



Oriental Rugs
OF NORWICH LTD

*Specialists in
Handmade Rugs
& Carpets*



CARING FOR YOUR ORIENTAL RUG

A handmade rug, if properly cared for, will last a lifetime. Like a fine wine an Oriental Rug improves as it matures and ages. Proper care is a simple matter based on an understanding of how your Oriental Rug has been made.

Your carpet has been made on either a horizontal or vertical loom. The weaver attaches warp strings from top to bottom of the loom. In a finished carpet the warp strings form the 'spine' running from top to bottom and become the fringe at each end. After the warp threads have been set up, the weaver will make the 'kilim' end by weaving weft threads in and out across the warps. Once this process has been completed, the weaver commences the 'pile'. A Persian or Turkish knot is tied around a pair of warp strings and then the wool is cut with a knife. After each row of knots, one or more weft threads are interwoven and the whole pushed down to create a tightly woven pile. At the end of the design, the weaver will produce another kilim and the warp threads are cut and the rug dismantled from the loom. The carpet is then oversewn on the 'selvedges' to make it secure and is clipped to give an even pile. Finally, the carpet is washed to enhance the colours and to give the finished article a beautiful sheen or lustre.

1. Your carpet will last longer if it is laid on a suitable underlay which will protect the foundation and reduce wear by taking up the unevenness of the floor. On fitted carpet, your rug may 'creep', a special anti-creep underlay will prevent this and will also minimize the risk of colour transference from the rug to the carpet.

2. For day to day cleaning, Oriental Rugs simply require light, regular vacuuming with a suction type cleaner, on both sides if at all possible. This will do an excellent job of

removing surface dirt. Vigorous beating or shaking is not necessary. A natural enemy of your rug is the moth. It is, therefore, advisable to use your vacuum attachments to reach under furniture and other inaccessible areas. Moths like natural fibres and prefer dark places, so to protect against moth and also uneven colour fading in bright sunlight, your rug should be lifted and turned occasionally.

3. Fringes should be brushed lightly. If vacuumed, they can get caught in the machine and break. Should this happen, it is wise to oversee the ends of the rug. Again avoid beater type hoovers.

4. It is advisable to use furniture cups or wooden discs under heavy furniture which is to rest on the rug. Avoid sharp castors or narrow legs and move furniture around from time to time to prevent the fibres from being crushed.

5. 'Curling' of the edges of a carpet can be reduced by sewing a strip of leather, vinyl or webbing down the sides along the back of the rug. This can be done by our restorer.

6. Major cleaning should be undertaken by an expert. Minor spillages, however, should be dealt with immediately. First test that the colours are fast. For water-based stains, it is advisable to place a thick towel under the wet area and sponge with cold water (or a very mild lukewarm, neutral soap solution). Immediately absorb any excess water with a clean cloth and repeat the process until the stain has been removed. Do not rub the area. Leave the rug to dry naturally with a good flow of air around it. Oriental Rugs of Norwich Ltd can collect and clean your rug – please telephone for details and prices.

Spotting Guide

The following solutions are by no means exhaustive but have proven successful over a number of years and are best used with a white absorbent cloth or a clean white towel.

- 1. Detergent solution:** One teaspoonful of neutral detergent such as 'Sterege or Dreft', to 1/2 pint (1/4 litre) of warm water.
- 2. Detergent/Vinegar solution:** Add one teaspoonful of white vinegar to the detergent solution.
- 3. Ammonia solution:** Add one teaspoon of household ammonia, such as 'Kleen Off' to one cup of warm water.
- 4. A general proprietary carpet cleaner** such as 'Vanish Mousse' is also excellent for spotting purposes. Always follow the directions on the can.

Test the solution on a small out of the way area, then tackle the stain by working from the outer edge towards the centre. Check for colour fastness prior to carrying out any wet process on your carpet. For example on the back of the rug - if in doubt please telephone for assistance.

