

Care and Maintenance  
Rugs



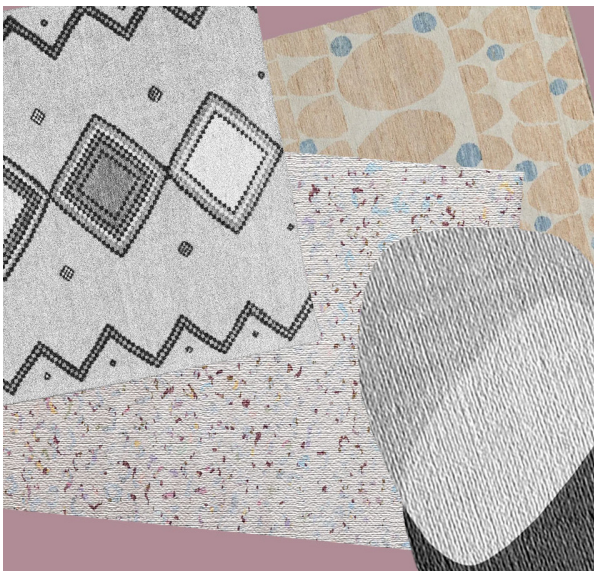


So much more than a soft touch under your feet, rugs bring a space together. They offer warmth where it use to be just a timber floor, a safe space to lay your cushions on the floor and settle in for a movie marathon, and even more than that, they bring the colours in your space together (or tone them down).

Your rug is walked over, dragged around, and squashed under ever changing furniture feet. So, from time to time, make sure you give it a little love. Below is some helpful tips and tricks to keep your rug looking its best.

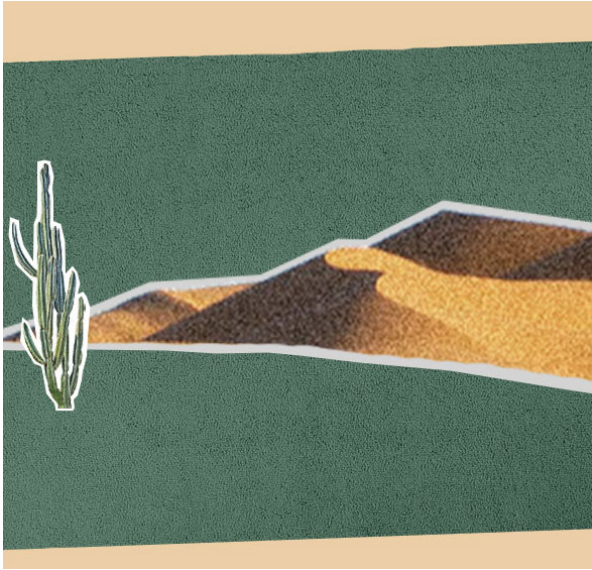
Please take note, our care and maintenance guide is a general guide. Jardan assumes no responsibility in relation to the use of this information. We recommend seeking the advice or services of an experienced rug cleaning specialist where required.

Please contact us should you require more information about your rugs fabrication or construction prior to engaging a specialist.



