

CLEANING & MAINTENANCE GUIDE

General Care

- Vacuum your newly fitted carpet or rug regularly.
Some initial fibre shedding is completely normal and will not affect the look or performance of your flooring.

Preventing Stains – Helpful Tips:

- The fresher the spill, the easier it is to remove.
- Place barrier mats at all entrances, and clean them regularly.
- Use castor mats under office chairs.
- Add furniture cups under the legs of heavy furniture.
- Use non-slip underlay beneath all rugs, and rotate rugs regularly to distribute wear evenly.

Spills & Stains – What to Do

Carpets and rugs can stain from everyday liquids like coffee or red wine. It's important to act quickly.

✓ DO:

- Carefully remove solids with a spoon, working from the outside of the stain toward the centre.
- Blot liquids gently with a plain, absorbent paper towel. Keep changing towels until no more moisture is absorbed.
- Do not add extra liquid to viscose or sisal carpets – these are delicate materials.
- If the carpet or rug is 100% wool, you may gently apply some cold water, then blot dry as described above.
- Contact a professional carpet cleaner who has experience with your type of flooring.
- Wait until the carpet or rug is fully dry before walking on it again.

✗ DO NOT:

- Rub or scrub – this can damage the pile and leave permanent marks.
- Add water to viscose or sisal products – sisal can shrink and become damaged.
- Use household steam cleaners.
- Use steam or bonnet cleaning.
- Clean rugs in a bath – full water submersion can cause lasting damage.

Stains on sisal are particularly difficult to remove.

Always consult a professional cleaner if you're unsure.

Cleaning Methods

- Carpets are usually cleaned on-site.
- Rugs may be taken off-site by professionals for a deeper clean.

Anti-Stain Treatments

While these treatments do not make carpets or rugs stain-proof, they can buy time and make stain removal easier for professionals.

Anti-stain treatments must always be applied by a qualified specialist.

Need Professional Help?

For additional cleaning advice or support, you can contact a certified carpet cleaning professional. They will assess the situation and provide the best care for your carpet or rug.