

HOLMES BESPOKE  
LONDON



CARE GUIDE

Handmade rugs and carpets are known for their unique characteristics, therefore they need extra care when cleaning. This guide should help keep your rug or carpet looking luxurious for longer.

## CONTENTS

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01 - 02	General Care & Cleaning
03 - 04	Wool Rugs
05 - 06	Jute Rugs
07 - 08	Silk Rugs
09 - 10	Recycled P.E.T Yarn
11 - 12	Restorative Cleaning
13 - 14	Extra Care
16	Contact

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# GENERAL CARE & CLEANING

## Vacuuming

- We recommend that vacuuming is carried out regularly using a cylinder vacuum cleaner without a beater bar
- The brushes should be raised away from the surface of the pile and suction reduced to the minimum amount needed
- To get the best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibres of the carpet

## Stain Removal

Cleaning handmade carpets should be left to a professional carpet cleaner, however there are times when a quick response is needed. In the event of this happening, please follow the below steps:

- Pre-test a hidden area
- Act quickly, treat spots immediately to prevent permanent stains
- DO NOT scrub hand made carpets; it could warp the pile
- Remove any solids using a spoon
- Frequent vacuuming is the most effective way to dispose of dry soil particles (DO NOT sweep)
- Gently blot the soiled area, beginning from the edge and working your way in, using a white cloth or paper towel to absorb liquids from spills
- Dyes and inks in coloured fabrics and papers can run and further damage your rug
- Hot liquid (tea, coffee etc.) must be attended to immediately - if allowed to cool or dry the stain will be harder to remove
- Please be aware that water based spills are likely to cause some pile or texture change
- After the cleaning is completed, do not walk on the carpet until dry
- When using stain removal cleaners, follow the manufacturer's recommendations for use but we suggest to avoid all chemical cleaners, solvents and bleach
- If all fails please get in touch and we will recommend a professional

## General Tips

You may find initially that your new rug or carpet sheds excess fibres, this is normal, there are always some loose fibres from the weaving or tufting process and regular vacuuming for the first two weeks is recommended. Loose threads on the surface of the rug or carpet are also expected, these can be carefully cut to the length of the pile using small sharp scissors.

Our rugs are handmade which include natural materials and therefore require specialist care. Dying is a manual process and colours may vary slightly from rug to rug or against samples. Due to the nature of natural dyes, they will fade in continuous direct sunlight, so rotating the rug regularly is essential. Cut pile rugs reflect the light differently depending on the direction of the pile. You may see variations in the colour depending on which way the pile is placed, this is a natural characteristic of a cut pile rug.

Your bespoke rug or carpet can be stain protected, please get in touch for further information.

Any creases that are evident on arrival will disappear after two weeks of being installed.

Restorative cleaning by a professional every 12 to 18 months or even more frequently if required, is recommended.

Steps for effective restorative cleaning and precautions can be found on pages 11 & 12. Carpet issues including creases, burns, crushing, fading, fluffing/shedding, matting, shading/pile reversal, sprouting and moths can be common, please see pages 11 & 12, for advice regarding these issues.





# WOOL RUGS

## General Care for Wool Rugs

- You may find initially that your new rug or carpet sheds excess fibres, this is normal, there are always some loose fibres from the weaving or tufting process and regular vacuuming for the first two weeks is recommended
- Loose threads on the surface of the rug or carpet can be expected, these can be carefully cut to the length of the pile using small sharp scissors
- Handmade rugs are not machine washable
- Your rug should be rotated every 6 to 8 months to prevent wear and ensure any fading from sunlight is even
- Avoid pulling the rug with heavy furniture standing on it as this might damage the rug
- Your bespoke rug or carpet can be stain protected, please enquire for further information
- Any creases that are evident on arrival will disappear after two weeks of being installed

Our rugs are handmade and include natural materials. Wool is a popular fibre for rugs and carpets due to its natural, resilient properties. However, wool can be easily damaged by bleaches and alkalis so ensure you are cleaning it carefully using dry methods. Dyeing is a manual process and colours may vary slightly from rug to rug or against samples. Due to the nature of natural dyes, they will fade in continuous direct sunlight, so rotating the rug regularly is recommended.

