

We pride ourselves on the bespoke design service that we offer our clients and the quality and craftsmanship of our carpets.

We have enclosed this guide to help keep your carpet in great condition for years to come.

Deirdre Dyson

CARPET INFORMATION & CARE GUIDE

UNPACKING

Because your carpet may have travelled several thousands of miles to get you, any creasing or ripples will eventually settle.

We suggest on receiving your carpet, you unroll it and allow it to rest flat for at least one hour (if not overnight) to allow the fibres to settle and before placing any heavy furniture on your new carpet.

POSITIONING

Carpets should be placed with the natural pile movement directed *away* from the greatest source of daylight. This will help capture the lustre of any silk design elements your carpet may feature.

FLUFF

Your new carpet is prone to 'fluffing'. This is a natural by-product of the handmade process. It diminishes over time with regular vacuuming and will eventually cease.

LOOSE THREADS

The occasional loose thread is to be expected. The pile on a hand knotted carpet is cut to size by hand, known as 'shearing'. At times longer threads are imbedded in the pile and missed during the shearing process. If these threads protrude, carefully cut them with sharp scissors.

A NOTE ON TONE

Your hand-knotted Nepalese carpet is a 100% handmade product using unbleached wool and any slight imperfections and tonal differences form part of its inherent and unique character.

When yarn is prepared by hand, dye does not necessarily take evenly. This natural inconsistency can cause a subtle striped effect in the carpet known as 'Abrash'

Lighter background colours may result in the occasional tiny dark fleck appearing – the result of using unbleached wool.

A saturation allowance of +/-2% on colour matching with our hand-knotted carpets is to be expected, due to the higher oil content found in unbleached wools and the natural silks used.

Our British gun-tufted carpets will have an even tone throughout as bleached wools are used.

FADING

We use the highest quality dyes in our yarns but no dye is completely resistant to fading in sunlight; exposure to any kind of sunlight can fade colours to a greater or lesser extent over time.

To minimise the effects of sunlight on your carpet we suggest it is turned on occasion. This ensures any potential fading is even.

CLEANING

Our carpets are very easy to maintain and both wool and silk are hard wearing fibres.

Should a spillage occur, attend to it straight away as prolonged contact may result in stains being absorbed permanently by the natural materials. Even marble, left unattended to spillages will result in permanent or long-term staining.

Dab off any excess spillage or dirt with kitchen or clean cotton towel, being careful not to 'rub in' any surplus dirt.

With another lightly dampened clean cotton towel (rung under tepid water) dab off any remaining substance and leave to dry. Do NOT use detergent (such as washing up liquid) as this has a tendency to leave a residue which can promote dirt marks recurring in the same area.

Do NOT use 'white wine' or 'salt' to remove any spillage, as these can fix colours and damage your carpet.

We do NOT recommend that you use carpet cleaning products that you can buy 'off the shelf' as these have a tendency to 'bleach out' stains.

We sell our own cleaning product that can be bought from our showroom, which is effective for general light cleaning and is gentle on carpet fibres.

VACUUMING

It is recommended that you vacuum your carpet at least once a week. Upright cleaners are NOT recommended, as these tend to pull at the fibres and will accelerate wear. A pull along cleaner with a fixed head is ideal.

MOTHS

The biggest risk of damage to your carpet is the household moth. Regular vacuuming will prevent moth damage, as this alone will remove any moth larvae that may be laid in with the carpet pile. It is the moth larvae that cause damage and not the adult moth, as many believe.

SPECIALIST CLEANING

We can also recommend an independent specialist carpet cleaning service, should you require a deeper clean for your carpet in the future. Just contact us at the showroom if, and when you need this service.

REPAIR

Likewise, in the unfortunate instance a carpet is damaged and needs to be repaired, we can recommend specialists on request.