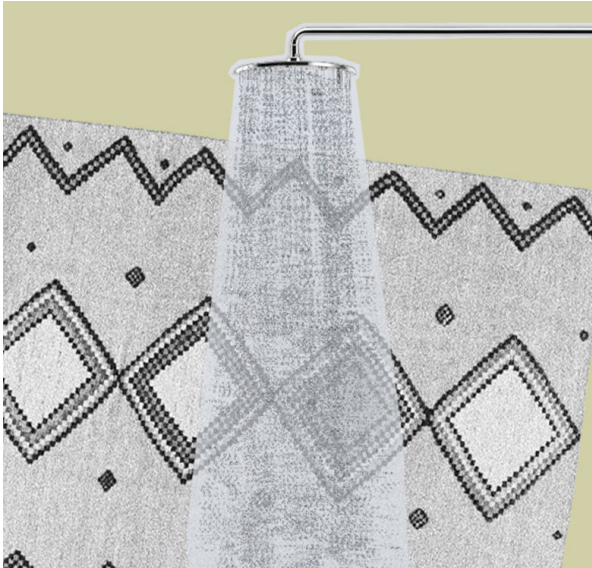
## A diverse range

Our rug collection offers a diverse range of handmade qualities – from a variety of patterns, makes, materials and colours. We pride ourselves on working with a small selection of artisans and makers, to ensure we can offer you a collection crafted from some of the best in their trade who use traditional hand making techniques, such as weaving, hand knotting and hand tufting. With such a great variety, this does also mean that each are quite different from one another. It's important to remember this is just a general guide, and we always recommend seeking the advice and services of an experienced rug cleaning specialist where required.



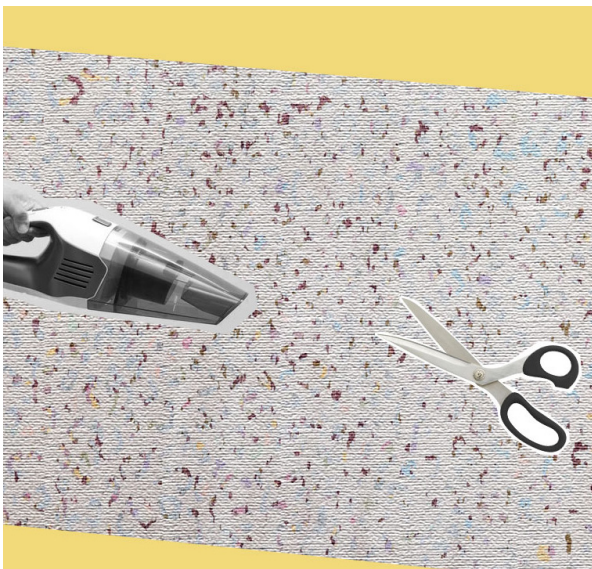
## A dry space to call home

Rugs don't like swimming or being around water of any kind – always ensure your rugs are placed in dry areas, away from moist, damp or wet environments as the natural fibres of the rugs can absorb odours and moisture from the surrounding environment. With this in mind, never place items on your rug which will block all air flow or may add moisture. For example, pot plants should not be placed on rugs as they can cause permanent damage. To keep your rug feeling its best, we recommend airing your rug once or twice a year whilst the climate is dry.



## A wet rug

Should accidents happen and your rug becomes wet or damp, start by absorbing any moisture with a clean dry cloth or towel. Dependent on the weight, if possible, lift or raise the wet area of the rug off the floor to dry on both sides. NEVER use hair dryers or other heating devices to dry the area. Ensure your rug is completely dry before you reposition and place furniture. If it's a big spill with significant water damage, please consult a rug cleaning specialist for advice.



## Shedding and loose fibres

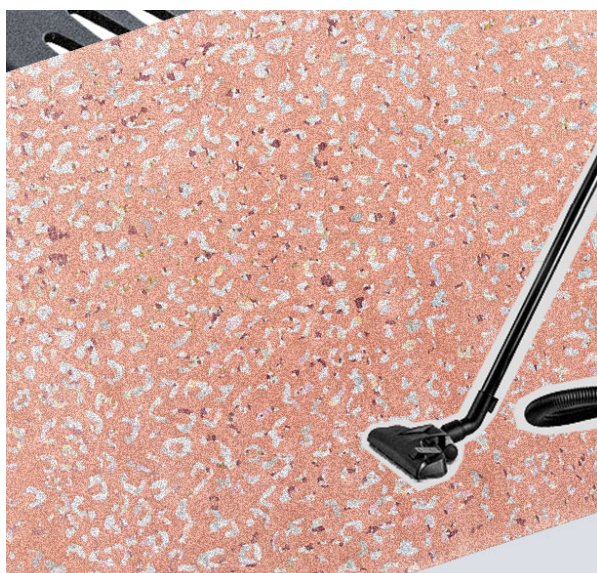
We love having natural fibers in our rugs, but this does come with a tendency to shed. It's important to know that all of the rugs we offer may shed or have some loose fibers. Generally, shedding will take place in the first 1-6 months of the rug's lifetime, and will then grow slower the more it's lived on. If your rug is between the TV and the fridge, or any other high traffic areas, you may always notice a small amount of shredding. To remove, simply vacuum over the fibers. If you notice any loose threads or ends, we strongly and patiently recommend you do not pull them! Instead, simply clip them carefully with fabric scissors.