## Vacuuming

- We recommend regular vacuuming to keep your Holmes Bespoke rug looking new for longer
- Vacuuming should be carried out with a cylinder vacuum cleaner without a beater bar
- Avoid using a brush attachment and ensure suction is reduced to the minimum setting
- For best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibres of the carpet

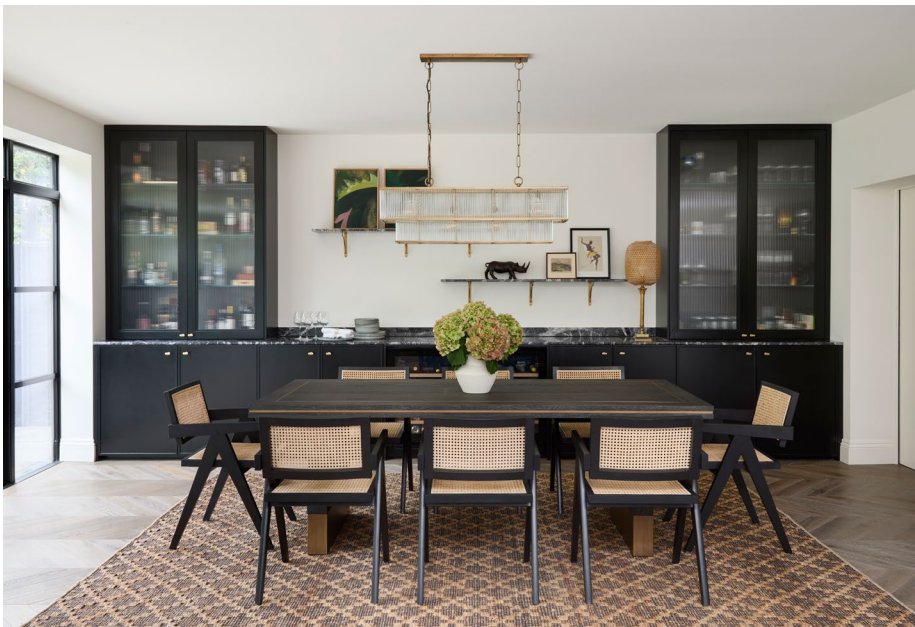
## Stain Removal

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- Pre-test a hidden area
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- Remove any solids using a spoon
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- Gently blot the soiled area, beginning from the edge and working your way in, using a white cloth or paper towel to absorb liquids from spills
- Dyes and inks in coloured fabrics and papers can run and further damage your rug
- Hot liquid (tea, coffee etc.) must be attended to immediately - if allowed to cool or dry the stain will be harder to remove
- Please be aware that water based spills are likely to cause some pile or texture change
- After the cleaning is completed, do not walk on the carpet until dry
- When using stain removal cleaners, follow the manufacturer's recommendations for use but we suggest to avoid all chemical cleaners, solvents and bleach
- If all fails please get in touch and we will recommend a professional



# JUTE RUGS



## Vacuuming

- We recommend regular vacuuming to keep your Holmes Bespoke rug looking new for longer
- Vacuuming should be carried out with a cylinder vacuum cleaner without a beater bar
- Avoid using a brush attachment and ensure suction is reduced to the minimum setting
- For best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibres of the carpet

## Stain Removal

Cleaning handmade carpets should be left to a professional carpet cleaner, however, there are times when a quick response is needed. In the event of this happening, please follow the below steps:

- Pre-test a hidden area
- Act quickly, treat spots immediately to prevent permanent stains
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- If all fails please get in touch and we will recommend a professional

## Dry Cleaning

We recommend dry cleaning powder which allows you to clean your jute rug without water.

- Before applying the cleaning powder, test it on a hidden area of your jute rug
- Sprinkle it evenly over the rug and leave it for 2 to 3 hours
- Carefully vacuum the powder away to leave your rug clean and refreshed once more

For tougher spots and stains.

- Apply second layer of dry cleaning powder and carefully brush through the rug
- Wait until the area is completely dry (for wet spills, this may take overnight)
- Note: the cleaning powder may lighten to a pale, gold colour as it dries
- Once dry, vacuum your jute rug carefully but thoroughly

## General Care

- Always make sure to rotate your rug at least once every 6 to 8 months to ensure even wear over time
- Try to avoid beating the jute rug, as it can damage the rug's natural fibre
- Jute rugs are not well-suited for areas with high moisture (i.e. bathrooms), therefore ensure your rug is kept dry for long-term durability
- You should never steam clean, use wet shampoo, or wash your jute rug
- If water is added to any dirt still trapped in the rug, it may result in permanent staining
- Any creases that are evident on arrival will disappear after two weeks of being installed





## SILK RUGS

### Pure Silk

Pure silk is lightweight, smooth in texture and is one of the most delicate natural fibres. Silk loses up to 20% of its strength when wet and special care should be taken when cleaning and vacuuming this fibre.

### Bamboo Silk

Bamboo silk is a sustainable alternative to traditional silk and is very similar in appearance and texture. Avoid contact with moisture or direct sunlight over a long period of time as this can cause discolouration. If your rug does get wet it is best to well ventilate the space. Use a fan or hair dryer for fast drying methods.

### Polished Cotton

Polished cotton is a light, plain woven fabric that is soaked in a finishing solution and then treated with heat and pressure to create a smooth, shiny surface on one side. Avoid contact with moisture or direct sunlight over a long period of time as this can cause discolouration. If your rug does get wet it is best to well ventilate the space. Use a fan or hair dryer for fast drying methods.

