

## Caring for TENCEL™, Silk & Viscose

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**Caring correctly for any carpet or rug is the key to it looking beautiful for many years.**

### General maintenance

When your Jacaranda carpet is first fitted, please vacuum it frequently. Some fibre loss or 'shedding' is normal for new carpets, it does not affect 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
- Rotate rugs regularly to spread wear
- Buy a Jacaranda Emergency Spot Cleaning Kit in case of accidents

### Spills and stains

Most carpets, like fabrics, will stain from spills of everyday liquids like coffee or red wine. To minimise damage when you spot a problem, act fast to:

- Pick up any solids using a spoon or blunt knife Blot up liquid gently with plain, white, absorbent paper such as kitchen towel
- Keep blotting gently, change paper regularly until it comes back dry

- Never rub or scrub which can 'burst' the pile surface causing permanent damage
- Do not add water
- Avoid home cleaning chemicals which may set the stain, damage the pile, or leave a sticky residue prone to re-soiling

If the stain remains the safest choice is to call in a professional carpet cleaner, or you may tackle fresh stains using Jacaranda's Emergency Spot Cleaning Kit.

### Professional cleaning and stain proofing

When your carpet needs a proper clean, you should [contact a reputable professional](#) and take their advice as to the best method. For your guidance they should recommend dry extraction. Cold wet extraction cleaning is possible for stubborn stains on TENCEL™, silk and viscose but specialist knowledge is essential.

Stain proofing treatments 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. Application of stain proofing chemicals on TENCEL™, silk and viscose requires specialist expertise. For your guidance, water based protectors need to be applied in several light layers for optimum protection, solvent based protectors can be easier to apply however please ensure good ventilation to the area. Stain protection should be reapplied after every deep clean.

## Caring for 100% wool

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**Caring correctly for any carpet or rug is the key to it looking beautiful for many years.**

### General maintenance

When your Jacaranda carpet is first fitted, please vacuum it frequently. Some fibre loss or 'shedding' is normal for new carpets, it does not affect appearance or performance and soon stops with frequent vacuuming.

Please continue to vacuum regularly throughout the life of your carpet to keep it looking clean and beautiful. For best results on carpets with:

- Cut pile, use an upright model with any beater bars turned off for regular cleaning, they can be turned on to lift pile that may have flattened in high traffic areas
- Loops in the pile, use a cylinder vacuum with a smooth nozzle and no beater bar

To lengthen life:

- Place barrier mats at entrances 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
- Rotate rugs regularly to spread wear

### Spills and stains

Most carpets, like fabrics, will stain from spills of everyday liquids like coffee or red wine. To minimise damage when you spot a problem, act fast to:

- Pick up any solids using a spoon or blunt knife
- Blot up liquid gently with plain, white, absorbent paper such as kitchen towel
- Keep blotting gently, change paper regularly until it comes back dry
- Never rub or scrub which can 'burst' the pile surface causing permanent damage

- Avoid home cleaning chemicals which may set the stain, damage the pile, or leave a sticky residue prone to re-soiling

If the stain remains the safest choice is to call in a professional carpet cleaner. If you wish to tackle the stain yourself, <https://www.woolsafe.org/stain-wizard/> gives useful step-by-step advice for each stain type.

### Professional cleaning and stain proofing

When your carpet needs a proper clean, you should contact a reputable professional and take their advice as to the best method. <https://www.woolsafe.org/find-a-carpet-cleaner/> or [Jacaranda's list of recommended professional cleaners](#). For your guidance they should recommend dry cleaning or hot water wet extraction, but never steam cleaning. Wool floorcoverings must be re-proofed against carpet moth after every deep clean.

Stain proofing treatments 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. It is normal for new wool carpets to 'shed' some fibres where footfall is heaviest, sometimes leading to uneven protection. Stain treatments should always be applied by professionals. Stain protection should be reapplied after every deep clean.