



# CARE GUIDE RUGS AND CARPETS

TAPIS SUR-MESURE  
CUSTOM-MADE RUGS

The carpets and rugs of the Maison Pierre Frey are manufactured to the highest quality standards. Nevertheless, we recommend taking care of the rugs/carpets through regular maintenance and following the cleaning advice as detailed below. This care guide is valid for all the manufacturing techniques.

## PREVENTIVE MAINTENANCE

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During the first few months, the carpet will go through a process of losing material in the form of fluff. This phenomenon is common in carpets made of natural materials and will gradually disappear. Depending on the amount of traffic, the following frequency of vacuuming is recommended:

- daily for heavy traffic areas
- bi-weekly for low-traffic areas and private residences

## PROPER VACUUMING

Don't wait for the carpet / rug to look dirty. Proper vacuuming requires 3 to 5 slow passages on each surface. Heavy traffic areas such as entrances, bars or shops require special attention. You can use a brush vacuum cleaner or a vacuum cleaner with a power brush to lift the pile, maintaining the appearance of the surface. The brush should be cylindrical, other types of brushed or hard brushes are not recommended. Also make sure that the vacuum cleaner is in good condition and properly maintained.

**Caution, the use of caps and single brushes must not be used.**

## PROTECT SENSITIVE AREAS

In order to prevent the accumulation of dirt and limit the spread of stains, doormats or temporary carpets should be used, at the exit of kitchens or at the entrance to public buildings. These should be maintained and changed regularly.

It is also advisable to change the direction of a rug twice a year and to avoid direct exposure to the sun or moon.

**Depending on the intensity of traffic, a thorough cleaning should be carried out once or twice a year.**

## «INJECTION-EXTRACTION» METHOD

Allows the deep removal of all substances adhering to the fibres. The use of a multi-function vacuum with a non-foaming cleaner and a quick detaching action is recommended. These machines require professionals to obtain an optimal result and prevent your carpet from deteriorating. After use, make sure the carpet is completely dry before walking on it.

## USING A DRY SHAMPOO

This cleaning is done by sprinkling on a powder cleaner. Once the powder has penetrated the surface of the carpet/rug, remove the excess with a vacuum cleaner suitable for this purpose. Be careful to follow the instructions provided with the product (a preliminary test is strongly recommended on a non-visible part of the carpet).

## MAINTENANCE AND CLEANING SILK

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Silk is a delicate material and we highly recommend to proceed with the maintenance and cleaning of your carpet through a professional who will bring a specific attention to it. It will help avoiding damaging your product and any color alteration.

In general, we recommend the intervention of a specialist cleaning company to guarantee the best result for the maintenance of your carpets and rugs.

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## IN CASE OF A STAIN

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Remove stains and liquids as quickly as possible with an absorbent white cloth, dabbing the carpet/rug without rubbing.

Avoid rubbing the carpet/rug as it risks damaging fibres and allowing the stain to penetrate further. For 100% wool rugs, use lukewarm water, not hot water. Always work from the outside of the stain inwards to avoid spreading the stain. A test on a sample or non-visible area is recommended before any treatment on the carpet or rug. Allow to dry naturally before walking on the carpet/rug. Then, for rugs made with more fragile fibers such as silk and bamboo, an absorbent stain removing powder (example: Terre de Sommières) can be used. Spread the powder over the stain and then brush it in according to the supplier's recommendations. When the powdered surface is dry, vacuum vigorously to remove all traces of powder.

**Do not soak the carpet at any time.**

**Never wet rugs made with other fibers than wool.**

**We recommend professional cleaning for difficult stain removal.**

## INDICATIONS FOR THE TREATMENT OF SPECIFIC STAINS

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Most stains are water-soluble. Sponge the area to be stained with a second clean and dry towel and continue stain removal until the bleeding stops on the used towel. You can also use a mild and very diluted shampoo.

Oily stains and stains such as glue, paint or varnish require a solvent-based stain remover. Test the product first in an inconspicuous area.

