

## RUG MAINTENANCE GUIDELINES

Hand-knotted and hand-tufted rugs

### 1- FIRST STEP

When you receive the rug, please open it immediately and check that it was not damaged during transportation. Do not store it away without opening it and leaving it to breathe.

Once opened let it “breathe” for some time in order for the pile to regain its natural beauty and flatten out properly. During the first few months, the rug will “give back” some fibers or lint, this is totally natural, and the more the rug is used, the sooner this will come to an end.

If the rug does not flatten out properly and shows creases or lines, place a moist towel on it and iron at low temperature, following the direction of the pile. An underlay is recommended for all of our rugs, especially handloom rugs, so that they will not slip.

To avoid any indentations and pile depressions, caused by the weight or sharp edges of furniture use pads between the furniture and the rug.

Once the rug is placed, should there be the need to move the rug, or the furniture on top of it, it is important to take measures to avoid marking or any serious damage of the rug’s weave. To move the rug, please remove all furniture first. Once the furniture has been removed, roll the rug up and pull from the rolled part. Do not pull directly from the edges. When moving furniture on the rug, please use cardboard or a similar material between the rug and the furniture.

Make sure the rug is put in a dry area, do not put it in damp spaces such as in bathrooms, cellars, basements or the outdoors.

### 2- MAINTENANCE PROGRAM

Not only is a proper maintenance program important for the long-term performance of a rug, utilizing approved vacuums and cleaning methods will greatly improve the life of a rug and the quality of air in the interior.

Common sense, experience and good judgment help dictate the best rug maintenance program which should be assessed based on use, climate and desired appearance level.

Effective preventative maintenance begins from the outside of the interior, areas around entryways must be kept clean and free of any contaminants that may be transferred into the interior. The best way to prevent or decrease rug soiling is to not allow soil to enter the interior by using walk-off mats at all hard surface entryways.

#### 2.1 PREVENTATIVE MAINTENANCE

Rugs adjacent to hard surface areas are susceptible to abuse from the harsh cleaning agents typically used to clean the hard surface. The hard surface cleaners and cleaning equipment must not be allowed to come into contact with the rug as the pads or brushes will damage the pile. Buckets, mops, etc. used for the maintenance of hard floors should not be set on the rug as residues may cause soiling or staining. Rugs adjacent to hard surface areas are susceptible to abuse from the harsh cleaning agents typically used to clean the hard surface. The hard surface cleaners and cleaning equipment must not be allowed to come into contact with the rug as the pads or brushes will damage the pile.

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#### 2.1.2 VACUUMING

Effective, routine vacuuming is a must for rug performance, so a proper vacuuming program is essential in a well designed maintenance program.

Rugs should be vacuumed frequently, at least once a week or more, on the top side and once every few months on the back side, to remove dust and dirt particles that may cause permanent damage to the fibers if allowed to remain in the pile. Remember that, when the rug is new, there will be some loose fiber shed from the pile surface, which necessitates daily or regular vacuuming. This shedding is a perfectly normal phenomenon exhibited by high quality rugs and it will be more abundant the higher and thicker the pile is.

#### 2.1.3 SPOT REMOVAL

For best results, spots, stains and spills should be addressed immediately in order to prevent permanent staining.

Most stains can be dealt with effectively if they are treated early, rather than once they have dried. Each natural fiber has its own unique characteristics.

#### 2.2 WASHING

The advantage of handknotted and handloom rugs is that they can be properly washed restoring the beauty of colors and the shine of the pile. The frequency of washing depends on traffic, rug location, use and exposure to soiling.

Hand-knotted and handloom rugs should never be dry-cleaned. Rugs must be washed by a professional as once the rug is wet, it must be dried and stretched properly, otherwise waves will appear with the shrinkage of the rug.

### 3. COMPOSITION

Not only is a proper maintenance program important for the long-term performance of a rug, utilizing approved vacuums and cleaning methods will greatly improve the life of a rug and the quality of air in the interior. Common sense, experience and good judgment help dictate the best rug maintenance program which should be assessed based on use, climate and desired appearance level.

#### 3.1 WOOL

Wool is a natural fiber characterized by a scaly surface that makes it naturally soil resistant. Soil will be held high in the rug pile, enabling easy removal by vacuuming.

Furthermore its fiber's natural lanolin coating prevents penetration by water-based liquids.

Wool has natural elasticity, so it stands up to everyday wear-and-tear and resists unsightly marks from furniture. Jtpfeiffer handknotted rugs are made with Himalayan wool that comes from Tibetan sheep.

