

BESPOKE RUGS

Cleaning Guide



10 RUG RULES

Knowing your Rug

#1: Colour
No two rugs are the same. Slight color variations are common for handmade rugs, as dye lots may change over a period of time.

#2: Odour
Odours are caused by dyes, yarns and shipping for long distances in sealed wrap. Most odours dissipate within a week once the rug is removed from the shipping wrap.

#3: Shedding
All wool rugs will shed. Shedding will subside over time, depending on traffic and wear. It typically takes 20-25 vacuums, at a minimum, to curtail shedding. Some will shed for the lifetime of the rug, this is the nature of the fibre.

#4: Fading
If exposed to sunlight, rug colours typically fade over time, even if they are fade resistant. The African UV is particularly harsh and so we cannot determine the time period before fading occurs.

#5: Creases
If your rug has been rolled or folded for shipping, it may include creases. Creases should disappear within a week or two when the rug is laid out flat. Reverse rolling the rug overnight will help.

#6: Rug Rotation
As a general rule, rugs of all materials and constructions should be rotated every 3-6 months to balance colour and evenly distribute regular foot traffic across the full surface area.

#7: Sprouts
Loose fibers, or sprouts, are a normal part of the break-in process of handmade rugs. To remove sprouts, use a small pair of scissors to snip them off even with the pile. Do not pull the fiber out, as this can cause a deterioration of the backing.

#8: Lift, don't drag
Woven rugs need a little extra love and care. Take care when moving furniture over the rugs to avoid 'pulls' and lifts in the weave.

#9: Soften the blow
Protect your rug from sharp edges that puncture the rug surface by placing soft pads beneath the legs of table and chairs.

#10: Anti-Slip Support
The use of an anti-slip mat beneath your rug will prevent it from moving around - less shifts, pulls and tugs will prolong its lifetime.



Cleaning your Rug

How to Vacuum your Rug
Canister vacuums without beater bars are the optimal type of vacuum to use on rugs. Brooms and manual sweepers are also a gentle and effective way to clean rugs. Try to avoid frequent vacuuming to maintain all fibres as the suction-can pull out the threads from the back of a rug and cause "sprouts." Use the handheld attachment to vacuum your area rug, whenever possible. Avoid running the vacuum over the fringes/tassles/edges at the ends of the rug, as fraying may occur. Always vacuum from different angles to avoid strain in one particular direction. **Our Jute rugs should not be vacuumed at all.**

How to Clean your Rug
Clean spills immediately. Once a stain is set, it becomes much more difficult to clean. Never rub a spill, as this forces the spill deeper into the rug. Instead, blot the stain with a clean dish cloth or paper towel. Scrape off any food or debris ASAP.
For wool rugs: Use lukewarm water to remove any residual stain, as wool is more prone to bleeding and staining than synthetic fibers. Always use clean water to remove any residual cleaner, and dry towels to absorb any remaining moisture. We cannot guarantee that any spills or marks can be removed completely – this is at the owner's discretion to decide whether they would like to attempt cleaning or if they get the rug professionally cleaned.

Easy to Clean Indoor/Outdoor rugs
With a dry cotton towel or white paper towel, blot out stain as much as possible. Scrape off any food or debris with a dull instrument. Mix a very small amount of dish soap with a cup of cold water. With a clean sponge and soap mix, remove remainder of the stain. Allow the area to dry.

For all-over cleaning, spray with a mixture of handwash soap and water and rinse with clean water in a bucket. Make sure you remove all soap as this can create a mark.

Professional Cleaning for your Handmade Rug
Always use a professional area rug cleaning expert. Cleaning a handmade rug requires a process different than cleaning wall-to-wall carpet.

Viscose Rugs
Viscose rugs are constructed of wood cellulose fibers, which absorb moisture easily, therefore cleaning is not advised. If cleaning should become necessary, professional cleaning is preferable. Do not spot clean with water as cellulose fibers will turn yellow or discolor when wet and may stain after cleaning. Lighter colors are more susceptible to staining and large, solid areas will show staining more easily. Avoid placing viscose rugs in high-traffic areas to minimize the need for cleaning.

Jutes
Specifically see note about odours, sprouting and fading.
Do not vacuum.

Leather/Hide Rugs
The beauty of a natural hide is, that it ages naturally, this includes inevitable hair loss over time*. Every unique piece will perform differently depending on the climate and the space it lives in. Hide rugs are best cleaned by gently shaking out dust, not vacuuming, to prevent further hair loss, spills may be gently dabbed with water and natural soap on a cloth.

*We will not accept returns on hides that lose hair over time as this is part of the natural aging process of the product.



CLEANING INSTRUCTIONS

Cotton Flatweave (Dhurrie)

Cleaning a cotton dhurrie rug requires a gentle approach to maintain its quality and appearance.

