

# CARE AND MAINTENANCE

## 1. GENERAL INFORMATION

### 1.1 Various carpet fibers

In our collection, we have a selected range of carpets, both in natural and synthetic fibers. Seagrass, sisal, coir, viscose and wool are natural fibers. The structure in these materials may therefore vary. Also dyed fibers may vary in color, which means that carpets delivered at different occasions normally do not have the exact same color.

The natural fibers mentioned above, except wool, are sensitive for changes in the room temperature and the relative humidity. Coir and seagrass expand when the relative humidity is high and shrink when it is low. Sisal, which is a fiber from the agave plant react the opposite. Wool does not visibly react to the relative humidity or water in general.

Viscose, which is a cellulose fiber, is extremely sensitive to exposure of water and other liquids. If the carpet is untreated, exposure to liquids will change the structure of the fiber which results in unwanted stains. Our viscose carpets are impregnated in our atelier, which gives you a slightly longer time to soak up the spillage and if you do not remove it immediately the result will still show an unwanted stain on the carpet that is impossible to remove.

Dyed natural fiber carpets are never totally colorfast. Avoid direct contact with sunlight as much as possible. When removing stains, a too intense procedure may change the color. For more information, please see the section 2.5 Removing stains.

It is generally accepted that natural fiber carpets can show so called "bowing" which means that some lines in the carpet weave is not straight. The effect is that a potential edging will cross and not run parallel with the weaving lines or the carpet is not totally rectangular to compensate for this.

### 1.2 Impregnation

Our carpets can be impregnated in our factory before delivery. This treatment makes it more difficult for water and debris to enter into the fibers. If impregnated, stain removal is easier. However, we cannot guarantee that all stains can be removed even on treated carpets. For more information, please see the section 2.5 Removing stains. Carpets that have been installed wall to wall, can directly after installation be impregnated. Contact us for further information. Our viscose carpets are impregnated in our atelier before delivery.

### 1.3 Indentation marks

Furniture on textile carpets or rugs, more or less always give indentation marks, which sometimes can be perceived as bothersome when you for instance move the furniture around. On some qualities the indentations will fade over time, whereas some may always be visible. Sometimes on newly delivered carpets and rugs there may be a wide indentation mark over the entire width. These indentations fade over time.

### 1.4 Tips and tricks

In case of corners standing up, try to bend them carefully the other way to neutralize the tension. If the edges of the carpet is not completely even, you can lightly dim spray water to retract the edges. This method should not be used on carpets and rugs made of viscose.

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Please note that edges on chunky carpets and rugs may never be completely smooth. Sometimes you can advantageously iron the edge and the topside of the carpet or rug to get rid of tensions. This method should not be used on carpets and rugs made of viscose.

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## 2. MAINTENANCE INSTRUCTIONS

### 2.1 Preventive measures

Install entrance mats to stop as much debris as possible at the door. This is a very important measure to prolong the life expectancy of the rugs and floor covering. The best results are obtained when using both entrance gratings and absorbing mats.

### 2.2 Vacuum cleaning

Vacuum cleaning on a regular basis is normally sufficient. The backing of the carpet or rug prevents the debris from penetrating. When cleaning a subfloor all loose laid rugs must be removed until the subfloor is completely dry.

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Please observe that we advise against use of robot vacuum cleaner, since it might cause damage to the carpet and edging.

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### 2.3 Cleaning with water

#### 2.3.1 Carpets made entirely or partly of wool and synthetic fibers

We recommend regular water cleaning of the carpets made of wool and synthetic fibers. If you need further input, please contact a specialist on carpet cleaning to obtain their advice in your case.

#### 2.3.2 Carpets made entirely or partly of sisal, seagrass or linen

Fibers made of sisal, linen or seagrass are sensitive to water. If drenched the carpet fibers will shrink or expand. Edges made of cotton or linen react the same way and results in unwanted tension in the material. If you need further input, please contact a specialist on carpet cleaning to obtain their advice in your case.

#### 2.3.3 Carpets made entirely or partly of viscose

Carpets or rugs made of the viscose fiber will show unwanted stains when in contact with water! These stains are impossible to remove.

