

## General maintenance

Please vacuum your newly fitted carpet or rug frequently, some initial fibre loss or 'shedding' is normal but will not affect the appearance or performance, and soon stops with frequent vacuuming.

Please continue to vacuum regularly throughout the life of your floorcovering. Vacuum carpets or rugs with the beater bar turned off, beater bars can be activated occasionally on velvets to lift flattened pile.

To lengthen life:

- Place barrier mats by doors but clean them often
- Use castor mats under all castor chairs
- Add furniture cups under the legs of furniture
- Lay non-slip underlay under all rugs and rotate rugs regularly to spread wear
- Buy a Jacaranda Emergency Spot Cleaning Kit with your carpet or rug, to have ready for accidents. To purchase our spot cleaning kit please email [sales@jacarandacarpets.com](mailto:sales@jacarandacarpets.com)

## Spills and stains

Like most fabrics, carpets & rugs will stain from spills of everyday liquids like coffee or red wine. The key is to act quickly.

**Do**

- Pick up any solids using a spoon or blunt knife
- Blot up liquid gently with plain, white, absorbent paper such as kitchen towel. Continue, changing paper regularly, until it comes back dry
- Do not add extra liquid to TENCEL™ floorcoverings. If you are sure that your floorcovering is pure wool, it may help to add cold water and gently blot dry as above
- Use Jacaranda's emergency spot cleaning kit
- [Call a professional](#) carpet cleaner if the stain remains.

## Do NOT

- Rub or scrub which can 'burst' the pile surface causing permanent damage
- Add water to any carpets and rugs made from TENCEL™
- Use home steam cleaners
- Use home cleaning chemicals which may set the stain, damage the pile, or leave a sticky residue prone to re-soiling

# Professional cleaning

When your carpet or rug needs stain removal or a deep clean, you should [contact a carpet cleaning specialist](#). Please check first which yarn your Jacaranda carpet or rug is made from. To find your carpet or rug please see our [view by range](#) page and click through to the product where you will find the correct cleaning instructions. If you are unsure, please get in touch and we will assist you with identification.

For your guidance:

We are happy for professional cleaners to use a dry compound cleaning method on all our carpets and rugs, the floorcovering will be sprinkled with cleaning granules, which are left to dry then vacuumed up.

For stubborn stains on TENCEL™ and silk/wool blend floorcoverings, professional cold water extraction cleaning is possible, however specialist knowledge is essential, and they should clean the entire carpet or rug. Wool floorcoverings may be professionally cleaned by hot water extraction. Wet extraction uses a specialist machine to spray the carpet with water and cleaning products whilst simultaneously vacuuming to remove stains and dislodge any stubborn debris.

Do not allow steam or bonnet cleaning methods on any Jacaranda carpet or rug.

After wet extraction cleaning, all wool and silk carpets and rugs must be re-treated against moths. This is not necessary for TENCEL™ floorcoverings.

Cleaning often takes place on-site however they may recommend taking rugs off-site to be cleaned. Please note we would not recommend rug baths where the rug is fully submerged in water.

# Anti-stain treatments

These won't make carpets invincible, prompt removal of spills is still key, but treatments should buy time and make stains easier for professionals to remove. Stain treatments should always be applied by professionals, for

TENCEL™ products seek out a professional with experience of this fibre or [check our network of trusted cleaning partners](#). Stain protection should be reapplied after every deep clean.

<https://jacarandacarpets.com/cleaning-care/>