

MAINTENANCE AND CLEANING ADVICE

When receiving your JoV rug

- Do not leave your rug rolled up (packed) for longer than 1 week after receipt.
- Remove packaging.
- Always keep the rug roll in horizontal position.
- After unrolling, let the natural yarns acclimate.
- Do not vacuum the rug too often or aggressively during the first 2 weeks.
- **Attention:** Qualities with shiny fibers such as silk or lyocell could have shading when unrolling. This phenomenon occurs by rolling the rug under pressure. This is necessary in order to prevent damage to the rug. After receiving the rug, unroll and use normal. Let the yarn breathe and acclimate. The shading will gradually disappear. Normal use is necessary as well as thoroughly vacuuming.

Daily care

- The best way to maintain your JoV rug is to vacuum it regularly.
- Vacuuming in all directions is the best way to clean the dense piles thoroughly and to air the yarns to raise back up again.
- We strongly advise vacuum cleaners with a rotating brush element in order to guarantee the best result for your JoV rug, this element is available for each brand of vacuum cleaners. This prevents the formation of lines and/or gangways. If lines and/or gangways would appear, it is important to comb the laying yarns back up again using a steel pinned comb or fork.
- Dry environments can provoke 'pilling'. Therefore a humidity of 50 to 70% is advised.

Deep Cleaning

Contact us for further advice.

Stains

There are 2 different types of stains:

1. Waterbased Stains: wine, soft drinks, alcoholic drinks, coffee, tea, blood...
2. Oil based stains: oil, salad dressing, butter, cream, grease, tar...

Fresh stains:

In the case of spilling big pieces (e.g. Piece of cake) – remove as much as possible carefully using a spoon.

- Absorb as much as possible using kitchen paper – dab – do not rub!
- Thin the stain with cold water and dab carefully with a soft and clean towel.
- Dry the stain with a clean, soft and dry towel.
- Let dry. If necessary repeat the above.
- If the stain has not disappeared, treat the stain with an adapted destainer.
- Rinse again with tepid water and dab it dry with a clean towel.

Old stains:

- Try to find out what kind of stain it is
- Treat the stain with an adapted destainer
- Rinse with demineralized water and dab it dry with a clean, soft and dry towel. water and dab it dry with a clean, soft and dry towel.