

# Rug Care Guide

**K I N G**

# How to maintain and care for your King rug

**The King collection of artisan rugs draw inspiration from the unique colours, hues and natural textures found in pristine landscapes across Australia. Using the finest materials and artisan craftsmanship, King rugs have been designed to perfectly complement the King sofa range and reflect the unique Australian lifestyle.**

To help maintain the life of your rug, please take the time to read the information in this guide.

If you would like further information, please contact your nearest King Showroom or visit [kingliving.com](http://kingliving.com)

## Design

All rugs in the King range are hand-made from premium yarns and natural fibres which have inherent properties that are important to be aware of before purchasing.

To help preserve the beauty of your rug we recommend vacuuming it once a week to avoid dust and dirt becoming embedded in the fibres.

## King Rugs by Composition

RUG COLLECTION	COMPOSITION
Apollo	30% Wool, 10% Cotton & 60% Poly/Nylon
Bicheno	100% Artsilk (Viscose)
Bronte	50% NZ Wool Loop & 50% Viscose
Casablanca	100% ArtSilk
Derwent	50% NZ Wool, 50% Art Silk (Viscose)
Hue	100% Tencel (Viscose/Artsilk)
Lonsdale	100% Banana Silk (Viscose/Artsilk)
Marion	100% Natural Wool
Marquina	50%Wool/50% Artsilk
Oceania	100% Natural Wool
Scarborough	33% NZ Wool, 33% Viscose, 33% Linen
Waterfall	50% Natural Wool Loop, 50% Viscose

## Appearance

Showroom rug samples may appear slightly different to a brand-new rug due to high foot traffic and UV exposure, but are a good indication of how the rug will wear over time.

Upon delivery you may notice that your rug appears slightly different in colour or texture to the Showroom sample. Fibres may have flattened during packaging and transit. Within a few days the fibres will acclimatise and return to the desired appearance. A light vacuum with non-rotating head will also assist with recovery.

Rugs can also appear a different colour depending on the angle they're viewed from. This is due to the direction the fibres fall and can be more pronounced on rugs made from Artsilk. Rotating the rug 180 degrees or viewing from both

sides is necessary.

## Crush marks

The rug pile may become crushed during transportation. To rectify, spray a fine mist of water onto the affected area. Vacuuming will also help massage the yarn back to its normal state.

## Shedding

Shedding is very common with all rugs and to be expected – even more so for rugs crafted from natural fibres such as linen and wool (for example, King Waterfall, Scarborough and Derwent rug collections).

Natural fibres are spun together and as the rug is used, small fragments break off and gather together. Shedding can last up to 9 months but will lessen with use and time over that period. All King rugs are treated prior to packing to remove loose fibres, however normal foot traffic and rubber soled shoes will cause shedding in the initial weeks of use.

Regular vacuuming with a non-rotating head vacuum cleaner on a low suction setting will help to reduce the amount of time that shedding occurs. The use of an underlay, available from King Showrooms, will also assist in minimising wear and tear.

## Vacuuming

Regular vacuuming of your rug is essential to ensure the longevity of your rug. To get the best results, follow the steps below:

- Vacuum your rug at least once a week.
- For the best result, ensure the vacuum has a new bag. Alternatively, if you are using a bag-less vacuuming system, empty out the device prior to vacuuming.
- Remove all furniture and obstacles from the rug.
- Roll the rug and vacuum the floor underneath.
- Unroll and vacuum the rug with a normal vacuum head. Do not use a rotating head vacuum on your rug, as this can cause irreparable damage to your rug.

## Furniture placement considerations

A rug, no matter the construction, will fade if exposed to sunlight for prolonged periods of time. Sunlight in Australia is particularly harsh, even in the winter and can have a bleaching effect on rugs. Position your rug in an area away from direct sunlight and rotate the rug regularly, especially if sunlight falls on one area of the room.

If furniture is to be placed on your rug, ensure felt discs are applied to furniture legs.

## Warranty

The King rug warranty covers manufacturing faults for a 2 year period. Wear and tear including shedding and stains due to liquid or solid spills are not considered manufacturing faults.

## Cleaning & treatment of spills

In the event that an accidental spill has happened or food has been dropped on your hand crafted rug, time will be of the essence and there are some simple steps which you can follow to avoid your rug being damaged further.

