

SP01

# INDOOR

CARE INSTRUCTIONS





THANK YOU FOR YOUR PURCHASE OF AN SP01 PRODUCT.

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SP01 OFFERS AN INTERNATIONAL COLLECTION BUILT ON THE PRINCIPLES OF DESIGN INTEGRITY AND AUTHENTICITY.

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WORKING WITH NATURAL MATERIALS OF THE HIGHEST QUALITY, THE SP01 COLLECTION OFFERS TIMELESS, SIMPLE AND CONTEMPORARY PRODUCTS MANUFACTURED IN ITALY BY THE WORLD'S MOST EXPERIENCED AND SKILLED CRAFTSMEN.

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PLEASE FIND ENCLOSED CARE INSTRUCTIONS FOR YOUR PRODUCT. SP01 PRODUCTS ARE DESIGNED AND BUILT TO LAST A LIFETIME, SO PLEASE TAKE CARE OF YOUR PURCHASE AND TREAT THEM WITH CARE.

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IF YOU HAVE ANY QUERIES PLEASE CONTACT YOUR CLOSEST SP01 SALES CONSULTANT OR VISIT US ONLINE.

ENJOY

INDOOR COLLECTION  
CARE INSTRUCTIONS FOR REGULAR MAINTENANCE

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METAL SURFACES

- REGULAR MAINTENANCE KEEPS METAL FURNITURE AWAY FROM THE DANGER OF RUSTING. WIPE EVERY PART WITH A CLEAN DRY CLOTH REGULARLY.
  - DETERGENTS FOR DELICATE SURFACES ARE RECOMMENDED TO BE USED. ABRASIVE DETERGENTS CONTAINING ALCOHOL, SILICONE OR SOLVENTS ARE TO BE AVOIDED. FINISHED METALS MUST BE CLEANED WEEKLY AND WE SUGGEST WIPING THE SURFACE WITH A VERY LIGHTLY DAMP CLEAN SOFT CLOTH AND DRYING WITH A CLEAN MICROFIBRE CLOTH.
  - NOT EVERY RED SPOT IS NECESSARILY RUST; EVEN THOUGH WHEN RUST HAS STARTED TO BUILD, YOU SHOULD TAKE ALL MEASURE TO CLEAN IT AWAY AND PREVENT IT FROM SPREADING: WASH YOUR FURNITURE REGULARLY WITH SOAP OR MILD DETERGENT AND WARM WATER. SPONGE, RINSE WITH CLEAN WATER AND WIPE DRY.
  - FOR BEST PROTECTION, PERFORM THIS MAINTENANCE TWO OR THREE TIMES PER YEAR IN LOW POLLUTION AREAS OR MORE FREQUENTLY IN HIGH POLLUTION AREAS. PLEASE NOTE THAT THESE DURABLE MATERIALS CAN BE SAFELY CLEANED AS OFTEN AS DESIRED.
  - CAUTION:  
WHEN HANDLING PRODUCTS CONTAINING HAZARDOUS SOLVENTS, THE FOLLOWING PRECAUTIONS MUST BE TAKEN: PLASTIC GLOVES AND GLASSES MUST BE WORN; KEEP WINDOWS OPEN AND AERATE THE ROOM: OPERATE AWAY FROM HEAT SOURCES.
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MARBLE

