



# CARE, CLEANING, AND VACUUMING

## GENERAL CARE

The best care you can give your natural fiber floor covering is regular, thorough vacuuming. For best results, vacuum from different directions, making several passes over the area. Heaviest traffic areas require the most attention to help reduce shedding and should receive regular vacuuming to reduce soil build-up. This will help prolong the beauty and life of the floor covering.

Avoid pulling your rug while furniture is standing on it as this might damage the rug. Never pull the rug by its edges.

Rugs should be loosely rolled for storage. Do not fold rugs as this can cause permanent creases.

## GENERAL VACUUMING ADVICE

Ensure that your vacuum beater bar is properly adjusted. Damage to the carpet fibers can occur if the brushes of the vacuum are set too low. We recommend the head of the vacuum be adjusted so that the brushes barely touch the face of the carpet. Do not use a vacuum that automatically adjusts, as it will adjust too low and damage fibers. Refrain from continuously running the vacuum over the bordered edges, as this may cause damage.

Always test a vacuum and vacuuming technique first; claims resulting from vacuuming will not be honored. Each product will react differently to every vacuum or vacuuming technique. Some vacuums should not be used, as they will cause excess fuzzing or sprouting of the fibers.

## CLEANING YOUR NATURAL FIBER CARPET

Natural Fiber carpets include Sisal, Wool, Wool and Sisal, Wool Blends, Jute, Seagrass and Hemp. Never saturate your carpet with water or cleaner; this will stain it. Any method that involves saturation with water, such as steam cleaning, hot water extraction or wet shampooing should NOT be used. These methods can cause shrinkage, dimensional changes, and staining of natural fibers.

When liquid spills occur, blot up (do not rub) immediately with a clean, dry, undyed cloth. If the spilled material is solid, scrape up what you can with a dull edge spatula.

Dry extraction methods of cleaning spills and stains are recommended, products such as the Host® Dry Carpet Cleaning System or Capture Carpet and Rug Dry Cleaner. For information, visit [hostdry.com](http://hostdry.com) or [captureclean.com](http://captureclean.com)

Always test the cleaning method to insure that color is not affected. Test in a small, concealed area first.

## CLEANING YOUR INDOOR/OUTDOOR CARPET

Indoor/Outdoor carpets have different cleaning methods than natural fibers. For outdoor use, when cleaning your indoor/outdoor rug, mild soap or detergent and water are recommended. Before cleaning, test in a small, concealed area. It may be necessary to clean and rinse the entire rug after spot cleaning to avoid spreading and staining. Note that indoor/outdoor rugs intended for indoor use may be finished with various borders or attached rug pads, therefore a dry extraction cleaning method is recommended.

## CLEANING YOUR LUXE FIBER CARPET

Luxe Fibers, which include nylon and polyester products, have different cleaning methods than natural fibers. When cleaning your luxe fiber carpets, there are three key things to maintain your new carpet or rug which include 1) vacuuming frequently, 2) cleaning spills promptly by blotting, not rubbing, area with warm water and a clean white cloth to remove excess moisture, 3) having carpet professionally cleaned by a trained and qualified professional cleaner as needed.

Vacuuming thoroughly and frequently is the most important thing you can do to keep your carpet looking great, particularly in high-traffic areas. Vacuuming helps remove dirt particles which dull the carpets appearance. Use walk-off mats at entrances to minimize the tracking of dirt particles onto the carpet and to reduce soil accumulation. Steam, or hot water extraction, is the recommended method for deep cleaning luxe fiber carpets or rugs.

Carpet made from micro polyester and other luxe fibers may show light and dark bands when unrolled. Falling pile creates this light and dark effect. These bands are corrected by changing the direction of the pile, either by hand or by vacuuming. Pressure marks due to the weight of the roll may result during storage or transit and take longer to correct. Extensive vacuuming in reverse direction of the pile is necessary.

Falling pile is inherent to all plush carpets and not a manufacturing defect. All plush carpets must be regularly vacuumed to make the pile stand straight.

## CLEANING YOUR BORDER

We offer several border options. Like many refined textiles, do not saturate, only spot clean when necessary. Do not iron leather, suede, Sunbrella®, or jute braid borders.