

EN

1. Only professional rug cleaning is allowed.

CLEANING A TENCEL RUG TENCEL RUG CARE

1. Vacuum with a nozzle without a brush into the direction in which the fibres are leaning.
2. Tencel fibres are naturally glossy and smooth, which is why the suction during vacuuming should not be too strong in order not to cause

excessive pulling of the fibres from the nap.

3. A natural feature of tencel rugs is the so-called shedding, i.e. coming out of the fibres from the nap. The shedding process

can be particularly intensified in sheared carpets and in carpets with sheared patterns, where the height of the nap varies.

This is a natural process and can last up to half a year, it is not a basis for complaint.

4. Some of the fibres may come out halfway. Such fibres should be cut with scissors.
5. Tencel fibre reacts badly to water and liquids. Spilled liquids should be drained immediately with a paper towel or cloth that absorbs

moisture well. Then lift the fibres with your fingers, straighten and arrange them in the direction of the other dry fibres of the rug.

Not straightened and not arranged properly, tencel fibre will dry out in the previous position. The nap may change its elasticity and reflect light differently in the spot where it was wet/stained after being cleaned with water and dried. Hence, the spot where a stain cleaned with water was may differ from the rest of the carpet. This is a natural property of tencel products. Therefore, only professional carpet cleaning is allowed by service providers experienced in cleaning viscose rugs, most often dry cleaning.

6. If wet, dry the rug stretched flat in a well-ventilated room or outdoors when the weather is good.
7. To avoid creasing, periodically move the furniture.
8. Do not use chemicals or bleaches.
9. Exposure of the rug to sunlight may cause its fading. Avoid direct exposure to strong sunlight.

USEFUL INFORMATION

1. Tencel is an innovative new generation fibre produced from wood cellulose and imitating silk. This amazing fibre is delicate as silk, but durable as polyester. It is characterised by high smoothness and low rigidity. Tencel also has very good anti-bacterial and anti-allergenic properties. It is a great alternative to silk products, with similar properties like elegant gloss and velvety softness.
2. Tencel is a very ecological fabric, due to e.g. the use of only organic substances and relatively low water use during production. It is also 100% biodegradable.
3. Handmade rugs made of tencel fibre are stretchy. Rugs may change their shape slightly during use. For example, pulling hard on the rug or moving furniture on the rug may change its shape/contour. This change is reversible. Because rugs made of tencel fibre are naturally stretchy, this is a normal phenomenon and is not a basis for complaint.
4. Rugs from the Handmade collection were handmade, mostly from natural fibres, which is why each of them is original and unique. Therefore, there may be slight differences in their colour, size or design. This is not a basis for complaint.