

CARPET COURT

CARE & CLEANING GUIDE

WEAVE



THANK YOU

We hope you enjoy your new rug as much as we have enjoyed bringing it to life. We want every Weave rug to last, and look as good as the day you first bought it. Weave floor rugs will last for years adding beauty and warmth to your home if cared for properly. To help make your purchase last, we have put together some useful tips. Alternately, our customer service team is available for any questions that may arise.

Australia:
weavehome.com.au | 1300 787 888
hello@weavehome.com.au

New Zealand:
weavehome.co.nz | 0800 922 000
hello@weavehome.co.nz

HOW TO PROTECT YOUR RUG

At Weave, we proudly align with companies that have the same passion, drive and ethical standards in the product and service they offer, which is why we exclusively recommend Premium Surface Protection for their rug protection formulas: MicroSeal & Fiber ProTector. They are experts in their field on all things relating to fibre and surface protection. We recommend that once you receive your new Weave rug, you contact Premium Surface Protection directly for a free quote to treat your rug so that your treasured investment can continue looking as new as the day you first unrolled it.

(Nationally available across Australia and New Zealand)

MicroSeal & Fiber ProTector are unique permanent solutions to protect against stains and damaging UVA and UVB rays. Both solutions are anti-static as well as flame and fume retardant to keep your home safe. They also help eliminate mould, mildew and bacteria so you can breathe easy while relaxing on your rug. Normally when soil wears through the layers of your rug, it causes wear on the fibres. Both MicroSeal and Fiber ProTector solutions create a barrier around every fibre of your rug, penetrating and sealing them into place so the entire rug is protected from harm.

For further information see our information sheet online or contact Premium Surface Protection quoting WEAVEHOME for your free quote and chamois sponge on treatment.

Australia:
premiumsurfaceprotection.com.au | 1800 189 907
info@premiumsurfaceprotection.com.au

New Zealand:
premiumsurfaceprotection.co.nz | 0800 001 069
info@premiumsurfaceprotection.co.nz



CARE & CLEANING

RUG CHARACTERISTICS

All Weave rugs are made from natural fibres that can result in shedding/pilling. This is a natural characteristic and the removal of any loose fibres can be rectified with regular vacuuming with a good quality vacuum cleaner with a flat head attachment to avoid agitating the fibres. The amount a rug sheds or pills can alter due to traffic, moving furniture, vacuuming or other mechanical agitation.

Any small balls of fibre can be removed with scissors or a de-Piller - being very careful not to cut a strand.

Pop-ups are another, completely normal characteristic of flat-woven rugs. A pop-up is simply a loose thread. Remembering that our rugs are all handwoven, as a craftsman weaves the yarn back and forth across the loom, at some point he'll run out of yarn. In all carpet & rug weaving these threads are tucked in, as the new piece of yarn is started. A pop-up is simply when this very end of the yarn works its way loose. They should not be considered a fault, or a reason for return. Pop-ups can either be left alone, gently cut off, or pushed back into the structure of the rug.

GENERAL CARE

We recommend a non-slip underlay should always be placed under rugs. It will stop the rug slipping, create more depth underfoot and lessen wear on the rug. It also prevents the risk of dye transfer to the under surface and helps protect timber flooring.

Sun exposure for extended periods of time may cause fading. Items should be rotated regularly to minimise colour change and damage.

CARE FOR VISCOSE OR BAMBOO SILK RUGS

Do not spot clean or use liquid cleaners (inc. water) on viscose or bamboo silk rugs. Blot spills immediately with a paper towel or colourless cloth. Do not scrub rugs as it may cause permanent pile damage. Use professional rug cleaners only for dry cleaning service. It is best to vacuum your rug before any dirt is embedded, ideally twice a week in the first few months. Vacuum regularly with low suction power in one direction. Avoid direct sunlight. Regularly rotate your rug to ensure even wear. Shedding of fibres from new rugs is to be expected and will reduce with time.

CARE FOR WOOL, COTTON OR JUTE RUGS

Treat spots and spills immediately with warm water and paper towel. If stain persists – contact professional rug cleaner immediately. Do not scrub rugs as it may cause permanent pile damage. It is best to vacuum your rug before any dirt is embedded, ideally twice a week in the first few months. Vacuum regularly with low suction power. Avoid direct sunlight. Regularly rotate your rug to ensure even wear. Use professional rug cleaners only. Shedding of fibres from new rugs is to be expected and will reduce with time.

Note: Jute colour will vary due to natural fibre variation and should be expected from rug to rug.