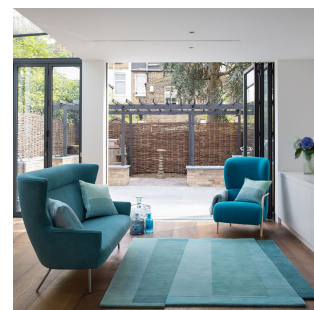




V I B R A N T C O N T E M P O R A R Y R U G S

Congratulations on the purchase of your Sonya Winner Rug!



100% New Zealand Wool Tufted rug care

Your tufted Sonya Winner rug will take approximately 2 weeks to lie flat and recover from being rolled in transport. Your rug is hand made using tufting techniques. Being a handmade product each rug is slightly different and will have a few imperfections. After the pure New Zealand wool is tufted into the canvas backing a layer of latex is spread over the back to bind the tufts. The latest generation water based synthetic latex is used to ensure durability, resistance to cracking and softness without harmful emissions. New Zealand Wool has natural fire-retardant properties and it is the only wool that can be dyed to any shade. It has a good torsion and friction resistance and a natural elasticity that is crucial in shape retention. Occasionally lines appear on the rug where the fibres have had pressure from being rolled in transport, we recommend placing ice cubes on the affected areas for no more than five minutes and then gently vacuuming, which should help the fibres bounce back.

Maintenance and Care

We recommend placing a non-slip carpet underlay under your runner and rugs to prevent the rug slipping or moving and thus preventing accidents/injury. Very little maintenance and care is required but following a few basic rules will prolong the life of the rugs and keep them looking their best. Regular carpet cleaning and vacuuming will remove grit and dirt that can damage the carpet's fibres. We recommend vacuuming at least three times per week so that any natural shedding will be disposed of. We also suggest that spillages are dealt with as soon as they occur.

Dealing with Stains: For liquid stains of wine, coffee, tea, fruit juices, soups, food etc: Use dry absorbent cloth to soak up spill as much and as quickly as possible. Do not rub. Prepare a solution with one bio liquid clothes washing capsule dissolved in a bowl of warm water so it is fairly concentrated. Soak a cloth in this solution, lightly squeeze out excess moisture and then place over spill. Do not rub. Press into place – if possible with a few layers of cloth and then weight down with books. Leave several hours. Remove and then vacuum the now clean carpet.

For oil, varnish, paint etc: Do the same as above with white spirit. We recommend specialist cleaning either wet or dry at least once a year. For wet cleaning we suggest that the process is tested first in an inconspicuous area.

Almost all rugs, to different degrees, will lose fibres during the first weeks on the floor. This process is called shedding or fluffing and is caused by the way the yarn is spun and the carpet constructed. Just vacuum the carpet more frequently (we recommend 2-3 times per week) for the first few weeks. Occasionally the carpet might show localised shading known as pile reversal, sometimes wrongly referred to as water marking. It is an optical effect whereby some areas of the carpet will appear lighter or darker due to localised changes in the direction of pile lay and made visible by the way the light is reflected off the carpet surface. It is caused by traffic patterns or unevenness in the floor. It is not a carpet defect. Occasionally tufts may appear above the surface of the carpet. Do not pull these but cut level with the surrounding pile using sharp scissors.

Your carpets may occasionally, with time, change colour. This can be due to many reasons, usually due to pile flattening, colour fading and gradual soiling. A good professional cleaning will in most cases restore the carpet appearance. Do not place your rug (or any other artwork or textiles) in direct south facing natural sunlight, as it may fade. If your rug will be placed in direct sunlight we strongly recommend adding a UV coating to your windows.

Your rugs might show increased soiling around the edges of a room or under doors and air ducts. This is called soil filtration, draught marking or fogging and is caused by the pile filtering out dirt particles from the air blowing under skirting boards, doors or from ducts. Good maintenance will increase the life of your rugs. I hope you will find the information useful – do contact us directly at info@sonyawinner.com if you require more help.

Some clients choose to protect their rugs using **Scotch Guard** or the newer **Micro-seal** process which they find effective.

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