- EVEN THOUGH OUR MARBLE TOPS ARE SEALED BY PROTECTIVE WAXES, IT IS IMPORTANT TO BE AWARE THAT THOSE TREATMENTS AND WAXES DO NOT SEAL COMPLETELY THE SURFACE, BUT RATHER SLOW DOWN THE ABSORPTION. THEREFORE IT IS NECESSARY TO CLEAN THE SURFACE IN THE SHORTEST POSSIBLE TIME. IT IS RECOMMENDED TO WIPE THE TABLE AFTER EVERY USE.
- REGULAR MAINTENANCE SHOULD BE PERFORMED USING A CLOTH DAMPENED WITH LUKEWARM WATER. IF NECESSARY, A NEUTRAL AND SOFT DETERGENT CAN BE USED.
- IN THE EVENT OF MARKS CAUSED BY LIQUID AND/OR GREASY SUBSTANCES, THE DIRT MUST BE REMOVED IMMEDIATELY USING AN ABSORBENT CLOTH. THE WHOLE SURFACE SHOULD THEN BE WIPED OVER WITH A CLOTH DAMPENED WITH LUKEWARM WATER.
- DO NOT SPILL CHEMICAL SUBSTANCES AND SOLVENTS ON THE SURFACE AS THIS WILL PERMANENTLY MARK THE STONE. KEEP AWAY NAIL POLISH REMOVER, PRODUCTS CONTAINING AMMONIA, BLEACHES, INDELIBLE MARKERS OR INK, OILY SOAPS, LEMON, WINE, COFFEE AND DRINKS THAT CAN STAGNATE AND CORRODE THE SURFACE.
- IF ANY OF THE ABOVE MENTIONED SUBSTANCES COMES IN CONTACT WITH THE MARBLE, WIPE IMMEDIATELY AND RINSE ABUNDANTLY.
- DO NOT USE SOLVENTS, SILICONE AND ABRASIVE DETERGENTS.
- IT IS SUGGESTED TO REGULARLY SEAL THE MARBLE WITH A SUITABLE PRODUCT (E.G. FOR MATT MARBLE WE SUGGEST FABER HIDRO 150, WHEREAS FOR POLISHED MARBLE WE SUGGEST BELLINZONI IDRO OLEO REPELLENTE IDEA HP EFFETTO NATURALE).  
PRODUCT SHOULD BE APPLIED AS SUGGESTED BY PRODUCER.

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WOOD FINISHES (LACQUERED AND OILED)

- TO ENSURE THE GREATEST POSSIBLE ENJOYMENT FROM YOUR FURNITURE AND THE LONGEST LIFESPAN, IT IS IMPORTANT THAT IT IS PROPERLY LOOKED AFTER. WHEN WOOD FURNITURE IS CORRECTLY MAINTAINED AND EXPOSED TO DAYLIGHT, OVER THE YEARS THE WOOD WILL ACQUIRE A BEAUTIFUL PATINA.
- AS WOOD IS A LIVING NATURAL PRODUCT, COLOUR VARIATIONS AND KNOTS AS WELL AS LINES IN THE FINISHED FURNITURE MAY OCCUR. ALSO, IT IS AFFECTED BY DAYLIGHT, TEMPERATURE (HOT AND COLD) AND HUMIDITY. THE IDEAL RELATIVE HUMIDITY FOR SOLID WOOD TABLES IS BETWEEN 30% AND 60%. WOOD FURNITURE SHOULD THEREFORE NOT BE PLACED TOO CLOSE TO HEAT SOURCES SUCH AS WOOD-BURNING STOVES OR RADIATORS. WOOD TABLE TOPS ARE ALSO AFFECTED AND DRIED BY DIRECT SUNLIGHT. BOTH FACTORS CONTRIBUTE TO VERY LOW RELATIVE HUMIDITY WHICH MAY CAUSE CRACKS IN THE TABLE TOP AND SHOULD THEREFORE BE AVOIDED.
- AS DAYLIGHT MATURES THE WOOD, IT IS IMPORTANT TO BE CAREFUL WHEN PLACING PERMANENT ITEMS ON A NEW SOLID WOOD TABLE TOP, FOR EXAMPLE DISHES, VASES AND CANDLESTICKS, AS IT CAN CAUSE UNDESIRABLE COLOUR DIFFERENCES AS THE WOOD MATURES WHICH WILL SUBSEQUENTLY BE DIFFICULT TO REMOVE.
- FOR EVERYDAY CLEANING AND TO REMOVE DUST, WIPE THE TABLE TOP WITH A DRY SOFT CLOTH. IN ORDER TO REMOVE DIRT, USE A CLEAN, WITH LUKEWARM WATER WRUNG OUT SOFT CLOTH. WE ADVISE AGAINST THE USE OF CLEANING AGENTS OR OTHER FORMS OF CHEMICALS.
- LIQUIDS AND FOODS SHALL BE REMOVED AS QUICKLY AS POSSIBLE AS THESE CAN PENETRATE THE GRAIN AND THEREFORE LEAVE PERMANENT IMPRINTS. THIS APPLIES BUT IS NOT LIMITED TO COFFEE AND TEA, WINE, TOMATOE JUICE OR SAUCE, CRANBERRY AND BEETROOT PRODUCTS AND CURCUMA.
- LACQUERED WOOD: AS THE LACQUER SEALS THE SURFACE OF THE WOOD, THE FURNITURE WILL NOT BE AFFECTED BY DAYLIGHT IN THE SAME WAY AS SOAP OR OIL-TREATED FURNITURE. HOWEVER, THE FURNITURE WILL STILL DARKEN WITH TIME, AND WE RECOMMEND THAT YOU EXERCISE CARE WHEN POSITIONING DISHES, CANDLESTICKS, ETC. ON THE SURFACE.
- OILED WOOD: OIL THE SURFACE ON A REGULAR BASIS. DEPENDING ON THE MATERIAL AND THE USE OF THE TABLE (INDOOR OR OUTDOOR) YOU MAY WANT TO USE OIL SUITABLE FOR YOUR NEEDS. DO NOT APPLY A NEW COAT OF OIL UNTIL THE WOOD IS NOT COMPLETELY DRY. DO NOT POUR THE OIL DIRECTLY ON THE SURFACE. WHEN THE SURFACE IS GLISTENING, LEAVE THE OIL ON FOR AROUND TWO HOURS UNTIL FULLY ABSORBED. REMOVE ANY EXCESS OIL WITH A CLEAN LINT-FREE CLOTH. LEAVE THE FURNITURE TO DRY OVERNIGHT (MIN. 12 HOURS) AND AVOID PLACING ANYTHING ON THE SURFACE BEFORE IT IS COMPLETELY DRY. IF THE GRAIN OF THE WOOD RISES AFTER OILING, GENTLY SAND DOWN THE WOOD USING FINE-GRIT SANDPAPER (NO. 180 OR 240), ALWAYS SANDING IN THE DIRECTION OF THE GRAIN. TO OPTIMALLY MAINTAIN THE NATURALLY BEAUTIFUL APPEARANCE OF THE WOOD, WE RECOMMEND YOU REGULARLY TREAT THE FURNITURE'S SURFACE WITH OIL WHENEVER IT APPEARS DULL, SCRATCHED OR AS NEEDED.