Vacuuming
Regularly vacuum your dhurrie to remove dirt and dust. Use a vacuum cleaner with a brush attachment to avoid damaging the fibers.

Spot Cleaning
For spills: Immediately blot (don't rub) the area with a clean, dry cloth to absorb as much liquid as possible.
For stains: Use a mild detergent mixed with water. Test the solution on a small, inconspicuous area first to ensure it doesn't cause discoloration. Gently apply the solution to the stained area with a sponge or cloth, then blot dry.

Deep Cleaning
If the entire rug needs cleaning, consider using a carpet shampooer designed for use on area rugs, but make sure it's suitable for cotton fabrics. Alternatively, you can mix a mild detergent with water and use a soft brush or sponge to gently scrub the rug. Do not oversaturate the rug with water.

Rinsing
Rinse the rug with clean water to remove any soap residue, and remove any excess water by blotting with towels.

Drying
Dry the rug flat in a well-ventilated area away from direct sunlight to prevent fading. Avoid hanging the dhurrie as it might stretch or misshape.

General Tips
Rotate your rug periodically to ensure even wear. Keep the dhurrie away from excessive moisture and direct sunlight to prevent damage and fading.

Professional Cleaning
For deep stains or if you're unsure about cleaning the dhurrie yourself, consider hiring a professional rug cleaner.



CLEANING INSTRUCTIONS

Jute

Cleaning a jute rug requires a gentle approach as jute is a natural, soft, and somewhat delicate fiber.

Vacuuming
Vacuum the rug regularly to remove dirt and dust. Use a suction-only vacuum or one with a gentle brush setting. Be sure not to use a beater bar, as it can damage the fibers.

Spot Cleaning
Immediately blot spills with a clean, white cloth to absorb as much liquid as possible. Do not rub, as this can spread the stain or cause the fibers to fray.
For solid spills: Gently scrape up with a blunt knife or spoon.
If a stain remains: You can try spot cleaning with a mild detergent. Dilute a small amount of gentle liquid soap in water. Dab the solution onto the stain with a white cloth, then blot with a dry cloth. Avoid using too much water as jute can absorb moisture easily and take a long time to dry.

Avoid Water
Jute rugs should not be cleaned with a lot of water. Excessive moisture can cause the rug to become misshapen, shrink, or develop mold and mildew.

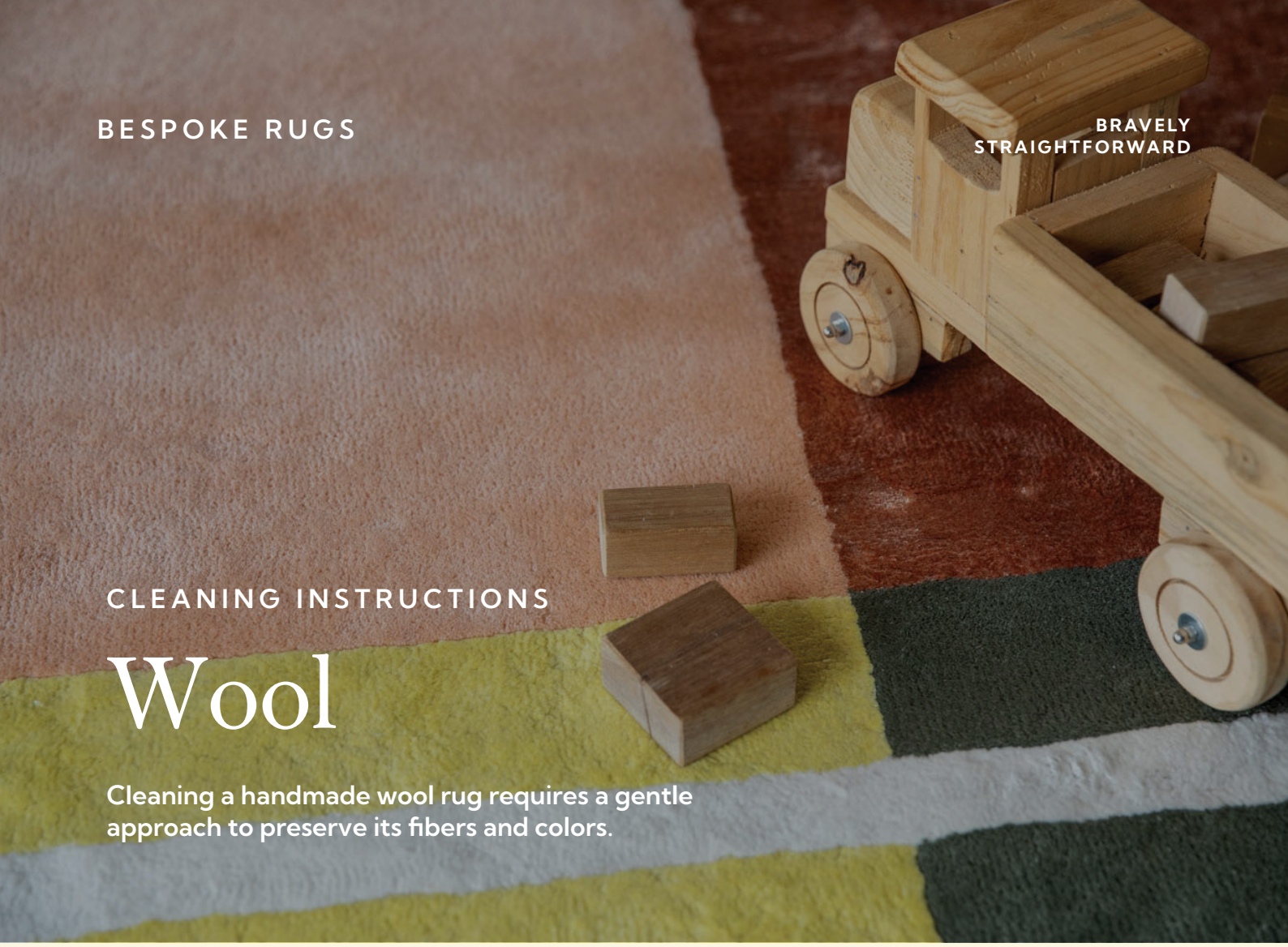
Dealing with Odours
If your rug has a mild odour, you can sprinkle baking soda over it, let it sit overnight, and then vacuum it up. Baking soda helps to neutralize odours without damaging the rug.

