
RUG AND CARPET

Care and maintenance guide

Our rugs and carpets are made with integrity and careful attention to detail. Our motto is simple – buy once, buy well.

Halcyon Lake offers a broad range of rugs and carpets which are made with a variety of techniques, constructions and materials.

To prolong the life of your rug or carpet, we recommend following our care guidelines and maintenance tips.



Identifying the type of debris, spill or stain prior to removal will determine the correct approach to attending to the problem area. To ensure effectiveness, treat as quickly as possible.

Different cleaning methods are recommended depending on the type of material and construction of your rug or carpet. We emphasise that careful maintenance is essential to preserve these materials. Please also refer to the specific collection and material information within this guide for more details.

VACUUMING

- We recommend cleaning your rug or carpet with a vacuum cleaner on a regular basis to remove surface dust, debris, and to prevent undue build up of material that could affect their appearance or construction.
- Never use vacuums with beater bars or rotating brushes on textured rugs or rugs with a loop pile component as this may cause damage. Only use a suction head.
- Vacuums with beater bars or rotating brushes are generally fine to use on cut pile rugs and wall-to-wall carpets.
- Take care when vacuuming near edges of rugs with binding and fringes as these may be more susceptible to damage.
- Heavily textured rugs may require a smaller nozzle attachment to access debris deep within the pile.
- If your rug is reversible - we suggest vacuuming both sides of the rug at least twice a year.
- Underlay assists with maintenance as it catches any dirt, dust and debris from the fibres on the surface of the rug.

SPILLS AND STAINS

Always attend to spill and stain immediately before it has the chance to dry.

STEP 1:

Absorb the spill as much as possible with a clean, white absorbent cloth or paper towel by gently blotting. For more viscous spills, first remove excess by carefully scraping with a spoon/blunt knife.

STEP 2:

- Apply a small amount of cold water onto a clean, white absorbent cloth and gently blot until the stain has transferred. Always treat spills and stains by working from the outside into the centre. Do not rub in a circular motion as this will push the spill or stain further into the rug and potentially damage the pile.
- For water based spills like soft drink, tea, coffee, milk, wine, juice, blood, urine and vomit: Spot clean as per steps 1 and 2 and take care to not over-saturate the stain. If the stain remains, repeat the process using a mild wool mix solution - 1 part soap to 9 parts water - or a certified rug cleaning product recommended by a professional.
 - For oil-based spills like sauces, oily/cream based foods and make-up: Spot clean as per steps 1 and 2 with lukewarm water and/or mild wool mix solution - 1 part soap to 9 parts water - or a certified rug cleaning product recommended by a professional.

STEP 3:

After cleaning a spill or stain, allow the rug to dry completely by raising the wet area off the floor. Never apply heat to the rug (eg. a hair dryer or portable heater), only dry naturally. If necessary, raise the pile using a soft brush.

° PLEASE NOTE: SPILLS CONTAINING COLOURANTS OR HEAVILY COLOURED (I.E:CORDIAL, PAINT, RED WINE) AND ACIDIC (I.E:URINE) CAN INTERFERE WITH THE FIBRES OR DYES WITHIN THE RUG AND BECOME PERMANENT. IT IS IMPORTANT TO TAKE GREAT CARE WHEN TREATING THESE SPILLS. IF AFTER FOLLOWING THE INSTRUCTIONS IN STEP 2 THE STAIN REMAINS, PLEASE CONTACT AN EXPERIENCED PROFESSIONAL RUG AND CARPET CLEANING COMPANY.

Specific care for
rugs containing
silk, bamboo
silk or viscose

VACUUMING

- Vacuum using a suction head only on a medium power setting. Never use vacuums with beater bars or rotating brushes as these may pull out the fibres and damage the pile.
- Always vacuum following the direction of the nap of the fibres. Vacuuming against the nap may damage the pile of the rug and possibly change the look of the rug.
- Try to minimise direct sunlight on the rug and if possible rotate the rug regularly to even out wear.

SPILLS AND STAINS

- Follow Steps 1 and 2 of the Spills and Stains section on page 3.
- Only use cold water to transfer the spill and never use any chemical cleaning agents on a silk rug.
- Never apply heat to the rug (eg. a hair dryer or portable heater) as the silk can shrink and fade the fibres.
- Only used professionals who are experienced and confident with cleaning silk/bamboo silk/viscose rugs. Please contact us and we will recommend a preferred professional cleaning company.

General performance and environment

FADING / COLOUR

Gradually over a long period of time your rug may fade or colour intensity may change, particularly if your rug is exposed to direct sunlight. We recommend blinds, curtains or UV protected glass to reduce direct exposure to sunlight. Be mindful of vegetable-dyed rugs as these are slightly more sensitive to sun exposure. A small degree of colour variation between dye lots is normal, please see individual products details for more information on accepted tolerances. Carpet over time may be affected by environmental factors such as sun exposure, pollution and high humidity.

PLACEMENT / ROTATION

Depending on the overall level of foot traffic, periodic rotation and repositioning of your rug is recommended to assist with overall wear and effects of fading. If reversible, flipping the rug completely is also a great way to release and remove debris from the yarn. Due to the delicate nature of silk, linen and cotton rugs, avoid placing in high traffic areas .

