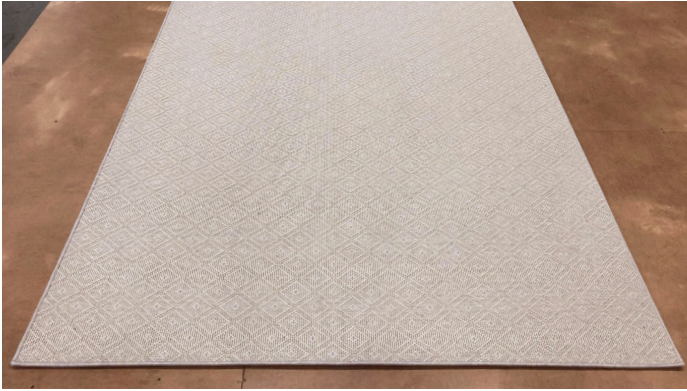


# WELCOMING YOUR RUG

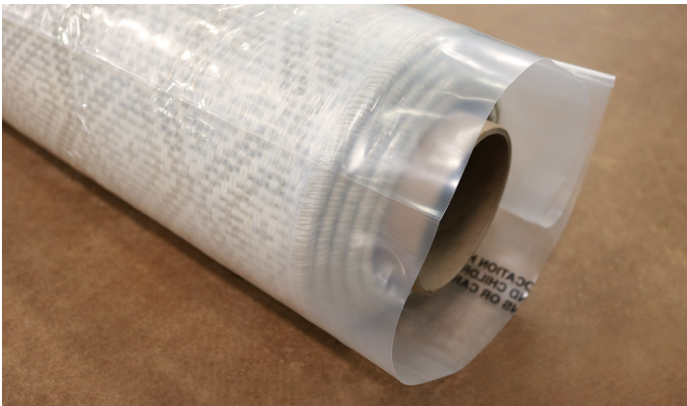
## 1. Newly Manufactured Rug

Rug is laid flat prior to packaging process.



## 2. Prepared for Packaging

The rug is carefully rolled on a core before being wrapped in heavy duty plastic packaging.



## 3. Opening your Rug

The stress of rolling and shipping will produce waves in the material. After the rug is carefully opened, lay it on a completely flat surface allowing it to acclimate and relax approximately 24-48 hours.



## 4. Training the Corners of Your Rug

Rugs may arrive rolled either face in or face out, depending on the border application. Photo shown illustrates how to "train" the rug if the corners are not laying flat. Lay the rug on a flat surface and loosely fold the edge under. Allow 24-48 hours to train rug.



## 5. Relaxed New Rug

The rug will lay flat after it can acclimate and relax to its original form. Allow approximately 24-48 hours before placing furniture on it.



## 6. Never Pull the Border

Never pull your rug by the bordered edges; damage may occur. Grasp the rug 2-3 inches from the border to adjust.



Synthetic fibers and backings may take longer than 24-48 hours to acclimate and lay flat. It may also be necessary to reverse roll the rug to achieve the desired shape. Synthetic fibers are especially suitable for warmer outdoor temperatures. Longevity of your outdoor rug may be increased by storing during colder temperatures.

## CUSTOMER'S RESPONSIBILITY - BEFORE YOU INSTALL

- Always cross reference with your purchase order and samples to be sure this is the correct merchandise.
- Carefully examine for pattern, color, size, quality and condition before installing.
- Before installing, contact your vendor if any damage is suspected. Please provide photos.
- No allowances will be made after goods are installed or altered.

## NATURAL CHARACTERISTICS

Natural fiber floor coverings are woven from plant and animal fibers and tend to have irregularities that are considered normal because they occur in nature. What you will not find anywhere is a perfect natural fiber floor covering.

**Plugs** - Fibers that were tied off in the manufacturing process.

**Sprouts** - Short fibers that were tucked in during the manufacturing process. Seagrass, jute, and hemp are short fibers. During handling, they sprout. Clipping sprouts is recommended.

**Bowing** - Industry standard allows up to 2% bowing of woven rugs (includes woven jacquard and woven wilton). Due to construction and the unique nature of the fiber, some collections have bowing tolerances over 2%. Contact your supplier for more information.