### Tensel

Tensel is an environmentally friendly material created from sustainably sourced eucalyptus trees. Tensel is slightly more durable than other silks, however avoid contact with moisture or direct sunlight over a long period of time as this can cause discolouration. If your rug does get wet it is best to well ventilate the space. Use a fan or hair dryer for fast drying methods.

### Viscose

Viscose is a semi-synthetic type of rayon fabric made from wood pulp that is used as a silk substitute. Avoid contact with moisture or direct sunlight over a long period of time as this can cause discolouration. If your rug does get wet it is best to well ventilate the space. Use a fan or hair dryer for fast drying methods.

### Vacuuuming

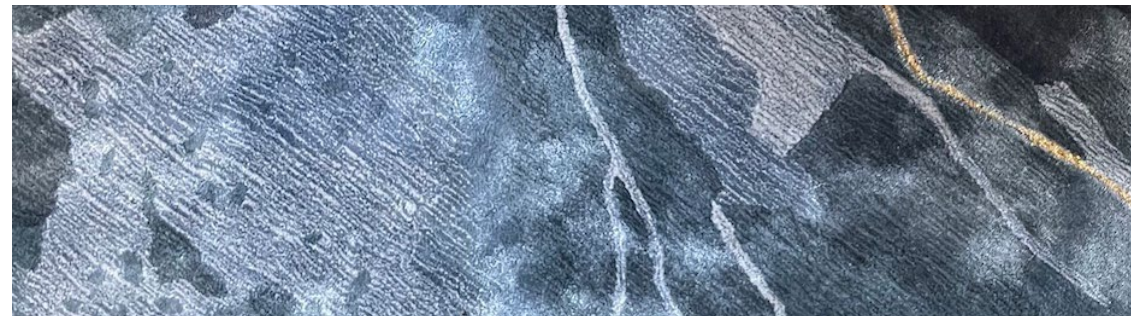
- For best results, vacuum your silk rug twice a week
- Avoid using a brush attachment and ensure suction is reduced to the minimum setting
- To get the best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibres of the carpet

### Stain Removal

- For spills, press firmly into your rug with clean and dry white paper or cloth immediately after the spill takes place, working from the outside inward to avoid further spreading
- Continue blotting – blot, do NOT rub – until no moisture transfers to the towel
- For solid spills, scrape up solids with a spoon, then follow the above step
- For tough stains, we recommend using dry cleaning professionals for the best results

It is essential that you do not use chemical cleaners, stain removers or any heat when working with silk. You should only use dry cleaning agents to clean this fibre.

Please see pages 11 & 12 for restorative cleaning guides.



# RECYCLED P.E.T



Recycled P.E.T rugs are extremely durable and need little looking after, however this guide should help keep your rug or carpet looking luxurious for longer.

- P.E.T yarn is hardwearing and easy to clean
- Made from recycled plastic bottles, flat woven P.E.T (Polyethylene Terephthalate) yarn is lightweight and quick drying
- It is the most popular yarn for outdoor rugs (although some may refer to it by a different name). P.E.T yarn rugs, if treated well, will last for many years
- Luxurious to touch yet strong and durable, P.E.T yarn is easy to clean, and is also water, UV, stain and moth resistant

## General Care

- Loose threads on the surface of the rug or carpet are also expected upon receiving your rug, these can be carefully cut to the length of the pile using small sharp scissors
- P.E.T rugs are not machine washable
- Your rug should be rotated every 8 to 10 months to prevent foot traffic wear and ensure any fading from sunlight is even
- Avoid pulling the rug while heavy furniture is standing on it as this might damage the rug

**\*\* Holmes Bespoke is not responsible for rugs being uncared for, left outside in extreme weather conditions, or when in standing water \*\***

## Vacuuming

- We recommend regular vacuuming to keep it looking new for longer
- Vacuuming should be carried out with a cylinder vacuum cleaner without a beater bar
- Avoid using a brush attachment and ensure suction is reduced to the minimum setting
- To get the best results vacuum in the direction of the pile, this is to avoid pushing the dirt back into the fibres of the carpet

## Cleaning/Stain Removal

- Any spillages should be dealt with immediately to prevent permanent stains
- For spills, blot the surface immediately and then gently dab with a clean, damp cloth. Always work from the outside towards the centre to avoid spreading the spill. Finally, blot area with a dry towel to absorb extra moisture
- Naturally moisture-resistant, stains sit on top of the fibres, however if a stain has been left sitting on the rug for some time, spot clean using a damp, clean cloth and water
- If the stain remains, a mild PH neutral detergent should be used to blot the area until the stain starts to lift, following which the area should be rinsed thoroughly with clean water and let to dry naturally
- Bleach can be used for tough stains if it is diluted correctly, making a solution of one part bleach to ten parts water (the area should be rinsed thoroughly after this)
- Any cleaning solution should be tested on a small area of the rug first. If any damage to the rug is noticed, the solution shouldn't be used
- For tough stains, we recommend professional carpet cleaners for best results





## RESTORATIVE CLEANING

### Professional Cleaning

If you find that no matter how much you vacuum your carpet and it still doesn't look like it used to, it may mean that you need to have it professionally deep cleaned. It is recommended that a deep clean is carried out every 12 to 18 months and sometimes more frequently with children, pets and smokers in the home. Whilst there are DIY professional cleaning methods available, we recommend hiring a trained professional.

