

MAINTENANCE GUIDELINES

1. GENERAL INFORMATION

1.1 Diverse fiber selection

Within our curated collection, we offer a carefully curated assortment of products, encompassing both natural and synthetic fibers. These include seagrass, sisal, coir, viscose, and wool as well as polyester, polyamide and recycled PET. Each natural fiber may exhibit variations in structure and colour. Dyed fibers may also differ in colour, resulting in slight discrepancies between products delivered on separate occasions.

With the exception of wool, natural fibers (such as coir, seagrass, and sisal) are sensitive to fluctuations in room temperature and relative humidity. Coir and seagrass may expand in high humidity and contract in low humidity, whereas sisal reacts in the opposite manner. Wool, on the other hand, remains largely unaffected by changes in humidity.

Viscose, a cellulose fiber, is highly susceptible to moisture exposure. Untreated viscose products can undergo structural changes when exposed to liquids, leading to undesirable stains. Our viscose products are meticulously impregnated in our atelier, providing a slightly extended window for spill cleanup. However, any delay in removal may still result in an indelible stain.

Dyed natural fiber products are inherently not completely colourfast. To maintain colour integrity, it is advised to minimize direct sunlight exposure. When addressing stains, exercise caution to avoid overly aggressive methods, as they may alter the colour. Additional guidance on stain removal can be found in section 2.5.

Polyamide, polyester, and PET are synthetic fibers characterized by their lint-free nature. They are easy to dye, resulting in very vibrant colors. The selection of colors is also broader compared to a rug made of natural fibers. Our synthetic fiber qualities are also durable and easy to clean. However, over time, rugs made of synthetic fibers may lose some of their luster, but if possible, rotating the rug can help even out this effect.

It is important to note that natural fiber products may exhibit a phenomenon known as “bowing,” wherein some weave lines may appear slightly irregular. This may result in the crossing of potential edging, rather than a parallel alignment with the weave lines, or a slight deviation from a perfect rectangular shape to compensate.

1.2 Impregnation

All our products can be professionally impregnated in our atelier prior to delivery. This treatment serves to fortify the fibers against water and debris penetration, facilitating easier stain removal. While we endeavour to enhance stain resistance, we cannot guarantee the removal of all types of stains, even on treated products. For those opting for wall-to-wall installation, impregnation can be applied immediately post-installation. Please reach out to us for further details. It is worth noting that our viscose products undergo impregnation in our atelier before delivery.

1.3 Indentation marks

Furniture placed on textile carpets or rugs may inevitably leave indentation marks, which may be perceived as a minor inconvenience when rearranging furniture. Over time, some qualities may see these indentations fade, while others may retain them. Upon initial delivery, wider indentation marks may be visible but will diminish with time.

1.4 Expert recommendations

In instances where corners exhibit an upward tilt, a cautious effort to gently reverse the tension is advised. In cases where the edges of the product are not perfectly even, a light misting of water may be applied to encourage retraction. It is crucial to note that this method is not recommended for products composed of viscose.

Additionally, with chunky products, achieving completely smooth edges may not always be feasible. At times, judicious ironing of the edge and topside of the product or rug may be employed to alleviate tensions. Again, this technique is not suitable for viscose-based products.



2. CARE AND MAINTENANCE GUIDELINES

2.1 Preventive measures

Installing entrance mats is a crucial step in preventing debris from entering your space, thereby extending the longevity of your carpets, rugs and other floor coverings. The most effective results are achieved by employing both entrance gratings and absorbent mats.

2.2 Routine vacuuming

Regular vacuuming is usually sufficient. For best results, use a vacuum cleaner with a rotating brush attachment. The backing on the products prevents dirt from penetrating through. When wet cleaning under floors, fitted carpets should be completely removed and not replaced until the floor is completely dry.

Notably, avoid from the use of robot vacuum cleaners, as they may potentially cause damage to the product and its edges.

2.3 Cleaning with water

2.3.1 Products comprising wool and synthetic fibers

Regular water cleaning is recommended for products made of wool and synthetic fibers. For tailored advice in your specific case, please consult a cleaning specialist.

2.3.2 Products comprising sisal, seagrass, or linen

Fibers crafted from sisal, linen, or seagrass are sensitive to water. Saturation may cause the product fibers to contract or expand, and edges composed of cotton or linen may experience similar effects, leading to unwanted tension in the material. For personalized guidance, we advise consulting a specialist in cleaning.

2.3.3 Products comprising viscose

Products containing viscose fibers will incur irreversible stains upon contact with water. These stains cannot be rectified.