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GLASS FINISHES

- GLASS DOES NOT REQUIRE PARTICULAR MAINTENANCE THAT GOES BEYOND NORMAL CLEANING. FOR REGULAR MAINTENANCE USE DILUTED METHYLATED SPIRITS (1 PART METHYLATED SPIRITS TO 1 PART WARM WATER) - USING WARM WATER WILL HELP THE LIQUID TO DRY FASTER AND NOT LEAVE STREAKS. ENSURE YOU USE PROTECTIVE GLOVES AS THE METHYLATED SPIRITS CAN CAUSE DRYING AND CRACKING OF THE SKIN. GENTLY WIPE THE SURFACE WITHOUT RUBBING TOO HARD. AS A GENERAL RULE YOU MUST CLEAN THE ENTIRE SURFACE AND ALLOW IT TO DRY NATURALLY.
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POLYESTER RESIN

- DUE TO THE CATALYST NATURE OF RESIN, EACH HAND CRAFTED PIECE IS ONE OF A KIND AND WILL PRESENT ITS OWN UNIQUE CHARACTERISTICS. THIS INCLUDE THINGS LIKE INTERNAL WAVES, BUBBLES, AND COLOUR VARIATION.
- TO CLEAN, WIPE DOWN USING A MICROFIBRE CLOTH AND WARM WATER. POSITIONING IN DIRECT SUNLIGHT ALTER COLOUR OVER TIME.
- IT IS IMPORTANT TO BE CAREFUL WHEN PLACING PERMANENT ITEMS ON THE TABLE TOP, SUCH AS DISHES, VASES AND CANDLESTICKS, AS IT CAN CAUSE UNDESIRABLE COLOUR DIFFERENCES.
- AVOID PLACING ITEMS ON TOP THAT WILL SCRATCH THE SURFACE.



