

Distinctive Carpets & Rugs

"To the Design Trade Only"

Cleaning & Maintenance



4183 Sinclair Street Denver NC 28037
800-849-2682

www.distinctivecarpets.com

Polypropylenes, Nylons, & Polyesters

Care and Maintenance

- Vacuum regularly. Vacuums with beater bars OR cyclonic vacuum cleaners are not recommended as this may pull the fiber loose.
- Avoid pulling yarn knots out of surface pile.

Spot Removal:

- Immediately blot (DO NOT RUB) spills with undyed towel or cloth. Scoop up solids.
- All cleaning agents should be Ph neutral; pretest in an inconspicuous area.
- Apply cleaning agent to towel or cloth and blot. Flip cloth to avoid recontamination.
- Do NOT oversaturate with water.
- Work inwards from the edge.
- Wait a few minutes, and follow recommended directions.
- Once spot is removed, blot excessive moisture with clean towel or cloth.
- Rinse with clear water on a clean cloth.
- Remove excess moisture by blotting with clean towel or cloth.

Professional Cleaning every 18 months as per warranty



Bamboo / Silk / Viscose

Cleaning & Care Recommendations



Always use a professional cleaning service. Consumer self-cleaning methods are discouraged.

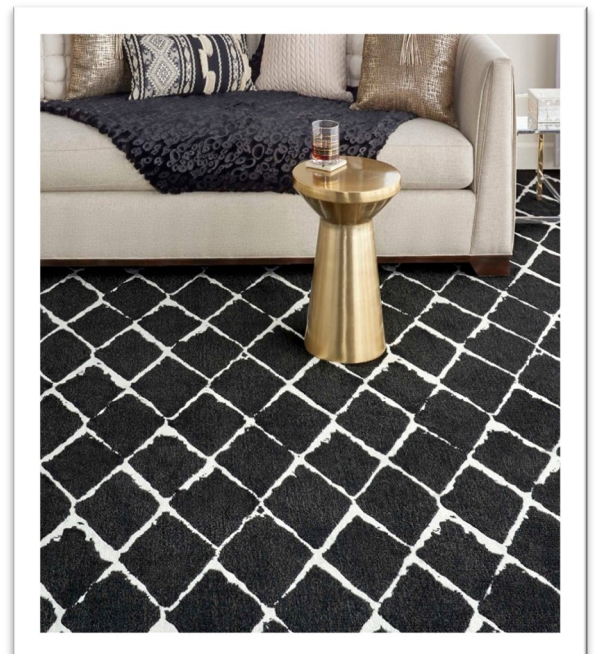
Carpet can easily stain and yellow with improper cleaning chemicals.

DO NOT scrub Silk, Bamboo or Viscose carpet; it could warp the pile. Moisture will weaken the fiber, and rubbing could then cause breaking or damage.

- For spills, gently blot the soiled area, beginning from the edge and working your way in, using a clean white terry cloth towel or paper-towel to absorb liquids. Dyes and Inks in colored fabrics and papers can run and further damage the carpet.
- After blotting stains, groom by combing the face of the rug in the direction of the pile with a soft brush. The pile may look flatter and more reflective afterward.
- Once the stained area is dry, re-brush the fiber to regain original texture.

Care and Maintenance

- Vacuum regularly. Vacuums with beater bars OR cyclonic vacuum cleaners are not recommended as this may pull the fiber loose.
- Avoid pulling yarn knots out of surface pile.
- Rug pads are recommended for use with all rugs to help extend the rug's life and protect the surface underneath.



Maintaining Woven Natural Products

Seagrass, Sisal, and Mountain Grass

For Indoor Use Only and should not be used in areas where moisture is present or ventilation is inadequate. Never use steam or wet shampoo cleaning methods.

Customer's Responsibility: It is your responsibility to inspect the goods before any cutting, fabrication or installation occurs. A claim will not be honored for visible defects after the goods have been cut or installed.