## Vacuuming your rug

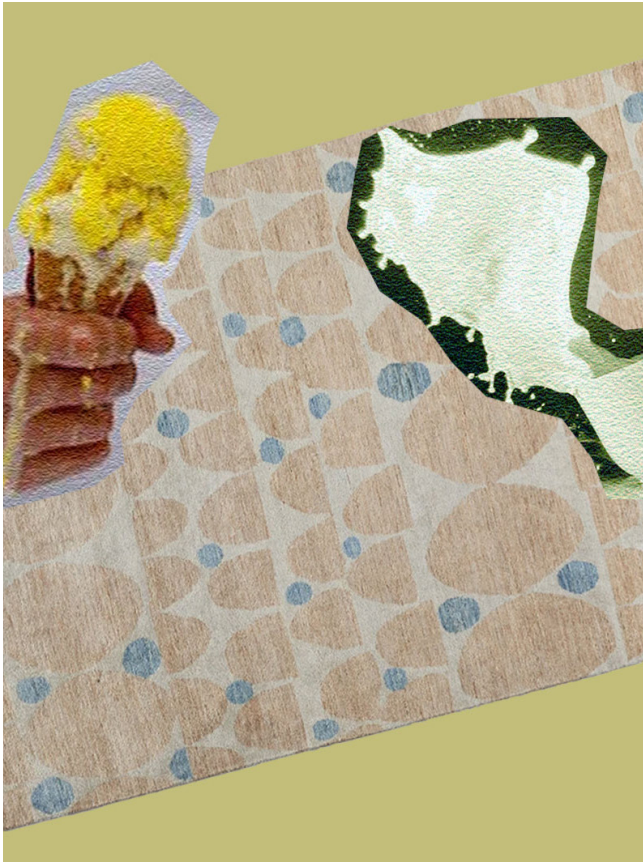
We know this seems like an obvious one, but it's also a very important one! To make the most of your rug and ensure longevity (not to mention to keep up appearances) we recommend vacuuming your rug regularly. We don't however recommend using rotating or brush head vacuum cleaners.



## A deep vacuum

No matter how much you try, over time dirt, dust particles and general grit will build up in your rug. To combat this, we recommend a deep vacuum 2-3 times a year (it also doubles as a workout). To deep vacuum - you vacuum the top side of the rug, flip it, vacuum the bottom of the rug, flip it again, and then give it one last vacuum to finish it off. Vacuuming the underside of your rug helps loosen and release some of the dirt particles that have woven their way through your rug overtime.

## Let's talk cleaning!



### Spot Cleaning

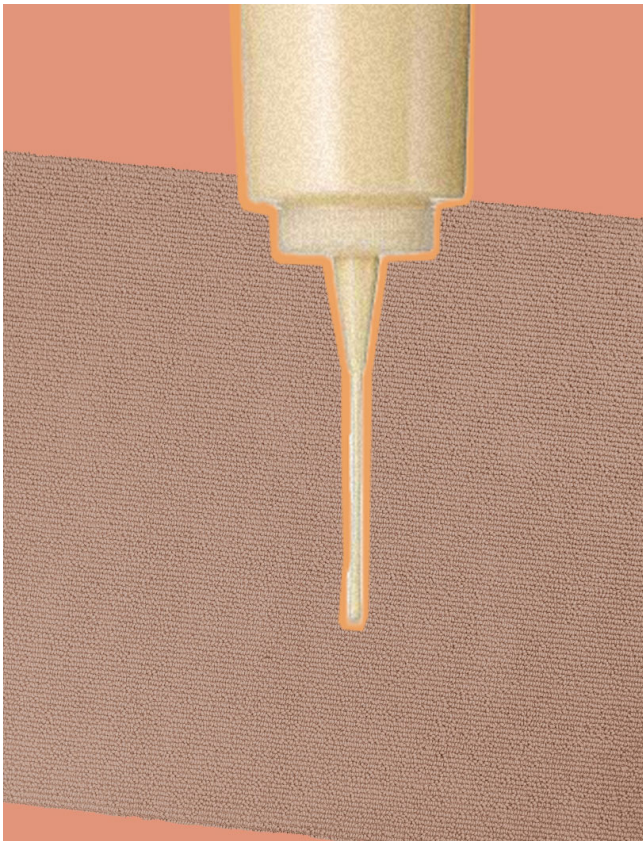
Dreaded spills... Ones that we vow will never touch the rug the day it comes home, but as our lives begin to revolve around the softness of the rug, they almost become inevitable.