Drying
If your rug becomes damp or wet, dry it as quickly as possible. Hang it outside or use fans to speed up the drying process. Avoid direct sunlight as it can fade the rug.

Rotation
Regularly rotate your rugto ensure even wear and to prevent fading in certain areas due to sunlight exposure.

Professional Cleaning
For deep cleaning or difficult stains, consider hiring a professional cleaner who has experience with natural fiber rugs.

Remember, jute rugs are more prone to staining and damage when wet, so it's crucial to handle spills and cleaning gently and promptly.



CLEANING INSTRUCTIONS

Wool

Cleaning a handmade wool rug requires a gentle approach to preserve its fibers and colors.

Vacuuming
Vacuum your wool rug gently at least once a week. Use a vacuum with a high-quality filter and a setting that doesn't agitate the fibers too much. Avoid the beater bar if possible, as it can damage the wool.

Spot Cleaning
When a spill occurs, blot it immediately with a clean, dry cloth. Do not rub, as this can work the stain deeper into the fibers. For most stains, use cold water and a mild detergent specifically suitable for wool. Test any cleaners on a small, inconspicuous area first to ensure they do not cause discoloration.

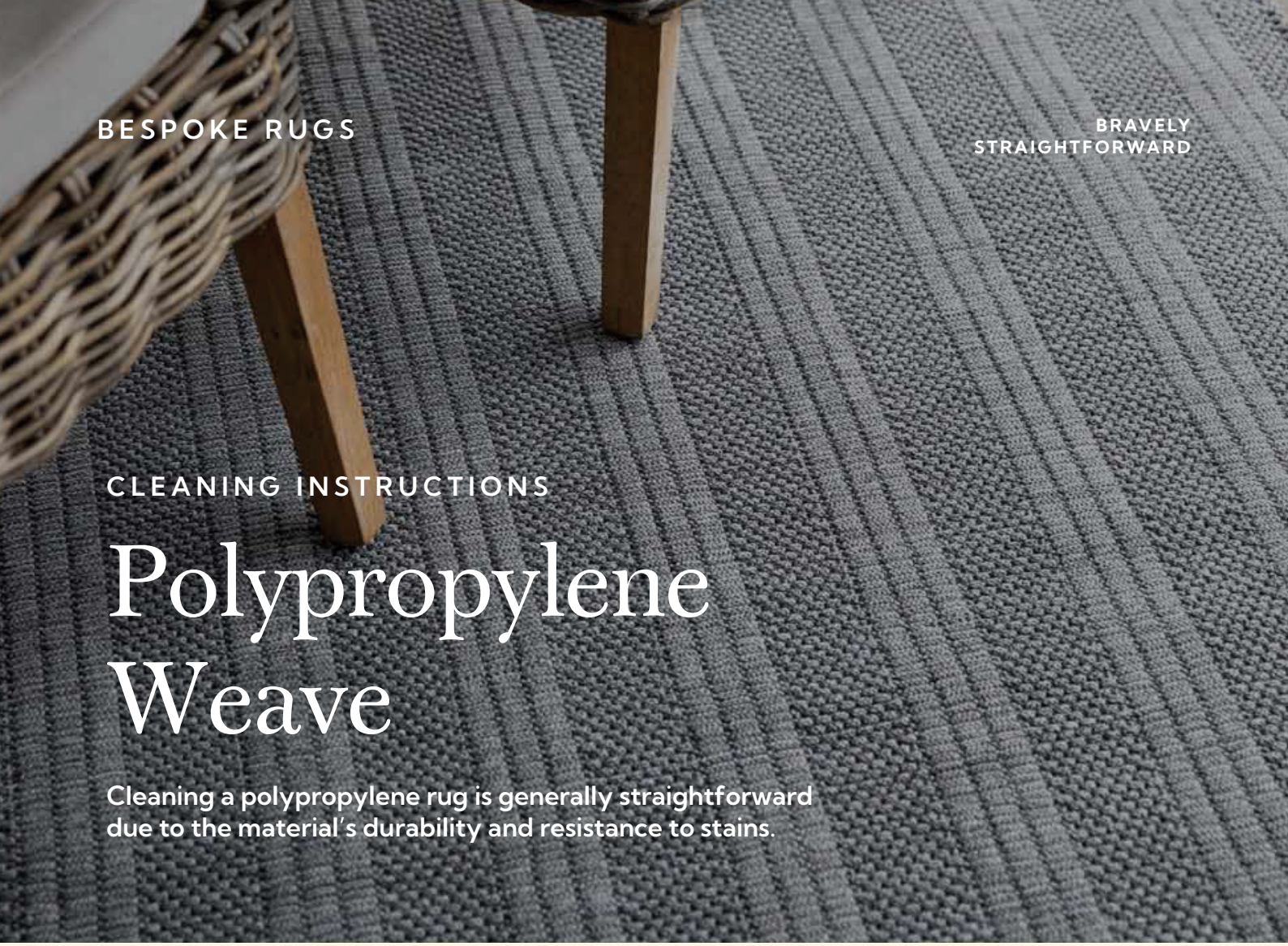
Use Wool-Safe Detergent
For a deeper clean, mix a woolsafe detergent with cold water. Apply this solution sparingly to the rug using a sponge or a soft brush. Work in a grid pattern, and do not soak the rug.

Rinsing
After spot cleaning or washing, rinse the area with some cold water. Make sure all soap residue is removed as it can attract dirt.

Drying
Avoid exposure to direct sunlight or heat when drying your wool rug. Lay the rug flat and allow it to air-dry. You can also use fans to help circulate air over the rug. Avoid hanging wool rugs as they can stretch.

Professional Cleaning
Every couple of years, or when the rug seems particularly soiled, consider having it professionally cleaned. Professionals have the right equipment and detergents to clean and dry your wool.

