

Maintenance Instructions

Rev. May 2020

Thank you for purchasing an Empire Collection rug!

Our carpeting is made by hand using the highest quality materials. As such, it is integral to care for your investment using the guidelines below suggested by the manufacturer.

Please take a moment to learn more about the fibers in your rug to ensure proper care:

Wool

Wool yarn is spun from sheep's wool and is the most naturally resilient fiber along with being naturally moisture and stain resistant.

Tencel

Tencel is a natural, man made fiber that is biodegradable and derived from eucalyptus wood pulp. The trees are harvested from sustainable tree farms in Europe with a minimum impact of the environment.

Alpaca

Alpaca yarns are spun from undyed alpaca fibers which are hypoallergenic and possess unparalleled softness. Because this fiber is undyed and from a natural source, slight deviations in color may occur from rug to rug.

Linen

Linen yarns are spun from the flax plant and provide a textured yarn that is rustic in feel.

Jute

Jute is a soft and durable plant fiber that is spun into coarse, strong threads.

Making a maintenance plan

Here is a proven strategy to maximize the service life of custom carpet:

- **Preventative Maintenance:**
The easiest way to control soiling is to anticipate where it will happen. 80% of dirt is walked off within the first 12'-0" of carpeting. You can minimize this soiling by using walk-off mats at entry ways.
- **Daily / Weekly Maintenance:**
Develop a routine centered around vacuuming depending on the amount of use your rug gets.
- **Spot Clean:**
Know how to handle spots ahead of time to prevent permanent damage to your carpet.
- **Professional Cleaning**
Knowing when to call a professional is key to the preserving the longevity and appearance of your carpet.

Vacuumping

Carpet is a textile product, and, as such, it is subject to both soiling and wear.

The best way to maintain your area rug is to vacuum, vacuum, vacuum. This will prevent soil and dirt particles from becoming embedded into the pile of the carpet.

Important: Do not use a vacuum with a rotating bristle brush (beater bar). Aggressive rotating brushes may tear or fray the fibers. A vacuum attachment with a stationary soft brush edge is recommended.

To get the best results, vacuum in the direction of the pile to avoid pushing dirt back into the pile at least once a week.

Proper vacuuming is one of the most important steps in maintaining the beauty and extending the life of your rugs and carpets. Regular and thorough vacuuming at least once a week is recommended and even twice a week in the heavier traffic areas.

New carpets have certain characteristics which are normal and expected, but which may be new to you. Here is a brief review:

Shedding – All spun yarn carpets have loose “fiber ends” from the spinning process lodged within the yarn. These ends will essentially “shake out” of the new carpet as it goes into service, and will create some fuzz on the surface. This is normal and no cause for concern. This “fuzzing” should simply be vacuumed away and should be expected to occur for the first six months of use.

See page 3 for more detailed information on the characteristics of your custom carpeting.

Spot Cleaning

We only recommend dry cleaning products. In the United States, these include: Host, Capture and Wool Dry. Never let your carpet stay wet for over 6-8 hours.

Do not use liquid, steam or soap-based cleaners. Pre-test the area in an inconspicuous place with the cleaner prior to using.

If your area rugs becomes spotted prior to dry-cleaning, scoop up solids and blot liquids with a white cloth or paper towel immediately. Do not scrub as this could create matting or excessive fuzzing.

See page 4 for a stain chart for more detailed information.

Professional Cleaning

For persistent or oil based stains, contact a professional cleaner accustomed to cleaning fine hand-made carpets. Stay away from cleaners who recommend steaming or shampooing the rug. If your cleaner cannot identify the fibers in your rugs, do not use their services. If your cleaner has any questions, please have them contact us.

Normal characteristics of new carpet:

Padding

Carpet padding is a critical component to your carpet and is responsible for enhancing the comfort and durability of your carpet. It protects the underside of your rug and keeps it from sliding on the floor.

Wear Patterns & Furniture Marks

Turn the carpet 180 degrees every 12 months to eliminate the appearance of traffic patterns and uneven softening of colors from light exposure. Fading will occur from being exposed to natural and artificial lighting.