### 2.4 Dry cleaning

Generally, we do not recommend dry cleaning.

### 2.5 Removing stains

#### 2.5.1 Carpets made of wool and synthetic fibers

Wet stains: Use clean lukewarm water and a drop of On the Spot detergent (every delivery includes a bottle). Use a soft sponge or clean white towel to dab and apply the solution without soaking the carpet. To avoid expanding the stained area, work inwards the middle of the stain at all time. Use a dry sponge or towel to remove as much as possible of the dissolved stain. Do not use force or rub the carpet since this can cause visible differences in both texture and color when the stain is removed. When the stain appears to be removed, repeat the process with only water.

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Make sure the stain is rinsed completely because remains of detergent will attract dirt and other particles.

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Ingrained stains: If using the above method does not remove the stain, On the Spot can be used concentrated. Apply the detergent directly to the stain and allow it to act for 15 minutes. Then use clean lukewarm water together with a soft sponge or white towel to dab the stain and remove the detergent. If the stain is not removed in full, repeat the process by applying new concentrated detergent. Do not use force or rub the carpet because this can cause visible differences in both texture and color when the stain is removed.

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Make sure the stain is rinsed completely because remains of detergent will attract dirt and other particles.

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#### 2.5.2 Carpets made entirely or partly of sisal, seagrass or linen

Wet stains: Use clean lukewarm water and a drop of On the Spot detergent (every delivery includes a bottle). Use a soft sponge or clean white towel to apply the solution. Be extremely restrained with the amount of water used, the natural fibers react negatively when in contact with an excessive amount of water. To avoid expanding the stained area, work inwards the middle of the stain at all time. Use a dry sponge or towel to remove as much as possible of the dissolved stain. Again, be extremely restrained with the amount of water used.

Ingrained stains: If using the above method does not remove the stain, On the Spot can be used concentrated. Apply the detergent directly to the stain and allow it to act for 15 minutes. Then use clean lukewarm water together with a soft sponge or white towel to dab the stain and remove the detergent. Be extremely restrained with the amount of water used, the natural fibers react negatively when in contact with an excessive amount of water. If the stain is not removed in full, repeat the process by applying new concentrated detergent. Do not use force or rub the carpet because this can cause visible differences in both texture and color when the stain is removed.

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Make sure the stain is rinsed completely because remains of detergent will attract dirt and other particles.

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### 2.5.3 Carpets made entirely or partly of viscose

Carpets or rugs that contains fibers made of viscose will show unwanted stains as a reaction to water. These stains cannot be removed or cleaned. However, our qualities in viscose are impregnated in our atelier which provides additional protection against cold fluids when the accident happens.

### 2.6 Edges made entirely or partly of cotton or linen

Wet stains: Use clean lukewarm water and a drop of On the Spot detergent (every delivery includes a bottle). Use a soft sponge or clean white towel to apply the solution. Be extremely restrained with the amount of water used, the natural fibers react negatively when in contact with an excessive amount of water. To avoid expanding the stained area, work inwards the middle of the stain at all time. Use a dry sponge or towel to remove as much as possible of the dissolves stain. Again, be extremely restrained with the amount of water used.

Ingrained stains: If using the above method does not remove the stain, On the Spot can be used concentrated. Apply the detergent directly to the stain and allow it act for 15 minutes. Then use clean lukewarm water together with a soft sponge or white towel to dab the stain and remove the detergent. Be extremely restrained with the amount of water used, the natural fibers react negatively when in contact with an excessive amount of water. If the stain is not removed in full, repeat the process by applying new concentrated detergent. Do not use force or rub the edges since this can cause visible differences in both texture and color when the stain is removed.

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*Make sure the stain is rinsed completely because remains of detergent will attract dirt and other particles.*

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Our internal tests have shown that On the Spot is efficient on many types of stains. However, we cannot guarantee that all stains can be removed with the product.

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*We do not accept responsibility if the stained area after stain removal shows a lighter color which becomes very evident if the stained area has been subject to rubbing instead of padding.*

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