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HPL FINISHES

- HPL DOES NOT REQUIRE PARTICULAR MAINTENANCE THAT GOES BEYOND NORMAL CLEANING. THE COMPACT AND NON-POROUS SURFACE OF THE HPL CAN EASILY BE CLEANED WITH HOT WATER, STEAM, AND ALL TYPES OF COMMON DETERGENTS AND DISINFECTANTS FOR DOMESTIC USE, AS LONG AS THEY ARE NOT ALKALINE. THE HPL IS ANTI-STATIC; THEREFORE, IT DOES NOT ATTRACT DUST. THUS, IT DOES NOT REQUIRE ANY TREATMENTS WITH WAX OR WAX-BASED PRODUCTS: RATHER, THESE PRODUCTS TEND TO FORM A STICKY LAYER ON THEIR SURFACE WHICH RETAINS DIRT.
- CRANBERRY OR BEET JUICE, CONCENTRATED FRUIT OR TOMATO JUICE, CARAMEL AND SOME BLEACH MUST BE REMOVED AS QUICKLY AS POSSIBLE FROM THE HPL SURFACE.
- CAUTION:  
WHEN HANDLING PRODUCTS CONTAINING HAZARDOUS SOLVENTS, THE FOLLOWING PRECAUTIONS MUST BE TAKEN: PLASTIC GLOVES AND GLASSES MUST BE WORN; KEEP WINDOWS OPEN AND AERATE THE ROOM: OPERATE AWAY FROM HEAT SOURCES.

ORIGIN OF DIRT

RECOMMENDED CLEANING PRODUCT AND METHOD

SYRUP - FRUIT JUICE - JAM - LIQUOR - MILK - TEA - COFFEE - WINE - SOAP - INK

WATER AND SOFT SPONGE

ANIMAL AND VEGETAL FAT - SAUCE - DRY BLOOD - DRIED WINE AND LIQUORS - EGGS

COLD WATER AND SOAP OR DOMESTIC DETERGENT. RINSE WELL AND DRY WITH A COTTON CLOTH.

SMOKE-BLACK - JELLY - VEGETAL AND VINYL ADHESIVES - WATER-COLOUR PAINTS - ORGANIC RESIDUES - ARABIC GUM

WASH WITH HOT WATER AND SOAP OR A DOMESTIC DETERGENT. RINSE WELL AND DRY WITH A COTTON CLOTH.

HAIR SPRAYS - VEGETAL OILS - CASTOR OIL - PEN - MARKERS - WAX - FOUNDATION AND GREASY FACE POWDERS - SOLVENT RESIDUE HALOES

MEK - ALCOHOL - ACETONE WITH A COTTON CLOTH. RINSE WELL WITH COLD WATER AND DRY WITH A CLEAN COTTON CLOTH, BLOTTING PAPER OR KITCHEN PAPER.

NAIL POLISH - POLISH SPRINKLES - LINSEED OIL

ACETONE WITH A COTTON CLOTH

NEOPRENE ADHESIVES

TRICHLOROETHANE WITH A COTTON CLOTH

SYNTHETIC OIL PAINTS

TRICHLOROETHYLENE NITRO SOLVENT WITH A COTTON CLOTH

SPRAY PAINTS

THINNER 3M - VANDAL WITH A COTTON CLOTH

ADHESIVES RESIDUES (ACRYLIC OR VEGETAL RUBBER) AFTER REMOVAL OF PROTECTIVE FILM

THINNER 3M - VANDAL WITH A COTTON CLOTH

PAINTS

THINNER 3M - VANDAL WITH A COTTON CLOTH

SILICONE TRACES OR RESIDUES

IF IT IS COMPLETELY DRY IT IS IMPOSSIBLE TO REMOVE. IF NOT, USE VERY GENTLY A WOODEN OR PLASTIC SCRAPER

LIMESCALE

DETERGENTS WITH A VERY LOW PERCENTAGE OF CITRIC OR ACTETIC ACID (MAX. 10%)

## INDOOR COLLECTION

### CARE INSTRUCTIONS FOR REGULAR MAINTENANCE

#### WOOL FABRICS

- IMMEDIATE ACTION IS THE KEY - MOST SPILLS WON'T STAIN PERMANENTLY IF YOU ACT QUICKLY.
- THE RECOMMENDED METHOD IS TO BLOT UP LIQUIDS WITH WHITE PAPER TISSUE OR ABSORBENT CLOTH AND SCOOP UP SOLIDS WITH A SPOON. ALWAYS WORK INWARDS FROM THE EDGE TO PREVENT SPREADING. THEN TREAT THE STAIN ACCORDING TO THE CLEANING INSTRUCTIONS GUIDE.
- YOU SHOULD NOT WASH YOUR WOOLEN FABRIC ON PRINCIPLE (I.E. DO NOT COMPLETELY SUBMERSE IN WATER OR OTHERWISE MAKE THE FABRIC WET); IRON AT A MAXIMUM SOLE-PLATE TEMPERATURE OF 110° (TAKE CARE WHEN IRONING WITH STEAM); CHEMICAL CLEANING SHOULD BE DONE BY A SPECIALISED CLEANER.
- THE CHART INCLUDES ADVICE ON METHODS OF TREATING STAINS.  
USE STEP A FIRST, ALLOW TO DRY, IF UN- SUCCESSFUL TRY STEP B AND LATER C.

