugs are imported from overseas and individually packaged for protection from damage. Sometimes an odour is noticed when the rug is unpackaged; this is caused by the dyes and yarn being sealed for shipping. Most odours will dissipate shortly after being unwrapped.

CREASES

Sometimes when a rug is unwrapped, there may be creases from it being rolled for packaging. These creases should disappear shortly after the rug has been able to lay flat however reverse rolling the rug for a couple of days should also help.

SPROUTS

Loose fibers, also known as "sprouts" are a normal part of the break-in process for area rugs. To remove them, simply use a small pair of scissors to snip them off even with the pile. We do not recommend you pull them out as this can cause a deterioration of the backing.

SHEDDING

Depending on traffic and wear patterns, all area rugs will shed. Shedding will subside over time; typically 20 or so vacuums will remove all shedding but some will shed for the lifetime of the rug.

FADING

Area rugs are not immune to the effects of UV lighting. Exposure to direct sunlight and other sources of UV rays will result in gradual fading, even if they are fade-resistant. Minimize these effects by limiting exposure where possible and rotating the rug regularly to balance the colour.

WEAR: As a general rule, we do not offer a wear warranty on our area rugs and runners. With time and use, all area rugs will show evidence of wear, especially when installed on stairs or areas with more defined traffic patterns and pivot points. The best defense against wear and tear is to rotate the rug every 3-6 months; this will balance colour and evenly distribute wear patterns. We recommend the use of a rug pad which will provide a long-lasting foundation and help to extend the life of the rug by enhancing air circulation between the rug and the floor. Finally, when your rug does start to show signs of wear, having the rug cleaned by a professional may help to restore some of the original beauty.

How to care for your Stevens Omni Area Rug so you will enjoy your new rug for years to come.

- ✓ Protect your investment with a rug pad. Not only will it extend the life of your rug, but it will help to prevent accidents by holding the rug in place, add extra comfort underfoot and protect the floor beneath it!
- ✓ Placing a walk-off mat at all entrances to the home will help to avoid dust and dirt from being tracked in and onto the floor.
- ✓ Vacuum your rug regularly to remove dust and dirt that can prematurely wear out your rug.
- ✓ Canister vacuums without beater bars are the best type of vacuum to use; if your vacuum does have a beater bar, set it to the highest position before carefully placing it on the rug.
- ✓ Refrain from vacuuming the bound edges as the suction and friction will loosen fibers and may cause them to deteriorate.
- ✓ All spills should be cleaned immediately. Once a stain has set, it is much more difficult to clean.
- ✓ To clean a spill, blot the stain with a clean white cloth, work from the edge of the stain inwards to prevent it from spreading.
- ✓ Blot gently. Do not rub, scrub or use a brush as this will only force the stain deeper into the rug and can damage the fibers.
- ✓ If necessary, mix a very small amount of dish soap with cold water and use your fingertips to work the solution to the base of the stain and blot. Wet the stain with clear, lukewarm water to rinse, and blot; continue this until all traces of the soap and water solution have been removed.
- ✓ Do not over wet the rug as excess moisture can result in shrinkage, streaks or mildew. Once the stain has been removed, blot up residual moisture.
- ✓ Ensure the pile is in the right direction before being left to dry. Do not walk on the rug until it has dried completely.
- ✓ For stubborn stains or specialty fibers such as wool, viscose or bamboo silk, contact our Customer Service Department for specific instructions.

Please note that these are only general guidelines. Stevens Omni will not accept responsibility for damages caused to the rug by soiling and/or the use of improper cleaning solutions or methods.

Professional Cleaning

When you decide that it's time for your rug to be professionally cleaned, always use a professional area rug cleaning expert and be sure to carefully inspect the rug with the expert prior to cleaning.

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LIMITED WARRANTY

Each area rug we sell comes with a full one-year limited warranty against manufacturing defects; deviations from design specifications that occur during production and results in a product's defect, frailty or shortcoming. This warrants the rug against defects in materials or workmanship for a period of one year from the date of purchase. We will, at our option repair or replace the rug without charge if a manufacturing defect is detected.

WHAT IS NOT COVERED BY THIS WARRANTY:

Rugs sold as clearance, second quality or in "as-is" condition.

Wear and tear are to be expected and is not covered under the terms of warranty; this includes matting and crushing on stairs, in traffic areas and at pivot points.

Damages caused by exposure to sunlight, humidity, heat, chemicals or gasses, damages caused by pets and exposure to moisture and/or wet areas, damages caused by improper cleaning and maintenance, or damages caused during transportation or unwrapping are all excluded from coverage.

Colour and texture can vary from samples and/or from one rug to another, shading can vary in different lighting conditions, these are considered normal and not covered by the warranty.

Shedding, sprouting, pulls, or the loss of individual tufts of fiber are normal and to be expected; they are not considered manufacturing defects.

Creases or crushing, often from packaging for transportation, will typically disappear with reverse rolling and/or vacuuming.

Please avoid the use of knives when opening your new area rug to prevent inadvertent damages.

To register a claim under this limited warranty, please contact the retailer from whom the rug was purchased.