### Carpet Cleaning Methods

Both recommended carpet cleaning methods below offer various advantages when performed properly, under appropriate conditions. Each method reacts differently with different fibres, so it is best to check the fibre specific sections before carrying out one of these cleaning methods.

There are two types of cleaning systems - wet and dry. Wet cleaning should be used for highly soiled carpets but only with certain fibres. As all of our rugs and carpets are made using natural fibres we DO NOT recommend wet cleaning methods as it can lead to shrinkage, straining and odour of the product. Dry cleaning methods work best with our products.

### Precautions

During restorative cleaning of carpet, follow several precautions:

- Always vacuum first
- Apply a test, following the chemical manufacturer's label instructions, and allow 10 to 15 minutes
- If using a chemical cleaning agent, it is important to use a rinse system to remove any potential chemical cleaning residue from the carpet afterwards
- When properly performed, restorative cleaning methods should leave the carpet dry within 6 to 8 hours. Humidity and other environmental conditions may extend the drying time, but under no circumstances should drying time exceed 12 hours
- Ventilation is required during the cleaning and drying phases of restorative cleaning to protect yourself from the chemicals and allow the rug or carpet to dry faster and better
- Follow directions for mixing solutions carefully
- Limit access to the freshly cleaned rug or carpet until it is completely dry
- Do not replace furniture until the rug is completely dry







## EXTRA CARE

Following installation of your rug or carpet, questions may arise regarding certain characteristics and the overall look of the product. Please don't worry, these queries can usually be resolved easily and will only last a short duration of time.

### Creases

Any creases that are evident on arrival will disappear after two weeks of being installed.

### Crushing

Crushing is the loss of pile thickness due to foot traffic. It is not a manufacturing defect. Regular vacuuming can help reduce crushing.

### Depressions

The weight of heavy pieces of furniture can form indentations in rugs and carpets. We advise that you use furniture glides or cups under the legs of heavy pieces, or occasionally move your furniture a few inches so that the weight is not concentrated in one place for a length of time.

### Fading or Colour Loss

To protect your rug or carpet from losing its colour, keeping it out of direct sunlight is essential. We recommend that you rotate it regularly to make sure that any fading that does occur is even.

### Fluffing or Shedding

The loose balls of fluff which can often be found on the surface of your new rug or carpet are loose fibres from the manufacturing process. This shedding or fluffing will not affect the rug life or quality. Regular vacuuming should help reduce shedding within the first year after installation.

### Shading and Pile Reversal

Shading is a change in the pile direction which can appear in a rug or carpet. It can often be mistaken for a change in colour as it looks different from different directions. This is more common in solid colour, cut pile rugs and carpets rather than patterned or textured rugs. This is not a manufacturing defect and will not affect the durability of the product.

### Soiling

Regular vacuuming is your best prevention for soiling. Excessive soiling can result in a dulling of the rug or carpet's colour and fibre quality so do not allow soil to remain on the rug or carpet for extended periods of time. It will make cleaning more difficult and could result in long term damage of the rug or carpet.

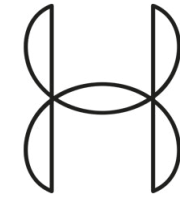
### Sprouting

Occasionally a yarn tuft will rise above the surface of the rug or carpet. Just snip these tufts off level with the rest of the pile using a small, sharp pair of scissors. **DO NOT** pull them out. If there is a long thread which has risen, make sure to contact us or a professional as soon as possible as it is possible that it may need to be re-tufted or expertly glued back into place.

### Moths

Moths are drawn to the finest materials and often in quiet areas where the damage they cause is not seen. If this were to happen, please contact a rug cleaning specialist to treat and clean it as soon as possible. Traditional moth ball treatments should be avoided as they can cause further damage to the rug fibre. The best way to avoid this from happening is to vacuum regularly.





H O L M E S   B E S P O K E

LUXURY HANDMADE RUGS & HOME ACCESSORIES

CONTACT US

[info@holmesbespoke.com](mailto:info@holmesbespoke.com)

+44 (0)20 3737 7118

[HOLMESBESPOKE.COM](http://HOLMESBESPOKE.COM)