#### ORIGIN OF DIRT

#### TREATMENT STEPS

#### TYPE OF TREATMENT

	<u>TREATMENT STEPS</u>			<u>TYPE OF TREATMENT</u>
	<u>A</u>	<u>B</u>	<u>C</u>	
ALCOHOLIC BEVERAGES	9	11	7	<ol style="list-style-type: none"> <li>1. WHITE SPIRITS, TURPS OR SUBSTITUTE</li> <li>2. BRANDED SPOT REMOVER FOR GREASY / OILY SPOTS</li> <li>3. UPHOLSTERY DETERGENT AT MANUFACTURER`S RECOMMENDED DILUTION</li> <li>4. ACETONE OR NAIL VARNISH REMOVER - NON OILY</li> <li>5. COLD WATER</li> <li>6. SURGICAL SPIRIT (ALCOHOL)</li> <li>7. BORAX 2% SOLUTION, DISSOLVE 1 TSP IN WARM WATER, TOP UP WITH COLD TABLE SALT 2% SOLUTION, 1 SMALL LEVEL TSP IN CUP OF TEPID WATER</li> <li>8. USE 3 ABOVE PLUS DROP OF SPIRIT</li> <li>9. VINEGAR</li> <li>10. LAUNDRY DETERGENT 1% SOLUTION (1 LEVEL TSP IN CUP OF WARM WATER)</li> <li>11. USE 6 ABOVE DILUTED 1:5 WITH WATER HOUSEHOLD DISINFECTANT, DILUTE AS RECOMMENDED ON BOTTLE, OR 1 TSP IN 2 PINTS WATER</li> <li>12. USE 7 ABOVE PLUS A DROP OF SPIRIT</li> <li>13. VINEGAR</li> <li>14. CHILL WITH ICE CUBES IN PLASTIC BAG, CRACK THE GUM OR WAX AND CAREFULLY REMOVE LOOSE PIECES</li> <li>15. HOT IRON OVER LAYERS OF WHITE TISSUES</li> <li>16. CONSULT A PROFESSIONAL CLEANER</li> <li>17. VACUUM THOROUGHLY</li> </ol>
BLOOD	5 AND 8	9	7	
BUTTER	14 OR 15	1	3	
CANDLE WAX	14 OR 15	1 AND 2	3	
CHEWING GUM	14	2 AND 4	6	
CHOCOLATE	3	1		
COFFEE & CREAM	3	1	7	
COFFEE BLACK	13	11	3	
COLAS AND SOFT DRINKS	9	7		
COOKING OILS	1	3		
CREAM	3	1	7	
EGG WHITE	3	7	10	
EGG YOLK	8	3	10	
FLOOR WAX	1	2	3	
FRUIT JUICE / CORDIAL	7	3	6 AND 3	
FURNITURE POLISH	1	3	2	
GRAVY AND SAUCES	3	1	7	
INK (BIRO)	6	4	10	
INK (FELT TIP PEN)	6	4	3	
INK (WRITING)	3	16		
JAM	3	7		
LIP STICK	1	2	3	
MILK	8	3	7	
MUSTARD	3	7	11	
NAIL POLISH	4	16		
OIL AND GREASE	1	2	3	
PAINT (OIL BASED)	1	3	16	
PAINT (WATER BASED)	5	3	16	
SALAD DRESSING	3	1	7	
SHOE POLISH	1	2	3	
SOOT	17	3	1	
TAR	1	2	3	
TEA	3	11	7	
URINE	3	12	16	
VOMIT	3	12	16	
WINE	3	13	11	

