

Maintaining and Cleaning - WOOL and BAMBOO AREA RUGS

About Wool

Wool is *the* classic floor covering material, and its unique properties ensure quality, function, and design distinction. Wool's natural crimp makes it springy and resilient, enabling your rug to resist crushing from the weight of furniture. It's thin outer coating makes it naturally water resistant, slowing the absorption of liquid spills. The fiber's unique structure enables wool to trap air, making it a great insulator of heat and sound.

Routine Maintenance:

- ♦ Vacuum regularly * [do not use vacuum with a beater bar](#)
- ♦ Remove spills immediately
- ♦ Professionally clean once every year

To prolong the life of your wool rug, vacuuming once or twice weekly is very important. This will regularly remove the fine dirt particles that can lodge between the fibers, cause additional wear, and stain when wet. For best results, we recommend the use of a vacuum with powerful airflow and adjustable brushes. Due to the risk of damage to the rug, a beater bar vacuum is not recommended.

The use of a dry extraction carpet cleaning system such as Host® is the most successful method of cleaning a natural fiber rug. Host® uses a blend of water (less than one teaspoon per square foot) and solvents to dislodge, dissolve, absorb, and remove sticky oil and dirt. Host® is made from a natural, renewable, and biodegradable material, is simple to use, and will leave your carpet dry after cleaning.

**** special note for SHAG RUGS**

Instead of vacuuming the shaggy front side, which can cause matting and snags, flip the rug over and vacuum the back using suction only -- no brush required. This will shake out dust/debris, fluffing the rug and allowing easier stain treatment.

About Bamboo Silk

Bamboo silk has much of the same look and feel as silk, but is a more substantial and lower-cost alternative. Bamboo Silk is itself a type of viscose. Normal "viscose" was always made from wood cellulose. Bamboo silk is made from bamboo cellulose. In both cases the base material is treated so that it becomes a paste which is then combined with other ingredients, and extruded and dried to produce the fiber. Because of this, they are both considered to be "viscose," and the proper name of Bamboo Silk is "Bamboo Viscose." This name indicates both how the fiber is made and from what material it is derived. However although both are called Viscose, because of the different base material from which they are made, the two have different performance characteristics, and bamboo's are quite superior.

Regarding cleaning of our Bamboo Silk, it is best to use a professional. However, there are times when a quick response is needed. Gently blot the soiled area, using a clean cloth or paper towel to absorb liquids from spills. Air dry; heat drying should be avoided. Do not scrub. Contact a professional cleaning service experienced with cleaning plant fibers.

Removing Spills and Spots from Your Area Rug

Spills and spots on natural fiber rugs need immediate attention. A liquid spill left untreated will act as a magnet to any dirt particles that are in the rug, causing the dirt to rise to the surface. This dirt may cause a dark stain. To prevent this from happening, try to keep the rug as soil-free as possible with regular vacuuming. When a spill occurs, even if it is only water, it is important that it be removed immediately by blotting or pat-drying the area with a clean, absorbent, white cloth. Never rub the area of the spill. Rubbing can work the liquid deeper into the fibers, making the spill more likely to stain the carpet. It can also spread the liquid to a larger area of the rug. To remove spots caused by solid substances, first remove any remaining material. Scrape it up with the dull side of a butter knife or a spoon, always working from the outside of the spot towards the center.

For more information on cleaning specific stains please see the stain chart attached.

Cleaning and Maintenance for Polypropylenes, Polyesters

Maintaining your quality purchase will repay you by keeping its beauty for many years.

- Vacuum regularly. Frequent vacuuming is a carpet's best friend. In most cases, a suction only canister vacuum is best to prevent excess pilling and fuzzing. However, if this type is not available, set vacuum so that the brush is furthest away from the surface of the carpet. ** do not use a vacuum with a beater bar*
- Remove spills immediately.
- Professionally clean as needed. Do not apply stain repellent treatments that contain silicone because they tend to accelerate carpet soiling.
- Keep doormats clean. Exercise preventative maintenance by placing absorbent mats at the most frequently used entrances to your home. Change or launder when these mats become soiled.
- The vacuum cleaner dust bag should be changed when half full.
- Filters in your heating and air conditioning systems should be changed regularly.

One of the most crucial areas of carpet 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.

STEPS FOR SPOT REMOVAL:

- Immediately blot (do not rub) spills with white paper towels or with a clean absorbent cloth. Scoop up solids.
- All cleaning agents and solvents should be Ph neutral; pre-test should be done in an inconspicuous area.
- Apply the cleaning agent listed on the spot removal chart (next page) to an absorbent towel and begin to blot up the spill with a blotting motion. Flip cloth to prevent reapplying soil.
- Do not over saturate with water.
- Work inwards from the edge of the spot to prevent excess spreading.
- Wait a few minutes for the cleaning agent to work on the spot. Follow recommended directions.
- Once the cleaning agent has removed the spot, blot excessive moisture by applying pressure with paper towels or a dry absorbent cloth.
- Rinse with clear water on a clean cloth.
- Remove excess moisture by applying pressure with paper towels.