### Liquid spills

It is best to immediately and carefully blot the spill with a cloth or paper towel. The cloth or towel should be replaced regularly in order to extract as much liquid as possible. Do not rub the area as this will spread the split liquid, and the area impacted will become much larger to clean and could cause further damage to the pile of your rug.

Please note, that pet soiling, especially that of cats, can damage a rug permanently if not removed quickly and carefully.

### Food or solid spills

Food or solids which have been accidentally dropped on your rug will need to be removed carefully. Scoop up the food with the dull edge of a knife or spoon ensuring that you do not increase the area that will require attention. Blot any remaining evidence of the food spill to extracting as much as possible prior to cleaning the area further.

### Wool blend rugs

Spot clean as needed using a damp (not wet) cloth with plain water; don't use soap or cleaning products, as they could damage or cause discoloration.

### Viscose/artsilk rugs

Never use liquids on viscose rugs as they are highly absorbent and if left for even a short amount of time, may cause irreparable damage or discoloration. Spot clean immediately with white paper towel. Alternatively, add one part vinegar and one part water to a spray bottle and lightly mist over the affected area. Dot with a white paper towel or baby wipe, paying attention to the pile direction. Fabric softener can then be sprayed on to the area to help prevent the fibres from hardening. Use a hairdryer on cool setting to dry.

If you're not confident doing this, a professional clean is highly recommended. Please refer to <https://www.wool-safe.org/> who can direct you to the nearest professional cleaner in your area. This service is available to North America, East Asia, China and Australia and they also offer an online cleaning guide.

### Spot and stain guide

Removing spots from your rug can be successful depending upon the spot and how long it has been on the rug. At times multiple applications of the spot removal solution, or a second solution is required. Listed below is a general spot removal procedure.

Identify the stain and refer to the applicable step by step cleaning guide (see step by step guide on page 4).

If the origin of the spot/stain is unknown, please begin with step 1.

STAIN	CLEANING STEPS
Asphalt	1 and 3
Beer	3 and B
Berries	2 and 3
Blood	3 and A
Butter	1 and 3
Calamine Lotion	1 and 3
Candle Wax	D
Cheese	3 and A
Chewing Gum	E
Chocolate	2
Coffee	3 and A
Cola	3 and B
Cordial	3 and A
Cough Syrup	3 and A
Crayon	1 and 3
Dirt	3 and F
Egg	3 and C
Excrement	3 and C
Fruit Juice	2 and 3
Furniture Polish	1 and 3
Graphite/Toner	1 and I
Gravy	1 and 3
Grease	1 and 3
Mayonnaise	1 and 3
Milk	1 and 3
Mixed Drinks	3 and A
Mud	3 and F
Nail Polish	3 and H
Oil	1 and 3
Paint, Latex	1 and 3
Paint, Oil	1 and 3
Perfume	3 and B
Play Dough	1 and 3
PVA Glue	3 and A
Rubber Cement	1 and 3
Rust	3 and G
Salad Dressing	1 and 3
Sauces	1 and 3
Shoe Polish	1 and 3
Shortening	1 and 3
Soft Drink	3 and A
Soot	1 and I
Soy Sauce	3 and A
Starch	3 and A
Sweets	3
Tar	1 and 3

### **Step 1: Unknown and greasy spots**

Remove as much of the foreign material as possible by blotting with a white paper towel or scraping with the dull side of a knife. Apply isopropyl-rubbing alcohol to a clean white cloth, white paper towel or cotton ball. If the spot extends deep into the pile use a blotting motion until the spot is removed or no colour is transferred to the cloth. Do not allow the alcohol to penetrate into the backing, as this will destroy the hand-tuft (latex bond). If the spot/stain is on the surface only, blot in one direction at a time. Never use a circular motion to remove spot as this may destroy the texture. Stop if spot is removed. If not, go to step 3.

### **Step 2: Water based spots**

Blot up as much of the spill as possible. A wet vacuum is useful if a large quantity of liquid was spilled. If the spot/stain has dried, wet the tufts in the affected area with tap water (do not over wet). Allow to sit for 1 minute and then blot. Repeat until the spot is completely removed. Blot dry and apply a wad of paper towels weighted down with an object to completely dry. If spot is not completely removed go to step 3.