**Water based spills** – for example milk, wine, juice, blood, soft drink, tea, urine and even vomit

**Step one** is get to them straight away!! If the liquid has not settled into the rug try to absorb any excess liquid. Place a colourfast clean cloth or uncoloured paper towel directly on the liquid to absorb the spill, and gently dab the liquid to soak it up.

**Step two** – use a clean cloth, dampened with cold water and dab the affected area. Do not follow a circular motion as this will embed the spill into the rug and can damage the pile! Simply dab and blot working from the outside in. And don't hesitate to repeat this step as required.

**Step three** – after cleaning a spill or stain, the rug needs to be dried completely. Absorb any lasting moisture with another clean dry cloth or towel, then lift the wet area of the rug off the floor. Let it dry naturally! Never apply heat to the rug (keep the hair dryers to your hair and the portable heaters to warm your hands). If necessary, carefully restore the pile using a soft brush.



**100% Wool rugs only - Oil based spills** - for example oily foods, creams or sauces

**Step one** is the same as above, to get to them straight away!! If the liquid has not settled into the rug try to absorb any excess liquid. Place a colourfast clean cloth or uncoloured paper towel directly on the liquid to absorb the spill, and gently dab the liquid to soak it up.

**Step two** – combine either a mild wool wash solution with lukewarm water (1 part wool wash to 9 parts water) or use a suitable mild product prescribed by a rug cleaning professional for wool rugs. Following this use a clean cloth, dampened with the wool and water solution and dab the affected area. Do not follow a circular motion as this will embed the spill into the rug and can damage the pile! Simply dab and blot working from the outside in. And don't hesitate to repeat this step as required.

**Step three** – after cleaning a spill or stain, the rug needs to be dried completely. Absorb any lasting moisture with another clean dry cloth or towel, then lift the wet area of the rug off the floor. Let it dry naturally! Never apply heat to the rug (keep the hair dryers to your hair and the portable heaters to warm your hands). If necessary, carefully restore the pile using a soft brush.





**Spills with colourants or acid** – for example cordial, red wine, red sauces & urine

Unfortunately spills that contain colourants or acid can damage fibres and your rugs colouring. Please take extra care when cleaning these type of spills, and if ever in doubt, contact a specialist straight away!

**Step one** is to always treat any liquid spills immediately. If the liquid has not settled into the rug try to absorb any excess liquid. Place a colourfast clean cloth or uncoloured paper towel directly on the liquid to absorb the spill, and gently dab the liquid to soak it up.

**Step two** – after cleaning a spill or stain, the rug needs to be dried completely. Absorb any lasting moisture with another clean dry cloth or towel, then lift the wet area of the rug off the floor. Let it dry naturally! Never apply heat to the rug (keep the hair dryers to your hair and the portable heaters to warm your hands).

**Step three** – immediately contact a rug cleaning specialist to arrange a specialist clean! Heavily coloured stains should be removed from the rug as soon as possible, so for the best chance of restoration it's always recommended to act quick on this.