**Variation in Loop Size** - Rugs made of natural fibers may have irregular yarns that can create the appearance of a variance in loop size (warp or weft yarns). Variations of either thick or thin yarns within 50% of normal are allowed.

**Shedding of Loose Fibers is Normal** - It is a natural result of the process used to create rugs. When floor coverings are produced, a combing process occurs, which helps remove short and broken fibers. However, some fibers fall onto the surface of the pile and appear as "fluff". The shedding can vary depending on the material type.

**Irregularity in the Ribs** - Some ribs will be closer together, some farther apart.

**Color Changes** - Natural fibers eventually return to their original color. Bleached products darken over time, and dyed fibers fade. Avoid direct sunlight.

**Color Variance** - Showroom samples may not match current inventory. Color differences are more significant with natural fibers than with synthetic ones due to seasonal conditions or location. Variations will occur between rolls and within rolls. Keep this in mind when seaming.

**Striation** - Color variance lines are normal in natural fiber rugs because color variances occur naturally.

**Foreign Yarns** - This occurs when fibers from previous production find their way into the current yarn. This is due to the nature of the fiber, collection process, and weaving process. Foreign yarn is common in all natural fiber products.

**Peel and Husk** - Many natural fibers are extracted from plants and can contain plant fragments such as peel or husk. Most of these organic remnants are removed during the spinning and manufacturing process. However, some fragments remain after the combing process and are commonly found within natural fiber products.

**Expansion & Contraction** - The hygroscopic nature of natural fibers means they adjust to environmental conditions. Allowing your rug to acclimate for 24 hours prior to placing furnishings is a recommended best practice.

**Pattern Repeat** - Pattern repeats are approximate and can vary for natural fibers.

**For Indoor Use Only** - Natural fiber products should not be used in areas where moisture is present or ventilation is inadequate.

**Residential Use** - All products are recommended for residential use only unless otherwise specified.

## BORDERED AREA RUG CHARACTERISTICS

- All rugs are individually custom fabricated from broadloom carpet rolls.
- Cuts are generally made by following the valley of the ribs and along the buried thread. Rugs can be slightly out of square when cut due to the natural imperfections of the roll.

- The variation in size and texture of natural fibers, such as seagrass, will often result in an irregular weave. This means that rug edges will not be perfectly straight.
- Rugs may not be perfectly straight
- Some materials have greater bowing or skewing than others due to the nature of the material. Rugs made from these materials will be cut as square as possible, and may require 'jumping ribs'. This is not a border application error.
- Pattern may be horizontal or vertical due to the size of the rugs or the material.
- In some areas, backing may not extend to the edges of the rug to achieve the exact size.
- Like any textile, roll up and shipping may cause borders to wrinkle. After unwrapping, and allowing to relax, carefully iron the border with medium heat and no steam. Adjust heat as needed. Do not iron leather, suede, Sunbrella®, or jute braid borders.
- We cannot hold tight tolerance when cutting natural fiber rugs. The requested dimensions may be +/- 1/2".

## 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 and should receive regular vacuuming to reduce soil build-up and prolong the beauty and life of the floor covering.

### General Vacuuming Advice

Please 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.

Always test a vacuum and vacuuming technique first. We do not know how every product will react to every vacuum or vacuuming technique and cannot be responsible for damage caused by vacuuming. Some vacuums should not be used, as they will cause excess fuzzing or sprouting of the fibers.

### Cleaning Your Carpet or Border

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.

**Indoor/Outdoor products have different cleaning methods than natural fibers. For 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.**

## A NOTE ABOUT LATEX BACKING

Natural latex has been used as a carpet backing for years with excellent performance. The increased popularity of wood floors has introduced many new types of finishes and sealants, as well as cleaning agents. These new introductions may affect the performance of latex, including causing the latex to stick to the floor, discolor, or crumble. It is impossible to know how latex may react to the new substances with which it can encounter. We recommend a rug pad as a protective measure for your floors. We cannot be responsible for the performance of wood floors that react to latex.

Latex backing may not extend to the edges of all rolls.

Newly opened rugs with latex backing may have the scent of ammonia. This will dissipate within 24-48 hours.