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VELVET FLEECE

- VELVET IS A SOPHISTICATED FABRIC AND IN ORDER TO BE PROPERLY MAINTAINED THE RIGHT FABRIC CARE IS ESSENTIAL TO PRESERVE ITS AESTHETICS FEATURES.
  - LOCAL CRUSHING OF PILE IS CONSIDERED NORMAL AND CAN BE CAUSED BY:  
USE OF THE PRODUCT;  
CONTACT POINTS OF BACKREST CUSHIONS;  
TRANSPORT / PACKAGING.
  - TO REMOVE THE COLOUR EFFECT CAUSED BY CRUSHED PILE, WE RECOMMEND TREATING THE SURFACE WITH A SOFT BRUSH OR VACUUMING THE FABRIC WITH SOFT BRUSHES ALWAYS IN THE DIRECTION OF THE PILE.
  - IN CASE OF EXTREMELY CRUSHED PILE, WE RECOMMEND TREATING THE VELVET WITH A SOFT BRUSH AND STEAM, ALWAYS BRUSHING IN THE DIRECTION OF THE PILE. ISSUE THE STEAM AT A DISTANCE OF AT LEAST 10CM, PAYING ATTENTION NOT TO DIRECTLY TARGET THE STITCHES.
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LEATHER

- IT IS IMPORTANT TO PROTECT YOUR LEATHER FURNITURE FROM FADING AND DRYING. THIS MEANS KEEPING LEATHER FURNITURE AWAY FROM INTENSE SOURCES OF LIGHT (INCLUDING BUT NOT LIMITED TO DIRECT SUNLIGHT AND CEILING LIGHTING) AND SOURCES OF HEAT.
- A LEATHER PROTECTION CREAM SHOULD BE USED REGULARLY TO ALLEVIATE ASSOCIATED ISSUES WITH DRYING AND CRACKING.
- ROUTINE CLEANING INVOLVES DUSTING REGULARLY WITH A SOFT CLOTH OR WITH THE TEXTILE BRUSH ATTACHMENT ON YOUR VACUUM CLEANER AFTER SETTING THE SUCTION TO THE LOWEST SETTING. WHERE NECESSARY WIPE WITH A SLIGHTLY DAMP SOFT CLOTH OR SPONGE. LIQUIDS AND OTHER SUBSTANCES ACCIDENTALLY DROPPED ON THE LEATHER SHOULD BE REMOVED IMMEDIATELY BY DABBING LIGHTLY (NEVER RUB TOO HARD) WITH A DAMP SPONGE UNTIL THEY HAVE BEEN COMPLETELY ELIMINATED. ONCE ELIMINATED, DRY WITH A SOFT CLEAN WHITE CLOTH.
- AVOID THE USE OF SOLVENTS OR ALCOHOL AT ALL TIMES AS THIS WILL OFTEN ALTER THE APPEARANCE OF THE LEATHER.



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CUSHION INSERTS

- IN ORDER TO BE PROPERLY MAINTAINED, CUSHIONS SHOULD BE PLUMPED UP AND AIRED FREQUENTLY.
  - WHERE POSSIBLE, ALTERNATE THE POSITION OF THE CUSHIONS, SWAPPING THE MOST USED CUSHIONS WITH THE LESSER USED ONES.
  - TO REJUVENATE, REMOVE THE CUSHIONS FROM THEIR COVERS AND LEAVE THEM OUTDOORS IN DIRECT SUNLIGHT FOR A PERIOD OF TWO HOURS.
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UPHOLSTERY

- REGULAR MAINTENANCE INVOLVES FLUFFING THE SEAT, BACK AND LOOSE CUSHIONS USING GENTLE FORCE APPLIED WITH AN OPEN HAND. THIS SHOULD BE CARRIED OUT ON A WEEKLY BASIS.
  - TO REMOVE DUST, USE THE TEXTILE BRUSH CONNECTION ON YOUR VACUUM CLEANER AFTER SETTING THE SUCTION TO THE LOWEST SETTING.
  - FOR GENERAL STAINS, ACT IMMEDIATELY BY DABBING THE AFFECTED AREA THOROUGHLY WITH A CLEAN WHITE CLOTH. FOR HEAVIER STAINS, A SLIGHTLY DAMP CLOTH WITH A MINIMAL AMOUNT OF NATURAL SOAP CAN BE USED.
  - DO NOT USE ANY PRODUCTS CONTAINING BLEACH ON FABRIC. IN CASE OF STUBBORN STAINS WE RECOMMEND THE USE OF A REPUTABLE MOBILE CLEANING SERVICE.
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RUGS