Alcohol/Wines - Blot up the surplus spillage. Use detergent/vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Blood - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Chewing Gum - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Chocolate - Scrape up excess with a blunt knife. Use detergent solution, starting from the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Coffee - Blot up surplus spillage. Use detergent/vinegar solution. Work from outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Egg - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Fats - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry. (Alternatively, scrape up as much as possible then cover the area with brown paper and press gently with a warm iron then clean with detergent/vinegar solution. Blot dry.)

Fruit - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Glue - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry. (Alternatively, scrape up as much as possible then cover the area with brown paper and press gently with a warm iron then clean with detergent/vinegar solution. Blot dry.)

Grass - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Gravy - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Grease - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry. (Alternatively, scrape up as much as possible then cover the area with brown paper and press gently with a warm iron then clean with detergent/vinegar solution. Blot dry.)

Ice-cream - Scrape up excess with a blunt knife. Use detergent solution, starting at the outer edge and blotting dry. Follow with ammonia solution. Blot dry.

Lipstick - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Liquid Foods - Blot up the surplus spillage. Use detergent/vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Milk - Blot up the surplus spillage. Use detergent solution, starting from the outer edge of the stain and blotting dry. Follow with ammonia solution. Blot dry.

Nail Polish - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Oil - Scrape up with a blunt knife. Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry. (Alternatively, scrape up as much as possible then cover the area with brown paper and press gently with a warm iron then clean with detergent/vinegar solution. Blot dry.)

Perfume - Blot up the surplus spillage. Use detergent/vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Shoe Polish - Scrape up with a blunt knife.

Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Soft Drinks - Blot up the surplus spillage.

Use detergent solution, starting from the outer edge of the stain and blotting dry. Follow with ammonia solution. Blot dry.

Solids - Scrape up with a blunt knife.

Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Tar - Scrape up with a blunt knife.

Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Tea - Blot up the surplus spillage.

Use detergent/vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Urine - Blot up the surplus spillage.

Use detergent/vinegar solution. Work from the outer edge of the stain, using a little at a time and blotting up with dry cloths frequently.

Vomit - Scrape up with a blunt knife.

Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry.

Wax - Scrape up with a blunt knife.

Use dry cleaning solvent followed by detergent/vinegar solution. Blot dry. (Alternatively, scrape up as much as possible then cover the area with brown paper and press gently with a warm iron then clean with detergent/vinegar solution. Blot dry.)

CONDITIONS OF SALE

- 1. Application** - All sales by Oriental Rugs of Norwich Ltd are made subject to the following terms and conditions and no modification to them shall be of any force until confirmed in writing.
- 2. Payment** - Payment for goods must be made forthwith upon conclusion of any sale.
- 3. Condition** - All goods are sold as seen. Sizes are approximate and before washing.
- 4. Property** - The property in the goods remains with Oriental Rugs of Norwich Ltd until payment in cleared funds is made by the Purchaser. However the risk in the goods passes to the Purchaser forthwith upon sale.
- 5. Delivery** - In the absence of express agreement to the contrary Oriental Rugs of Norwich Ltd does not undertake to deliver goods collection of which shall be the responsibility of the Purchaser. Goods not so collected by the Purchaser within seven days of sale shall be subject to the Company's reasonable storage charges for which the Purchaser shall be solely responsible. If after two months of sale the goods have still not been removed they may be sold by the Company to cover or set off against their storage charges.

NOTHING IN THESE CONDITIONS IS TO BE TAKEN AS DETRACTING FROM A PURCHASER'S STATUTORY RIGHTS

**KEEP THIS CARE GUIDE SAFE,
YOU MAY NEED IT SOONER THAN YOU THINK !**

**Whilst every care has been taken in preparing this Care Guide, Oriental Rugs of Norwich cannot be held responsible for individual results achieved using any of the above methods.
If in doubt always seek professional help.**

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Opening Times

Monday - Friday 9.00am - 5.00pm

Saturday 9.00am - 5.30pm

For Bank Holidays please see website for details

www.orientalrugsofnorwich.co.uk

Where to find us.....