#### CLEANING: TREAT STAINS BEFORE THEY DRY

For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. If necessary, a diluted detergent for woolen artifacts can be used. Afterwards, dry with a clean cloth and brush the fibers in the same direction as the rest of the rug. Use as little water as possible as it will decrease the shine. If the stain remains, do not persist, please refer to a professional rug cleaner. For large spills, we recommend a professional rug cleaner. Never dry-clean.

#### 3.2 PURE SILK

Silk is a natural material which comes from the silk-worm and is characterized by an intense shine. It is a delicate fiber and tends to shed more abundantly than other materials.

Excessive moisture or a prolonged drying time can create physical and/or aesthetic problems that may not be correctable. For small stains, vacuum first, removing any excess liquid/dirt. Then, using a moist (not wet) and cold white terry towel, gently blot the stain, do not rub. If necessary, a diluted detergent for woolen artifacts can be used.

#### CLEANING: TREAT STAINS BEFORE THEY DRY

Afterwards, dry with a clean cloth and brush the fibers in the same direction as the rest of the rug. Use as little water as possible as it will decrease the shine.

If the stain remains, do not persist, please refer to a professional rug cleaner.

For large spills, we recommend a professional rug cleaner. Never dry-clean.

#### 3.3 ALOE

Aloe is the Nepali word for nettle which grows abundantly in Nepal. Jtpfeiffer uses only hand-carded aloe. It is a hard fiber with incredible strength, texture and subtle shine.

Both when used undyed or colored, it is characterized by a natural mélange effect which makes it particularly forgiving of minor spots and stains. Hand-carded aloe is the one of the few fibers which does not shed.

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### 4. TROUBLESHOOTING

#### 4.1 BURNS

Burn damage can be remedied by re-weaving or re-knotting the damaged area. However, in some cases, the appearance of an area of charred rug can be improved by carefully clipping off blackened ends of tufts using small, sharp scissors. Trim surrounding tufts to minimize indentation. Remember, clipping blackened ends of tufts is permanent. Burn marks in wool-based products can generally be simply rubbed away to reveal the original color. The help of a professional is always recommended.

#### 4.2 CRUSHING

Crushing is the loss of pile thickness due to foot traffic. It is not a manufacturing defect.

Regular vacuuming can help reduce crushing. It is highly suggested to turn the rug around every once in a while, to keep the patina of time as uniform as possible.

#### 4.3 DEPRESSIONS

The weight of heavy pieces of furniture can put indentions in rugs. Use furniture glides or cups under heavy pieces of furniture or occasionally move your furniture a few centimeters/inches backward or sideways so that the weight is not concentrated in one place.

If depressions do occur gently vacuum the pile upright and in the opposite direction.

#### 4.4 FADING OR COLOR LOSS

Protect rugs from direct sunlight or moonshine to minimize fading or color loss.

Should the rug be exposed to sun light, make sure, if possible, to turn the rug around every once in a while, to keep the patina of time as uniform as possible.

#### 4.5 FLUFFING OR SHEDDING

The balls of fluff found on rugs or in the vacuum cleaner bag are merely loose bits of fiber left in the rugs from the production process. The removal of loose fibers does not affect the rugs life or quality. With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation. This process is characteristic of natural fiber products and it is not detrimental to the wear ability of the rug.

#### 4.6 SHADING, PILE REVERSAL, 'WATERMARKING' OR 'POOLING'

Shading is not a change in color, but a change in pile direction that sometimes randomly appear in a rug. It may look darker or lighter from different directions. Shading may be more prevalent in solid color cut pile than in patterned and textured styles. This is not considered a manufacturing defect. This effect may be reduced by placing a white moist towel on the pile and ironing it at low temperature, following the direction of the pile.

#### 4.7 SPROUTING

Occasionally yarn tufts will rise above the pile surface of a rug. Do not pull them out.

Just snip these tufts off level with the rug by using small sharp scissors. If a long run has occurred, consult a professional as it is frequently possible for the yarn to be re-woven or re-knotted back into place.

#### 4.8 STORAGE

Should you need to store the rug for some time, roll the rug-up and keep in a dry place horizontally, never place anything on top of it. Never store a rug vertically.

If stored for long periods of time, it is essential to open it regularly and check that there has not been any damage caused by moths or insects. The use of insect repellent is recommended. A special breathable recycled bag to store the rugs may be provided upon request.