

05 Carpet care information

A correct handling and small daily attentions ensure that you may preserve over time the tactile and aesthetic qualities of the carpet. In addition to the quality of the cleaning, which must strictly be professional in case of handmade carpets , there are a number of important recommendations to be made. A few inconveniences may occur soon after first buying a hand-crafted carpet for the first time. Recognizing them and knowing how to deal with them can help you prevent irreversible damage.

Cleaning and maintenance tips

VACUUM CLEANING

Perform gentle movements at low intensity speed. Use sweepers and manual accessories, and alternatively, the normal vacuum cleaner without beater bars. Always use in the same direction of the fleece, recognizable by its soft and smooth touch. Avoid insisting on edges and fringes.

SPOT CLEANING

Act Quickly! The longer the delay, the higher the probability of a spill becoming a permanent stain. Use a white cotton cloth, gently wipe with water and Marseille soap, rinse and dab. Restore the fleece in the original direction.

Attention: for viscose and bamboo rugs, the contact with water can cause irreparable damage; we recommend the use of an acetic or citric solution in small quantities, so as not to cause the fibers to yellow. Avoid rubbing; dab gently to avoid tearing the fibers and causing permanent damage. In the event of a spill, cover the stain with a white paper towel and tap until all excess moisture is absorbed by the towel. Repeat the operation for at least 5 minutes making sure to absorb all the moisture from the edge of the stain to the center, thus preventing it from spreading. Repeat the operation with a slightly moistened paper towel to dilute any residue. Finally, make sure that the stained part dries as quickly as possible, by ventilating the room or hanging the carpet inside. Once it's dry, restore the fleece in the original direction with the use of a soft bristle brush.

FADING

Give carpet the normal protection from direct sunlight that you give any colored fabric. A periodic rotation guarantees that any color variation will be kept to a minimum.

FLUFFING OR SHEDDING

An inevitable process in wool and viscose carpets, the balls of fluff found on carpet or in the vacuum cleaner bag, are merely loose bits of fiber left in the carpet from the manufacturing process. Removing these loose fibers does not affect the carpet life or quality. With proper vacuuming, using a quality vacuum cleaner, most shedding gradually disappears within the first year after installation.

SPROUTING

A high wear of the carpet often causes yarn tufts to rise above the pile surface of a carpet (“sprouting”), especially in hand-woven or flat-weave rugs. Just snip these tufts off level with other tufts, taking care to avoid the surrounding yarns. Do not pull them out.

CRUSHING OR DEPRESSIONS

Periodically rotating the carpet helps to even out the signs of traffic across the whole carpet. This reduces aesthetic contrasts and the perception of strong foot traffic. The materials most subject to wear are silk, viscose and high-pile wool.

RIPPLES

After first installation, ripples may appear due to the position of the product during shipment. Usually it takes 2 weeks of use for them to disappear, but to speed up the operation it is advisable to roll the carpet up in the reverse direction.

AESTHETIC CARE

Periodically it is possible to sanitize and restore brightness to the colors of the carpet. Use a white cotton cloth, gently stroking the entire surface of the carpet with a solution of white vinegar diluted in water.

ODOR

During and immediately following the installation of new carpet, there may be a slight odor. Ventilation with fresh air is recommended. Open windows or doors and run the fan of the HVAC system for up to 72 hours.

STORAGE

Keep the carpet in a dry, clean place that is well-ventilated and protected from sunlight. The carpet should be rolled up with the fleece inside and packed with mothballs in a nylon bag. It is also advisable to keep it in a vertical position and not to place heavy objects on it.

NON-SLIP NET

Material: latex rubber. Placing the non-slip net under the carpet helps to make it more stable with greater grip to the floor surface, thus avoiding the formation of ripples and the risk of slipping. We particularly recommend the use of a non-slip net with wooden or marble floors.