PILE SHEDDING AND FLUFFING

Our rugs and carpets are constructed with a variety of high quality materials, primarily felted New Zealand wool which typically does not shed unless exposed to improper use. Depending on the material of your rug or carpet, temporary shedding of surface yarn may initially occur. This is normal and does not reflect any kind of quality defect. Regular vacuuming of these loose fibres is recommended.

PILE THREADS / SPROUTING

If your rug or carpet is a plush cut pile finish and you find raised threads that have become loose from the surface, do not pull them. The pile can be carefully trimmed with scissors so it matches the rest of the pile. Occasional pile maintenance is considered normal for both rugs and carpets, especially with fine and silky fibres. This will not alter the performance of your rug or carpet. Trimming the pile is not recommended for textured rugs or loop pile carpets. In all instances it is best to contact the showroom with images of the area of concern for advice.

UNDERLAY

We recommend using our supplied non-slip underlay to help secure your rug in place on wooden, marble, concrete or stone surfaces. This helps reduce unwanted movement or ripples and also reduces the chance of a trip hazard. Non-slip underlay prolongs the life of your rug and has the added benefit of making it much easier to vacuum. A high quality carpet underlay prolongs the life of your carpet and offers cushioning underfoot.

FURNITURE

Take when positioning or moving furniture on or off your rug or carpet, avoid dragging as edges of furniture can catch and pull the pile of your rug or carpet. It is normal for heavy furniture to flatten the pile of rugs and carpet, in many cases this will bounce back. If this is a concern please speak with your sales consultant prior to ordering. They will also be able to assist with purpose specific areas including under dining tables and for office areas with castor chairs.

PLANTS

Avoid putting plants and plant pots directly on your rug or carpet. Due to moisture and lack of air circulation this can cause a permanent stain and/or mould to occur, which would damage your rug beyond repair.

PETS

Be mindful of pets around your rug as damage can be caused by clawing and excrement. If your rug or carpet is affected by pet odors or excrement, please contact an experienced professional rug and carpet cleaning company.

ENVIRONMENT/WATER DAMAGE

Natural fibres may absorb moisture or odors from the environment, it is advised to air your rug out periodically in a dry climate. If your rug or carpet becomes wet or damp, best practice is to gently blot the area to absorb the water. For rugs, prop the area of the rug up off the floor so air can circulate and dry the rug from both sides. Do not use hair dryers or other heating devices to dry the area. If additional air circulation is required, a cool fan could be used. Ensure your rug is completely dry before repositioning furniture. For significant water damage to carpet, please consult a specialist for professional advice immediately.

STORAGE

We recommend having your rug professionally cleaned before long term storage. Ensure your rug is completely dry and is stored in a moisture free environment, that is well ventilated and protected by sun exposure. Lay your rolled rug flat and avoid leaning heavy furniture or objects on or around the rug. This will ensure your rug retains its shape.

Notes on specific collections

MARIANTONIA URRU RUGS

Although very durable, care is required to maintain your rug. The compact loops that form the characteristic texture of these rugs are hand-woven and called 'Pibiones'. We recommend avoiding vacuums with carpet beaters or rotating brushes, favouring a regular suction head. Pets claws or sharp furniture corners can pull up the loops, with care these can usually be repositioned.

VALENTINA HOYOS RUGS

These rugs are hand-knitted using natural sisal and are made with vegetable dyes suitable for residential domestic indoor use only. Although very durable, care is required to maintain your Valentina Hoyos rug. A vacuum with a regular suction head or a hand carpet beater is recommended to remove any unwanted dirt or debris. Rotating or repositioning rug should be avoided. Once furniture is placed on the surface of your rug, the sisal pile will be compressed creating indentations. Due to the natural characteristic of sisal, the pile does not bounce back. We would recommend leaving the furniture on these rugs in a fixed position. For any spills or stains avoid pouring water directly on the stain. Ensure you use an absorbent white cloth and a small quantity of water mixed with a mild cleaning solution or a little white vinegar first and then apply to the affected area by firmly blotting.

JOV COLLECTION

For the heavily textured rugs of this collection, using a vacuum cleaner with a rotating brush can help refresh the pile. If you notice irregularities in the pile beginning to form, we recommend using a comb to pull any flat-lying fibres back up straight.

OUTDOOR

Highly resistant to sunlight and wear, protected by a water resistant coating, require minimal care. We simply recommend cleaning with a colourfast white cloth with cold water.

VINTAGE RUGS

Part of the charm of a vintage rug is its past. Some of these pieces have been repaired or are showing signs of age. These are not considered defects but are part of the character and story of each rug. We strongly recommend a high quality underlay for these pieces to support the fibres and prolong the life of your rug.

VINTAGE OVERDYED RUGS

Strong dyes are used in the making of these rugs, care must be taken when cleaning. Test an inconspicuous spot first before attending to spill. We recommend using an underlay to prevent any dye transfer on floor surfaces. It is advised to consider the placement of your vintage rug as sun exposure may affect the overall colour or fading of your rug.

VINTAGE TUAREG RUGS

Made with palm reed and leather, vintage tuaregs rugs are very durable. We recommend taking care of your rug by using a smooth flat vacuum head. Avoid placing these rugs under dining room tables or dragging heavy furniture across the surface as this can damage the reeds in the rug.

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