



## CARPET CARE

Heavy Velvet Dark Grey hand-woven carpet

### CLEANING AND MAINTENANCE ADVICE

Please click [here](#) to download our Cleaning & Maintenance guide.



### REGULAR MAINTENANCE

Vacuum carpets regularly using an upright cleaner on cut pile carpets, or a cylinder machine with a smooth nozzle on any carpet with loops. Avoid using all cleaning chemicals sold for home use, some of which can discolour carpets. Detergent residue can become sticky when dry and subsequently attract dirt. For an overall clean we recommend a dry extraction method carried out by a professional cleaning company.

Jacaranda is creating a list of reputable, professional carpet cleaners in the UK and abroad.

### SHEDDING

All wool cut-pile carpets will shed fibres when new to create fluff. This is normal, not related to quality, and will not affect appearance or durability of your carpet. It is simply wool fibres released from the yarn ends where they are cut to create the pile. Vacuum regularly and shedding will soon cease.

### SPROUTING OR PULLED LOOPS

Uneven tufts can sometimes occur in hand-woven carpets. Dogs, cats or stiletto heels can catch and pull loops proud of the pile. Carefully cut these tufts or loops with sharp scissors, do not pull as you may damage the carpet.

### CRUSHING

Furniture can depress or crush carpet pile over time. This effect can be reduced by occasionally re-arranging heavy furniture so that the weight is not concentrated in one place.

### SPILLAGES AND STAINS

Act fast to pick up any solids and to blot up liquid with plain absorbent paper. Blot gently, changing paper as necessary. Do not rub or scrub as this can 'burst' the pile surface causing permanent damage. Leave the pile laying in the natural pile direction or restore gently to correct direction using a clean clothes brush. Leave to dry naturally.

### FOR RESIDUAL STAINS

For wool carpets only, dilute any remaining residue or stain with cold water (never hot) on a clean cloth, then blot and dry as above. Repeat as necessary. For unusual or stubborn stains always seek professional advice from a reputable cleaning company or visit [www.wool-safe.org](http://www.wool-safe.org) for advice. Avoid carpet cleaning chemicals sold for home use, which can discolour carpets or leave a dirt attracting, sticky residue.

Viscose carpets are more delicate than wool. Water changes the texture of the viscose, causing the pile to reflect light differently to give the appearance of a stain. Do not add water and do not rub or brush the pile. For all stains consult a professional carpet cleaner straight away. They should recommend cleaning of the entire carpet (rather than spot treatment) using a dry extraction rather than a wet cleaning method.

The TENCEL<sup>®</sup> yarn used for Jacaranda's **Sikkim**, **Simla** and **Santushti** broadloom has the same beautiful lustre as viscose but is more hard-wearing and better to clean. Water spills will not affect its texture, and if they leave a slight yellow ring, this should disappear with time and wear. TENCEL<sup>®</sup> can be professionally cleaned with care. Avoid carpet cleaning chemicals sold for home use, which can discolour carpets or leave a dirt attracting, sticky residue.

### STAIN PROOFING TREATMENTS

When deciding whether or not to stain proof your new carpet, please consider that stain proof treatments:

#### BELGIUM

**TAPINEX BVBA**  
Website  
Tel: +32 32363044  
Email

#### CZECH REPUBLIC

**Dr. Schutz**  
Website  
TEL: +42 (0) 515 227 272  
Email

#### DENMARK

**CarpetCare**  
Website  
Tel: +45 70266456  
Email

#### FRANCE

**Dr. Schutz**  
Website  
TEL: +33 (0) 677 820 060  
Email

#### HOLLAND

**Cunera**  
Website  
TEL: +31 3176 19 001  
Email

#### ISRAEL

**Elni Brothers**  
Website  
TEL: +972 (0) 1 800 696969  
Email

ITALY

**Banfi Marco S.a.S. di Bonalume Sergio & C.**

**Website**  
TEL: +39 02 39667873  
**Email**

POLAND

**Dr. Schutz**  
**Website**  
TEL: +48 (0) 608 921 100  
**Email**

SINGAPORE

**Big Red Pte Ltd**  
**Website**  
Tel: +65 (0) 6241 9443  
**Email**

SLOVAKIA

**Dr. Schutz**  
**Website**  
TEL: +42 (0) 515 227 272  
**Email**

SWEDEN

**Support Mattvätt Baliakos**  
**Website**  
TEL: +46 76 318 4580  
**Email**

SWITZERLAND

**Lässer Teppich - und Polsterreinigung AG**  
**Website**  
Tel: +41 44 824 49 49  
**Email**

- Should be applied by a professional company with a good reputation
- Must be reapplied at regular intervals
- Can slow the rate of soiling and buy extra time to deal with spillages
- But can never offer complete protection
- And can lead to a false sense of security

It is normal for new wool carpets to 'shed' fibres especially where footfall is heaviest. If protective chemicals are lost with these fibres, carpets can soil faster in heavy traffic areas leading to uneven appearance.

#### MOTHS

**All Jacaranda's wool carpets and rugs have been treated to deter insect and moth infestation.** TENCEL® fibres spun from cellulose contain no keratin so are not attractive to moth larvae.

All chemicals used have been fully tested for safety, and approved for use within the EU click here for full specification.

Should a moth problem be reported and verified within five years of purchase, Jacaranda will repair, replace or treat the affected area, providing the carpet has been properly maintained as outlined below.

Please note the following:

- Insect deterrent treatment is embedded in the carpet fibre so must be ingested by the insects/larvae to have an effect and stop further spread. Moths may enter your home and minor fibre loss may occur before the treatment takes effect
- If you spot moth infestation, call in a professional company ASAP to treat the infestation and report the problem to Jacaranda
- Regular vacuuming around the skirting boards and under infrequently-moved furniture will help prevent infestation
- Treatment is designed to bond with fibres, last the lifetime of the carpet, and withstand cleaning. However there are many carpet cleaning professionals who employ a variety of methods and chemicals. If you choose to have your carpet wet cleaned you must ask that company to apply anti-moth treatment after washing and to provide their own anti-moth guarantee. Jacaranda never recommends steam cleaning for a wool carpet.

Failure to act on these notes will affect the warranty, which as a result, could be reduced or voided at Jacaranda's sole discretion.

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