- YOUR RUG WAS ENTIRELY HANDMADE BY EXPERT ARTISAN, IT IS UNIQUE AND UNREPEATABLE. DUE TO FACTORS OUTSIDE OF OUR CONTROL, A TOLERANCE OF UP TO 2% ON THE OVERALL MEASUREMENT IS ACCEPTABLE. THIS IS LINKED TO THE TAUTNESS OF THE LOOM AND ATMOSPHERIC CONDITIONS DURING PRODUCTION. THE DYEING PROCESS IS PRINCIPALLY DONE BY HAND, SO THERE MAY BE SLIGHT VARIATIONS IN COLOUR.
- AFTER DELIVERY, HANG UP THE RUG AND LET IT BREATHE FOR A SHORT WHILE IN ORDER TO RESTORE THE YARN'S NATURAL BEAUTY. THIS WILL ALSO HELP THE RUG TO LAY OUT PROPERLY. RUGS TAKE A FEW WEEKS TO LAY OUT PERFECTLY. IN ADDITION, IN THE FIRST FEW WEEKS THE RUG WILL TEND TO "SETTLE" YARN (WOOL AND SILK); THE MORE IT IS USED, THE FASTER THIS TENDENCY WILL DISAPPEAR.
- THE EXPOSURE OF NATURAL FIBRE TO NATURAL LIGHT CAN LEAD TO A LOSS OF COLOUR. TURN IT REGULARLY SO THAT THE OVERTONE IS UNIFORM.
- AVOID PLACING HEAVY FURNITURE ON THE RUG. IF THE FIBRES ARE CRUSHED FOR A LONG PERIOD OF TIME, IT WILL BE MORE DIFFICULT TO RESTORE THEM. IT IS POSSIBLE THAT THE COVERED PARTS SHOW A DIFFERENT COLOUR FROM THE REST OF THE RUG AFTER A CERTAIN AMOUNT OF TIME.
- AVOID FURNITURE WITH SHARP EDGES LIKE METAL OR GLASS. WE ALWAYS RECOMMEND USING FELT PADS BETWEEN THE PIECE OF FURNITURE AND RUG.
- AN UNDERLAY MAT MAY BE HELPFUL TO STOP THE RUG SLIDING ON THE FLOOR. WE DO NOT RECOMMEND MOVING FURNITURE ONTO THE RUG. WHEN MOVING THE RUG, DO NOT PULL IT WITH YOUR HANDS ON THE EDGES BUT ROLL IT UP IN ORDER TO AVOID DAMAGING THE WEFT.
- ONLY USE THE RUG IN DRY ROOMS, AVOID PUTTING IT IN DAMP SURROUNDINGS LIKE A BASEMENT, BATHROOM OR KITCHEN, OR OUTSIDE.
- CLEAN THE RUG AT LEAST ONCE A WEEK WITH A VACUUM CLEANER, TAKING CARE NOT TO USE ROTATING HEADS OR BRUSHES THAT COULD DAMAGE THE YARN. ADDITIONALLY TURN THE RUG AND VACUUM CLEAN ON THE OTHER SIDE, TWICE A YEAR. KEEPING THE RUG CLEAN WILL EXTEND ITS LIFESPAN.
- IF LIQUID IS SPILT ON IT, SOAK UP AS MUCH AS POSSIBLE WITH A CLOTH AND WITHOUT RUBBING. WE RECOMMEND A DILUTED MILD CLEANING PRODUCT FOR WOOL PRODUCTS APPLIED WITH A DAMP SPONGE TO CLEAN LIQUIDS LIKE COFFEE, TEA, MILK, CHOCOLATE OR WINE. TAKE CARE NOT TO USE TOO MUCH WATER.
- AFTER CLEANING, MAKE SURE YOU THOROUGHLY DRY THE RUG WITH A CLEAN CLOTH. IT IS ESSENTIAL NEVER TO COMPLETELY WET THE RUG.
- IF SOMETHING THICK LIKE GREASE, INK OR DIRT ENDS UP ON THE RUG, WE RECOMMEND TAKING IT TO A RUG AND CARPET SPECIALIST.
- RUGS CAN NEVER BE DRY CLEANED.