

CARING FOR YOUR RUG

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Our rugs are crafted to provide many years of use. To extend your indoor and outdoor rug's life and maintain its texture, comfort and beauty, please follow the care advice outlined in this guide.

GENERAL CARE

- Vacuum your rug at least once a week, and more frequently in high-traffic areas, changing the vacuum direction regularly.
- Do not use a rotating or brush head of a vacuum, this will agitate the pile. Avoid rug placement in direct and continuous sunlight.
- Rotate your rug often to distribute wear evenly. Use furniture pads under heavy furniture and avoid rollers or castors on rugs to prevent flattening or damaging the rug pile. Keep away from damp areas.
- Avoid outdoor rugs to heavy rain. If rugs become saturated with water, they must be hung to completely dry. Outdoor rugs can hold moisture after complete saturation, if not dried properly rug fibers can eventually deteriorate.

SPOT CLEANING

- Treat spills immediately. Absorb spills with a clean dry cloth or paper towel to absorb excess moisture before using a dampened clean cloth to dab and blot the affected area, do not rub or scrub the rug.
- Do not use soap, spot cleaners, bleach, or hard chemicals to clean spills as this may further damage or stain your rug.
- Avoid saturating rugs with water when cleaning spills. If rugs are exposed to large water spillage, blot, dry, and turn the rug upside down to avoid water draining into fibres.
- Do not place indoor rugs in outdoor or alfresco environments.

SHEDDING AND LOOSE FIBRES

- Shedding is a natural characteristic of some rugs and should not be considered a fault. Vacuuming your rug regularly will gradually reduce the amount of shedding. Gently push yarns back into the rug, do not pull or cut loose threads.

RUG STORAGE

- Rugs should be clean and dry before storing. Store rugs rolled with the pile facing inwards and wrapped in plastic or a sheet to protect against dust and dirt.
- Do not fold your rugs for storage.
- Store rugs in a cool dry area. Avoid storing rugs standing up and for lengthy periods of time.

SIZING

- As rugs are handcrafted using artisanal techniques, every product is unique, a 3-5% variation is possible from dimensions ordered and are deemed acceptable.

COLOUR

- As each rug is unique and made from predominantly natural fibers, some colour variation may show.
- To ensure the longevity and appearance of your rug, avoid placement in direct sun or unfiltered light which may cause fading over time and is not considered a manufacturing fault.

PROFESSIONAL CLEANING

- Annual professional cleaning is suggested to ensure the long life of your rug. If a rug is placed in a high-traffic area, professional cleaning is suggested every 6 months.

UNDERLAYS

- We recommend using an anti-slip rug underlay for extra softness and to minimize rug movement.

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RUG PROTECTION TREATMENT

At Globewest, we believe that your new rug should remain as beautiful as the day you first unrolled it. To ensure that your rug investment is protected, we recommend using a high-quality rug protection treatment. We exclusively recommend Premium Surface Protection for their natural-based rug treatment products and their team of experts. After purchasing and receiving your rug, we suggest reaching out to Premium Surface Protection directly for a complimentary quote.

WHAT IS THE RUG TREATMENT?

- Premium Surface protection rug treatment protection uses Micro Seal & Fiber Protector, an exclusive environmentally friendly formula that deeply penetrates rug fibres sealing them into place.
- This comprehensive treatment shields your entire rug from stains, wear and tear, as well as the harmful impact of UV rays.
- The treatments feature anti-static properties and do not impact the colour, size, texture, or feel of your rug. They also serve as flame and fume retardants, ensuring the safety of your home.

WHAT IS THE TREATMENT PROCESS?

- A qualified professional applies all rug protection treatments using specially designed equipment to achieve a uniform and precise spray application.
- This can be done either in the convenience of your own home or at a Premium Surface Protection facility.
- Following the treatment, rugs can be used in as little as one hour after application.
- The application process from arrival onsite, treatment, and to pack up onsite can take as little as 30 minutes to 1 hour.

CAN ANY RUG BE TREATED?

- Yes, all rugs and material compositions from Globewest can be treated. Specifically, we highly recommend treating Globewest viscose rugs due to the delicate nature of the fibre.

HOW LONG WILL THE PROTECTION LAST ON MY RUG?

- While both MicroSeal and Fiber ProTector offer long-lasting protection, it is advisable to treat your rug every 4-5 years to maintain its safeguarding capabilities.

For more information regarding the rug treatment process, please refer to globewest.com.au/rug-protection-treatment, additionally, please get in touch with Premium Surface Protection regarding your complimentary quote and the chamois sponge-on treatment.

Premium Surface Protection

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