2.4 Dry cleaning

We generally advise against dry cleaning of our products.

2.5 Stain removal

2.5.1 Products comprising wool and synthetic fibers

For wet stains; Employ clean lukewarm water and a drop of On the Spot detergent (each delivery includes a bottle). Gently apply the solution without oversaturating the surface, using a soft sponge or clean white towel. Work inwards from the middle of the stain to prevent spreading. Use a dry sponge or towel to extract as much of the dissolved stain as possible. Avoid exerting force or rubbing the product, as this may lead to noticeable variations in texture and color after stain removal. Once the stain appears to be eliminated, repeat the process with water only.

Ensure thorough rinsing to prevent residual detergent from attracting new dirt and particles.

For ingrained stains; If the above method does not suffice, On the Spot can be applied in a concentrated form. Apply directly to the stain and allow it to sit for 15 minutes. Subsequently, use clean lukewarm water with a soft sponge or white towel to dab the stain and remove the detergent. If the stain persists, repeat the process with fresh concentrated detergent. Avoid forceful actions or rubbing the surface, as this may result in noticeable discrepancies in both texture and colour after stain removal.

Ensure thorough rinsing to prevent residual detergent from attracting new dirt and particles.

Please be aware that we do not accept responsibility if the treated area exhibits a lighter colour after stain removal, which may become apparent if rubbing is employed instead of padding.

2.5.2 Products comprising sisal, seagrass, or linen

For wet stains; Utilize clean lukewarm water and a drop of On the Spot detergent (each delivery includes a bottle). Apply the solution using a soft sponge or clean white towel. Exercise extreme caution to avoid excessive water usage, as natural fibers respond unfavourably to prolonged contact with moisture. Work inwards from the middle of the stain at all times to prevent spreading. Use a dry sponge or towel to extract as much of the dissolved stain as possible. Once again, exercise restraint with water application.



For ingrained stains; If the above method proves ineffective, concentrated On the Spot may be applied. Directly apply the detergent to the stain and allow it to sit for 15 minutes. Subsequently, use clean lukewarm water in conjunction with a soft sponge or white towel to dab the stain and remove the detergent. Exercise extreme caution with water usage, as natural fibers react negatively to prolonged moisture exposure. If the stain persists, repeat the process with fresh concentrated detergent. Avoid forceful actions or rubbing the product, as this may result in noticeable discrepancies in both texture and colour after stain removal. Thorough rinsing is imperative to prevent detergent residues from attracting dirt and particles.

Ensure thorough rinsing to prevent residual detergent from attracting new dirt and particles.

Please be aware that we do not accept responsibility if the treated area exhibits a lighter colour after stain removal, which may become apparent if rubbing is employed instead of padding.

2.5.3 Products comprising viscose

Products with viscose fibers will exhibit irreversible stains when exposed to water. These stains cannot be removed or cleaned.

2.6 Edges comprising cotton or linen

For wet stains; Use clean lukewarm water and a drop of On the Spot detergent (each delivery includes a bottle). Apply the solution using a soft sponge or clean white towel. Exercise extreme caution to avoid excessive water usage, as natural fibers respond unfavourably to prolonged contact with moisture. Work inwards from the middle of the stain at all times to prevent spreading. Use a dry sponge or towel to extract as much of the dissolved stain as possible. Once again, exercise restraint with water application.

For ingrained stains; If the above method proves ineffective, concentrated On the Spot may be applied. Directly apply the detergent to the stain and allow it to sit for 15 minutes. Subsequently, use clean lukewarm water in conjunction with a soft sponge or white towel to dab the stain and remove the detergent. Exercise extreme caution with water usage, as natural fibers react negatively to prolonged moisture exposure. If the stain persists, repeat the process with fresh concentrated detergent. Avoid forceful actions or rubbing the edges, as this may result in noticeable discrepancies in both texture and colour after stain removal.

Our internal testing has demonstrated the effectiveness of On the Spot on various types of stains. However, we cannot guarantee that all stains can be completely removed with this product.

Ensure thorough rinsing to prevent residual detergent from attracting new dirt and particles.

Please be aware that we do not accept responsibility if the treated area exhibits a lighter colour after stain removal, which may become apparent if rubbing is employed instead of padding.

These comprehensive guidelines are designed to assist in the maintenance and care of our products, ensuring their longevity and preserving their aesthetic appeal. Should you have any further questions or require additional information, please do not hesitate to contact us. We are committed to providing you with exceptional service and support in all your care needs.