Recommended Professional Cleaning

- Dry cleaning systems such as Capture®; Host®; Dri-Mate®; Wool Clean by Wools of New Zealand and Chem-Dry
- Truck-Mounted steam extraction is acceptable for tackless wall to wall installations. We do not recommend steam cleaning for loose lay rugs
- We do not recommend any portable units; nor any Bonnet systems or Rug Doctor systems

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RECOMMENDED CARE AND CLEANING FOR NATURAL FIBER FLOOR COVERINGS

Sisal - Coir - Seagrass

- **Visible and Loose Dirt** – Should be regularly picked up with a broom or vacuum cleaner. Easily cleaned, because dirt will not cling to the hard, non-static fibers. Regular cleaning is necessary because loose particles of dirt reduce the life span of the floor covering with their scouring effect. * do not use a vacuum with a beater bar
- **Water** – Can dissolve dirt particles and bring them to the surface. This may cause watermarks to form. Therefore spilled water or water from plant containers must be dabbed immediately with an absorbent white cloth and then dried with a hair blow dryer or floor fan. An absorbent powder like **Host** or **Capture** can also be used.
- **Spills** – Which are still moist, are the easiest to remove. Remove the spills promptly by scrapping up solids and blotting liquids. Follow by dabbing with a damp cloth of water (add white vinegar to the cloth to cut grease). Dry with a cloth or hair blow dryer.

Spot Removal and Overall Cleaning

It is important during cleaning that the amount of moisture be controlled. The recommended method of spot removal and overall cleaning are with dry cleaning products. For spot removal we recommend the **K2R**, **Host** or **Capture** products, following the directions on the containers (available in hardware or grocery stores). For overall cleaning we recommend the “**Host System**” or “**Capture System**” listed in yellow pages under “carpet cleaning”.

Use the following natural fiber directions;

Use a cleaning machine with standard brushes and do not use prep or other liquid. Apply a smaller amount of dry cleaning powder “sponges” than you would for regular carpets and do more brushing with the machine. Make sure the cleaning sponges are evenly spread across the floorcovering, then let sink in until dry. These period can vary...between 30 minutes and 2 hours, depending on how dirty the floor is, how thickly the sponges has been applied and the humidity of the room. During the drying period, the cleaning substances contained in the sponges will cling to the dirt. When completely dry, vacuum with an upright, using an all brush agitator in both directions. Repeat a second time without using any additional sponges. Brushing in the direction of the rows will help loosen the sponges trapped in the surface.

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Recommended Cleaning Solutions

Use the mixtures and combinations described below according to the spill description chart at right. Always place the solutions in a spray bottle and mist them lightly onto the soiled spot.

Detergent Solution

Mix one teaspoon of clear dishwashing liquid with one cup of lukewarm water.

Solvent Solution

Use Host Spot Remover or any consumer-brand dry cleaning solvent.

Vinegar Solution

Mix 1/4 cup white vinegar with 1/4 cup water.

Ammonia Solution

Mix one tablespoon clear household ammonia with 1/2 cup water.

- A.** Use Host Dry Cleaner for Carpets.
- B.** Apply solvent then blot, detergent then blot, water then blot.
- C.** Apply detergent then blot, ammonia then blot, detergent then blot, water then blot.
- D.** Apply detergent then blot, vinegar then blot, detergent then blot, water then blot.
- E.** Apply detergent then blot, ammonia then blot, vinegar then blot, detergent then blot, water then blot.
- F.** Apply detergent then blot, ammonia then blot, water then blot, solvent then blot.
- G.** Freeze with ice cube then shatter with blunt object and vacuum out chips, apply solvent then blot. (For wax paper, place paper towel or paper bag over wax, iron with warm, *not hot*, iron to absorb.
- H.** Apply cool water then blot, ammonia then blot, detergent then blot, water then blot.
- I.** Apply acetone polish remover (not oily) then blot; repeat.

How to Clean Specific Spots and Spills

Beer or liquor	A or D	Lipstick	A or B
Blood	A	Mascara	A or B
Butter	A or B	Mayonnaise	A or C
Candy	A or E	Merthiolate	A and E
Catsup	A or C	Milk	A and E
Chewing gum	A or G	Nail Polish	I and A
Chocolate	A or E	Oil-cooking	A or B
Coffee	A or D	Oil-furniture	A or B
Crayon	B and A	Paint-latex	A or F
Egg	A or C	Paint-oil base	A or B
Feces	A or C	Rust	A
Food color	C and A	Shoe polish (liquid)	A or B
Fruit juice	A or E	Shoe polish (paste)	A or B
Furniture polish	A or B	Soft drinks	A or E
Furniture polish with stain	A or C	Tar	A and B
Glue / Model Cement	I	Tea	A or D
Glue-white	C and A	Urine	A or E
Gravy	A or E	Watercolors	A or F
Hair spray	A or B	Wax candle -color	G
Hand lotion	A or B	Wax candle -white	G
Ice cream	A or B	Wine	A or E
Ink-ballpoint	A or E		
Ink-marker	A or B		