

# DESIGNER RUGS.

## Luxury Deserves Expertise

Your rugs are more than décor; they're valuable assets in your space. Maintaining their pristine condition calls for professional expertise. Rely exclusively on certified technicians, formally trained and qualified to meet the stringent Australian Standard (AS/NZS 3733:1995). This ensures your rugs receive specialised treatment, preserving their quality and extending their lifespan with precision and care.

## Preferred Cleaner Network

We recommend the following cleaners – if none of these are located in your area, please contact us for recommendations in other states.



## Treating Spills

To avoid permanent stains or damage, we recommend to clean spills promptly. Before treating any spills, please familiarise yourself with your rug or carpet's materials, as different fibres can react differently to chemicals and even water.

Bamboo / Art Silk / Viscose – do not wet your rug. Follow step 1 below, then seek advice from a professional cleaner.

For all other materials, we recommend following the steps below if spills occur. If you have any doubt, please consult a professional cleaner. Designer Rugs recommends the use of the Capture Cleaning Powder by milliCare.

**SCOOP**  
*up solids before cleaning*



**BLOT**  
*as much liquid as possible using clean white toweling or paper towel*



**CLEAN**  
*refer to spot chart. Apply spot removal agent to clean towel. Do not apply directly to rug*



**RINSE**  
*with cold or luke warm water only*



**BLOT DRY**  
*with absorbent material such as paper toweling or use cold air fan to complete drying*



**DO NOT RUB OR SCRUB YOUR WOOL RUG**  
*Rubbing or scrubbing can cause permanent pile distortion*



## Vacuuming

Vacuum your new rug regularly, as loose fibres will shed over time. This shedding is normal for new rugs, and will reduce over time with regular vacuuming. If you experience any loose sprouting fibres that stick up above the pile, you can carefully trim with scissors.

- We do not recommend using: rotating brush head vacuums, robot vacuums, ride-on vacuums, or high-suction vacuums on our rugs. We recommend using a low setting if your vacuum allows it.

- Be thorough: vacuum under furniture, behind curtains and where your rug meets the wall. Proper vacuuming requires 3 to 5 passes at slow speed over the same area.

- Areas where heavy foot traffic is directed through fairly restricted zones such as doorways, entrances and at the edges of the rug where it joins hard floors require special attention when vacuuming.

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## General Care Instructions

1. Do not steam clean or dry-clean your rug, and avoid harsh chemicals.
2. Our rugs are not machine-washable.
3. If you get mud on your rug, we advise you allow it to dry and gently brush it off.
4. Use of hot water to clean your rug is strongly discouraged.
5. Professional cleaning every one to two years is recommended to ensure your rugs longevity and hygiene or as per recommendation from professionals.

The care steps outlined are recommendations intended to help preserve your rug; however, we cannot guarantee specific results.

## Manufacturing Variations

Our rugs are individually handmade, resulting in natural variations that are not considered defects.

**Shading:** Shading, a natural characteristic of carpets and rugs, may occur due to changes in pile and weave direction.

**Shedding:** New rugs made will initially shed loose fibres. Regular vacuuming with a quality vacuum will help reduce shedding over time.

**Pilling:** Pilling can occur due to traffic, furniture movement, vacuuming, or other mechanical agitation. This can be easily trimmed with scissors.

**Pop-ups:** Short Fibers may “pop up” as the rug settles due to the weaving technique. These can be trimmed or pushed back through the rug.

Spot	Order of Treatment		
	Step 1	Step 2	Step 3
Alcoholic beverages	1	2	
Bleach	1	14	
Blood	1	2	
Butter	4	2	
Candle wax	Hot paper on & hot iron		4
Chewing gum	5	4	
Chocolate	4	2	
Coffee	1	2	6
Colas and soft drinks	1	2	
Cooking oils	4	2	
Cream	2	4	
Egg	2		
Faeces	2	3	13
Floor wax	4	2	
Fruit juice	1	2	
Furniture polish	4	2	
Gravy and sauces	7	2	
Ink (fountain pen)	1	2	
Ink (ball point)	9	2	
Ink (felt tip)	7	2	
Lipstick	4	2	
Milk	7	2	4
Mustard	2		
Nail polish	8		
Oil and grease	4	2	
Paint (water)	7	3	6
Paint (oil)	12	3	6
Rust	10	1	
Salad dressing	2	4	
Shoe polish	4	2	
Soot	11	4	2
Tar	12	4	
Tea	1	2	6
Tomato sauce	7	2	
Urine (fresh)	1	2	13
Urine (old)	14		
Vomit	2	13	
Wine	1	2	6
Unknown material	4	2	3

## Type of Treatment (See spot removal chart)

1	cold water
2	detergent solution or rug shampoo solution
3	laundry detergent (non-biological)
4	solvent – use only on dry rug
5	chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum
6	vinegar solution
7	warm water
8	nail polish remover without lanolin and acetone
9	surgical alcohol
10	rust remover
11	vacuum
12	mineral turpentine
13	clear household disinfectant
14	call a Woolcare technician for professional help

## Enquiries

### Website

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