

Cleaning and Maintenance for handknotted Carpets

Your carpet has been handcrafted with care. Please make sure that you read the following instructions carefully, to ensure the longevity of your carpet.

Please take special note of the following:

Do not place indoor plants, with or without pot holders, directly on the carpet.
Condensation moisture will cause irreparable damage to it.

Vacuum Cleaning:

For daily cleaning, a strong regular vacuum cleaner can be used.

Stains:

In case of severe staining, please hand the carpet to a professional carpet washing service.
For minor cases of staining, their removal may be attempted at home.

Stain removal:

Despite every cautionary measure, the carpet can become stained. As we have no control over the stain removal process, we are unable to guarantee a successful removal of stains and therefore do not accept responsibility from damage which can result from stain removal. However, if you follow our rules, most stains may be removed.

- 1.) Old stains are very difficult to remove, remove stains as quickly as possible. Always work from the outside of the stain inwards so that it is not spread into the unharmed parts of the carpet.
- 2.) In the case of fresh stains, first remove all loose substances from the carpet. Lift off semi-solid or solid substances with a spoon or a blunt knife.
- 3.) Blot up liquid spills with an absorbent white cloth or plain absorbent towels – do not rub.
- 4.) Pre-test carefully any stain removing agent prior to use in an inconspicuous area of the carpet for colourfastness and fabric compatibility.
- 5.) Blot the stain with a sponge – do not rub. This will prevent shiny or bright patches on the carpet.
- 6.) Do not apply different types of stain remover to the same stain.

In addition to these basic rules we have created procedures for the removal of certain stains:

Liquids:

Absorb the liquid. Blot the residue with a moist white towel and blot dry with white plain absorbent paper towels. If remains of the liquid can be seen, sprinkle some carbonated water over the stain. Blot again and repeat if necessary. Ensure that the treated area is completely dry.

Rust:

Dab the stain carefully several with a commercially approved rust remover, as available in your local pharmacy. Please take rule number 4 in account first.

Candle Wax:

Remove the cold wax with a blunt instrument. Place a few layers of plain white absorbent paper towels over the stain, and iron up the wax using a hot clothes iron. It should just be hot enough to liquefy the wax.

Chewing Gum:

Apply a commercially approved chewing gum remover sparingly to the stain according to the instructions and allow some time for the agent to take effect. Then carefully remove the chewing gum with a spatula or knife. If no stain remover is available, the chewing gum can be frozen with ice cubes from the freezer. (Cooling spray would be ideal) Chip the frozen chewing gum off with a blunt instrument. If necessary, treat the residue with an appropriate cleaning agent. Ensure good ventilation if solvent is used.

Oil and Grease:

Blot up the stain immediately with white absorbent paper towels. Cover the residue with fine china clay, corn- or potato starch while applying slight pressure to the stain for about 24 hours. Vacuum up. Most stains can be removed in this manner, repeat if necessary.

Tar:

Carefully remove solid parts of tar with a blunt knife. Tar and colour residue can be removed with benzene or other clear solvents. Ensure adequate ventilation. Blot dry with plain white absorbent paper towels.

Blood:

Blood stains may be removed in different ways. Sprinkle salt on the fresh stain. Repeat until the salt does not absorb any more blood. Wash with a soft sponge and cold clean water. Blot dry. It is also possible to blot the blood stain immediately with absorbent paper towels. Wash with a soft sponge and cold clean water. Blot dry. Treat remaining stain with carpet cleaning powder.

We wish you pleasure with your carpet!