Bordered Area Rugs are made from Broadloom Carpet. Cuts are generally made by following the valley of the ribs and along the 'buried' thread. Rugs may be slightly out of square due to the natural imperfections of the roll. Ribs of pattern can be horizontal or vertical due to the size of the rugs or the material. In some areas backing may not extend to the edges of the rug to achieve exact size.

Color Changes: All natural fibers eventually return to their original colors. Bleached products darken over time, and colored fibers fade. Avoid direct sunlight on natural fiber carpet and rugs.

Expansion and Contraction: The hygroscopic nature of natural fibers means that they adjust to environmental conditions. Carpeting should be loose-laid for 24 hours in the room in which it will be installed, and at the temperature it will typically experience. This will let the fibers get used to their new surroundings.

Care and Cleaning: Natural fibers perform well in most environments with only regular vacuuming. Dirt and grit tend to filter through the weave rather than staying on top of the surface, thus reducing abrasion to these floor coverings. Bacteria will not penetrate the hard fibers of these natural products. Heavy traffic areas require the most attention and should receive regular vacuuming.

Immediate attention to spills is the most important for spot removal from sisal and seagrass carpets, as it is with most floor covering. The spilled substance should be removed as soon as possible by blotting up with clean, un-dyed paper towels or cloths, or scraped up with a dull knife or nail file .



Maintaining Woven Natural Products

Natural Wool Floorcoverings

Maintaining Wool Carpet: Regular and thorough vacuuming at least once a week and more often in heavy traffic areas will remove soil and dirt particles before they become imbedded into the pile of the carpet.

The head of the vacuum cleaner should be adjusted so that the brushes barely touch the surface of the carpet.

****Handloomed wool carpets should not be used in high traffic areas.**

*DO NOT use a self-adjusting vacuum since they adjust too deeply into the pile and will cause excessive fuzzing.

*Vacuums with beater bars OR cyclonic vacuum cleaners are not recommended as this may pull the fiber loose.

Steps for successful spot removal

1. Blot spills with white paper towels or a clean absorbent cloth. Scoop solids with a spoon.
2. Pretest spot-removal materials in an inconspicuous area.
3. Apply cleaning agent to an absorbent towel, not the carpet, and blot.
4. Do not over-wet the carpet.
5. Work inward from the edge of the spot to prevent excessive spreading.
6. Rinse by applying clear, tepid water using a clean cloth. Again, work from the edge to the center.
Do not rub and do not over-wet.
7. Remove excess moisture by applying pressure with paper towels or an absorbent cloth.
8. To dry: apply a ½" thick layer of paper towels over the wet areas and weigh them down. Change as the towels become wet. Brush the pile with your fingers to restore the texture.



Area Rug Cleaning

- Change filters regularly
- Empty vacuum tank or bag when half full
- Keep doormats clean
- Remove spills immediately by blotting with a dry cloth
- Vacuum regularly

****Handloomed wool rugs should not be used in high traffic areas.**

Exercise extreme caution with all bleaches, tile cleaners, etc. which may permanently discolor or dissolve the carpet fibers.

One of the most crucial areas of rug maintenance is removal of spots and spills. Acting quickly when anything is spilled or dropped, and always having the necessary cleaning materials at hand are of the utmost importance.



Preventative Maintenance

- Close drapes or blinds during hours of direct sunlight
- Use rug pad under area rugs to prolong life of rug
- Professionally clean every 18 months

Outdoor Carpets & Rugs

To clean easily, mix a solution of dish soap and water in a bucket. Then, scrub the rug using a large nylon brush. Make sure to clean both sides of the rug to get all the dirt off. After scrubbing, rinse the rug with a hose.

- Vacuum/Sweep regularly
- Keep away from prolonged moisture
- Blot spills immediately with undyed cloth
- Simply hose off outdoor rug to clean
- Rotate rug twice a year
- Use rug pad when used indoors





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