Coasters under heavy furniture or pointed legs are helpful. Marks from furniture can be removed by lightly running your fingertip or a coin over the pile. Use plastic chair pads under caster chairs.

Sprouting

Occasional sprouting or tuft loss is a normal condition and is not considered a manufacturing defect. Do not pull loose fibers.

Solid-color carpets

Along the surface of the carpet, slight variations of color may occur and is more evident in lighter hued carpets (similar to what occurs with velvet). This does not constitute a defect; this is simply a characteristic of these cellulosic raw materials.

Dyelot

It is normal for carpet to have dye or textural variations from the original sample or from dye-lot to dye-lot.

Shading

Shading is a term to describe the differences in light reflection between surface area. It is a common occurrence in carpeting and is not considered a manufacturing defect.

Storing your rug

If your rug is being stored and has latex backing, make sure the roll is wrapped in plastic with the ends open to allow air circulation. The latex will mold over time if not allowed to breathe.

Stain chart

| Type of spot | Step 1 | Step 2 | Step 3 |
|----------------------|--------|--------|--------|
| Alcoholic beverages | 1 | 2 | - |
| Bleach | 1 | 3 | - |
| Blood | 1 | 2 | - |
| Butter | 4 | 2 | - |
| Candle Wax | - | - | - |
| Chewing Gum | 5 | 4 | - |
| Chocolate | 2 | 3 | - |
| Coffee | 1 | 2 | 4 |
| Cola and Soft Drinks | 1 | 2 | - |
| Cooking Oil | 4 | 2 | - |
| Cream | 2 | 4 | - |
| Egg | 2 | - | - |
| Floor Wax | 4 | 2 | - |
| Fruit Juice | 1 | 2 | - |
| Furniture Polish | 4 | 2 | 3 |
| Gravy and Sauces | 7 | 2 | - |
| Ink (Fountain pen) | 1 | 2 | - |
| Ink (Ball point) | 4 | 9 | 2 |
| Ink (Felt tip) | 7 | 2 | 8 |
| Ketchup | 7 | 2 | - |
| Lipstick | 4 | 2 | - |
| Mercurochrome | 2 | 3 | 6 |
| Milk | 7 | 4 | 2 |
| Mustard | 2 | - | - |
| Nail Polish | 8 | 4 | - |
| Oil or Grease | 4 | 2 | - |
| Paint (Latex) | 1 | 2 | 4 |
| Paint (Oil) | 9 | 4 | 2 |
| Rust | 4 | 2 | 10 |
| Salad Dressing | 2 | 4 | - |
| Shoe Polish | 4 | 2 | - |
| Soot | 4 | 2 | 3 |
| Tar | 4 | - | - |
| Tea | 1 | 2 | 4 |
| Urine (Fresh) | 1 | 2 | - |
| Urine (Old) | 2 | 3 | 6 |
| Vomit | 2 | - | - |
| Wine | 11 | 1 | 2 |
| Unknown Material | 4 | 12 | 2 |

Spot Cleaning Key

1. Cold water
2. Detergent solution or Carpet Shampoo Solution
3. Ammonia Solution
4. Solvent
5. Chill with aerosol freezing agent or ice cubes in a plastic bag.
6. Vinegar Solution
7. Warm water
8. Clear nail polish remover (preferably acetone)
9. Alcohol
10. Rust remover
11. Absorbent powder (e.g. Salt, talc or proprietary powders)
12. Absorbent cleaner (Host®, Dri-Matic® or Capture®)

Definitions

Detergent Solution

Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or strong alkalines) with a cup of warm (not hot) water. The solution must be well-rinsed with clear water.

Ammonia Solution

Mix one teaspoon of clear household ammonia (3% solution) with 1/2 cup of water. This solution must be neutralized with vinegar solution.

Vinegar Solution

Mix 1/3 cup white vinegar with 2/3 cup of water.

Solvent

Mineral Spirits or Turpentine (*Should not be used on bonded carpets)

Absorbent Cleaners

Host®, Dri-Matic®, or Capture®