### **Step 3: Unknown/greasy or water based spots**

Apply a small quantity of detergent solution (see "Useful cleaning items" on page 4) to the spot. Use a blotting motion to work the detergent solution into the affected area. If spot/stain is starting to disappear continue applying detergent solution and blotting with a white paper towel until spot is removed. Using a spray bottle, lightly spray the affected area with tap water. Blot to remove excess moisture. Spray again lightly with water. Do not blot - instead, apply wad of paper towels and weigh down with a heavy object to dry.

If the stain still remains, moisten the tufts in the affected area with 3% hydrogen peroxide. Let stand for one (1) hour. Blot and repeat until carpet is stain free. Light will cause peroxide to change back to water so no rinsing is necessary. Apply wad of paper towels weighted down with heavy object and allow to dry.

#### **A. Blood, ketchup (tomato sauce), cheese, chocolate, cough syrup, mixed drinks, soft drinks, soy sauce, starch, toothpaste, water colour and white glue**

Blot affected area with white paper towel to remove as much of the stain as possible. Saturate area with an ammonia solution (see "Useful cleaning items" on page 4) using a spray bottle. Blot with paper towel to remove excess moisture. Once complete, proceed to step 3.

Note: all solutions for removing blood must be cool.

#### **B. Wine, beer, tea, coffee & perfume**

Blot affected area with white paper towel to remove as much of the stain as possible. Neutralise the area with a white vinegar solution (see "Useful cleaning items" on page 4) - using a spray bottle, saturate the spot with white vinegar solution and then blot to remove excess moisture. Once complete, proceed to step 3.

#### **C. Egg, excrement, urine and vomit**

Remove as much of the stain as possible, using a spoon or the dull side of a knife. Blot the stain with a white paper towel. Neutralise the area by applying an ammonia solution (see "Useful cleaning items" on page 4) - using a spray bottle, lightly mist the affected area with the ammonia solution. Blot to remove excess moisture. Once complete, proceed to step 3.

#### **D. Candle wax or other types of wax**

Spread brown paper (such as butchers paper or paper grocery bag) or terry cloth towel over the affected area.

Iron using a warm setting. The wax will be absorbed onto the paper or towel. Remove any traces with alcohol or dry cleaning fluid.

#### **E. Chewing gum**

Place an ice cube over the affected area to freeze the gum. Once frozen, shatter the gum with a knife handle. Vacuum.

Note: some citrus based products have been demonstrated to break down the stickiness of gum. However, some products can bleach. We recommend testing the product on an inconspicuous area prior to treating the affected area.

#### **F. Mud**

Allow mud to dry completely. Shatter the dried mud with the handle of a knife and vacuum. Proceed to step 3.

#### **G. Rust**

Using a spray bottle, saturate affected area with lemon juice. Leave to sit for 5 minutes. Proceed to step 3.

If spot still remains, we recommend contacting a professional to treat the area.

#### **H. Nail Polish**

Remove as much of the nail polish as possible using a spoon or the dull side of a knife. Apply a non-oil based nail polish remover to a clean white cloth and gently rub in one direction. Blot the spot. Repeat until stain is removed. Do not allow nail polish remover to reach the latex backing. Proceed to step 3 if required.

#### **I. Soot, graphite, copier material**

Remove the soot using the crevice tool of a vacuum cleaner. If vacuuming has successfully removed all particles, proceed to step 1. If soot still remains, we recommend contacting a professional cleaner.

#### **Things to remember**

- Never use a circular motion to remove a spot/stain as this may destroy the texture of your rug.
- The final step should always be to rinse with clear water and gently blot dry. Then, place several paper towels over the affected area together with a weighted object to keep the paper towels in contact with the rug.
- Always test any solutions you intend to use on an inconspicuous area of your rug prior to full application as they may affect the colour or texture of your rug. If colour in the test area rubs off on a white paper towel do not use.

#### **Useful cleaning items**

- White paper towels or white terry towels.
- Isopropyl rubbing alcohol.
- 3% hydrogen peroxide.
- Spray bottle for applying detergents and special solutions.
- Hand dishwashing detergent, which does not contain lanolin or bleach. To make a detergent solution, mix 1/4 teaspoon of a hand dishwashing detergent with a cup of water.
- Household ammonia solution, which is 1 tablespoon of clear household ammonia to 1/2 cup of water.
- White vinegar solution made up of 1/3 cup of white vinegar, 2/3 cup of water.
- Good quality carpet spotters available at carpet stores and other outlets.