#### **Non water based spills.**

Spills other than food and drink such as paint, shoe polish, nail polish, makeup and glue, will not respond to a water-based spot clean. For these nasties, do not treat the spills yourself as doing so may create a larger or permanent stain. Instead, remove any excess from the spill by scraping it off gently with a spoon or soft edged utensil, then call a professional rug cleaning specialist.

#### **From the bottom of your shoe – dirt or soil marks**

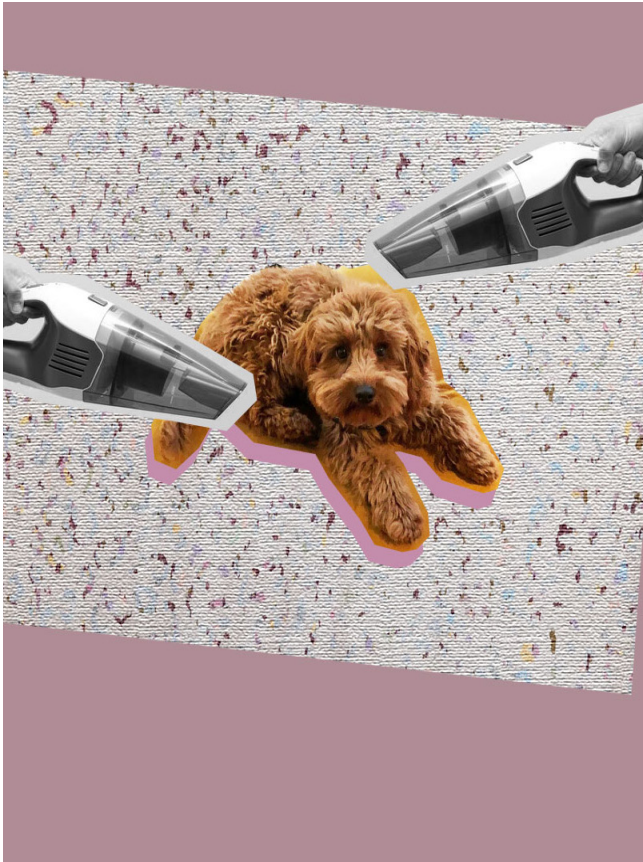
We've all done it. Accidentally come audaciously charging through the house after conquering a walk (or a run for any over achievers), only to turn around and notice the trail we've left behind. But never fear! Tips & tricks are here. For dirt marks, such as soil, simply allow the soil or dirt to dry and then follow up with a vacuum. If marks remain, use a clean cloth, dampened with cold water and dab the affected area. Again, do not follow a circular motion, simply dab and blot. Absorb any excess moisture after cleaning with another clean dry cloth or towel. If it persists and the stain remains, contact a professional rug cleaning specialist.

## Professional Cleaning

### Bam Bam, Dari, Leo, Pebble, Loop, Stevie & Spreckles

After time, no matter how much you try and be the perfect care giver and deep vacuumer, your rug will require professional cleaning. For all of our rugs, we recommend contacting a professional cleaner and provide the details of your rug including construction and fabrication as different cleaning methods are recommended depending on each individual rug. Professional maintenance is essential to preserve your rug.

**Very important!** Do NOT dry clean or steam clean the above rug styles. Instead, contact a professional rug cleaner who specialises in handmade rugs. For recommendations, please contact our Jordan team.



### Made to Order Collection

Our Made to Order collection can be cleaned by two formats of professional cleaning.

Firstly, they can be cleaned by contacting a professional. Always provide the details of the rug to the specialist, including construction and fabrication as different cleaning methods are recommended depending on each individual rug.

Secondly, these rugs are also suitable for hot water extraction or steam cleaning. Always ensure this is carried out by a rug cleaning specialist and reputable operator. Ensure the operator treats an isolated test area prior to treating the entire rug. Always ensure the test result is to your satisfaction before proceeding to all areas. We recommend rugs are then dried using blow heaters by the specialist after steam cleaning to remove all traces of moisture.

And please always remember, for recommendations, don't hesitate to contact our Jordan team. Whether that be for professional cleaners, for the best position of your rug, or the best type of rug that will suit the use of the space. Our team are here to help and would love to hear from you.