Taking care of spills immediately and maintaining regular cleaning will help extend the life and beauty of your handmade wool rug.



CLEANING INSTRUCTIONS

Polypropylene Weave

Cleaning a polypropylene rug is generally straightforward due to the material's durability and resistance to stains.

Vacuuming
Start by vacuuming the rug to remove dirt and debris. Be sure to vacuum both sides. Use a brush attachment if available, especially on a high pile rug, to prevent damage to the fibers.

Spot Cleaning
For spills or stains: Blot the area immediately with a clean, dry cloth to absorb as much liquid as possible. Apply a solution of mild detergent and water to the stain. Use a cloth or sponge to gently blot the stain. Avoid scrubbing, as this can damage the fibers. Rinse the area with a cloth dampened with water to remove any detergent residue.

Deep Cleaning
Polypropylene rugs can often be cleaned with a carpet cleaner or a mixture of mild detergent and water. Use a sponge or soft brush to apply the cleaning solution, gently working it into the rug. Avoid using too much water, as excessive moisture can cause issues with the backing of the rug.

Rinsing
After cleaning, rinse the rug with a cloth or sponge dampened with clean water. Make sure to remove all soap residue, as leftover detergent can attract dirt. These rugs can be laid in an open area and rinsed with a hosepipe.

Drying
Remove any excess water by pressing with clean, dry towels. Lay the rug flat to dry, avoiding direct sunlight which can fade the colours. If possible, elevate the rug for air circulation, which helps in faster drying, but avoid hanging as this can compromise the weave and shape of the rug.

Maintenance Tips
Rotate the rug periodically to ensure even wear. If the rug is used outdoors, ensure it's completely dry before placing it back to prevent mold and mildew.

Call in the Professionals
From time to time all rugs will require a deeper clean that what can be achieved using household methods, in this eventuality call in a professional carpet/rug cleaning service.



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