- **Coffee, Tea, Fruit Juice, Red Wine:** Shampoo. If the stain persists, dab with denatured alcohol or ammonia water.
- **Beer, Cola, sweet drinks:** Dab with water diluted vinegar. If stain persists, dab with water diluted ammonia and shampoo.
- **Blood:** Use cold water only, no shampoo.
- **Fat:** Remove as much material as possible with a knife or spatula. Pour in pure alcohol, allow it to evaporate, then shampoo with a mixture of cleaning product and vinegar, finally dab with water.
- **Tar:** Remove as much material as possible with a knife or spatula and then dab with solvent.
- **Paint (oil):** Blot the material with blotting paper and then dab with white spirit. Do not pour white spirit on the carpet. Shampoo and then rinse with clear water. Dab and leave to dry.
- **Ink:** Dab with release agent
- **Chewing gum:** Cover with an ice cube until hardened then scrape off the residue with a spoon in the direction of the fibre.
- **Candle wax:** Proceed as for chewing gum. Vacuum well. Then pour pure alcohol, let it evaporate, shampoo with a mixture of cleaner plus vinegar and dab with water.
- **Cigarette burn:** Scrape off surface charcoal and vacuum.



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## INSTRUCTIONS FOR CARPET INSTALLATION

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Pierre Frey carpets can be installed through several methods.

### STRETCH LAYING, WITH ANCHORING RODS AND UNDERPADDING

The carpet is stretched over a carpet underlay, hooked to grippers on the perimeter of the room. The carpet must be perfectly taut and hooked in all directions. The use of a «knee-kicker» for small rooms and a «large tensioner» for large rooms of more than 6 metres is essential. A «very large tensioner» must be used for heavy traffic and very large rooms. The underlay, traditional or rubber, must be adequate to provide good support.

### DOUBLE GLUING

Specially developed underlays are fixed to the floor with a non-permanent glue and then the carpet is glued permanently to the underlay.

### DIRECT GLUING

The carpet is glued directly to the floor without underlay with a permanent glue.

## ADVANTAGES AND DISADVANTAGES OF EACH LAYING METHOD

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Ensuring sufficient tension over large areas can be difficult. On the other hand, this type of installation is very easy to rework.

### DOUBLE GLUING

The main advantage is that the carpet does not have to be re-tensioned or wrinkled. This installation is suitable for large open spaces, borders, and rooms with a high traffic of trolleys and furniture on wheels.

### DIRECT GLUING

The process is the same as double gluing, but with one major disadvantage: the absence of underlay considerably reduces the use and durability of the carpet. Physical, acoustic and thermal comfort is also reduced.

All these methods require a professional installation using a reliable and experienced fitter. We can recommend fitters in Paris, France and worldwide.

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## SHIMMERING PHENOMENON

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“Shimmering» is the general definition of optical effects due to localized changes in the orientation of pile yarns on carpets and rugs. It is not a change in hue but a change in light reflection. Shimmering is not a defect of the carpet or the installation and we would like to draw your attention to this phenomenon which can be very noticeable on some carpet / rug constructions.

All velvets are subject to shimmering. However, this is more common on soft pile, tight constructions, and thick pile. This phenomenon is impossible to predict or prevent. The change in direction of the velvet creates a permanent and definitive change in its appearance, through the difference in light reflection by the yarns in different directions. Surfaces appear light in one direction and dark in the other. These surfaces look like wet areas, hence their name «Watermarking» or water spots.

In some installations, the pile overturning is related to traffic and traffic marks.

Velvet is subject to traffic and takes its direction, regardless of the initial direction of the pile, even on different widths, with shimmer marks running through the joints. Uneven floors, light draughts, more extensive exposure to sunlight or moonlight can also cause shimmering.

This change in pile direction is not a manufacturing defect and does not affect the durability of the carpet/rug or its suitability for use. It is not due to the materials used to make the carpet or a combination of these factors. Watermarking or shimmering may occur on all carpets regardless of their materials or manufacturing processes.

**The shimmer is definitive and irreversible.** Brushing or vacuuming may temporarily improve the appearance, but the velvet will regain its counter-shimmer.

The visual impact of the shimmer depends on the nature of the carpet. A loop pile or shaved pile with very matte fibres/yarns will reflect less light. Carpets with heavy patterns will hide the shimmering effect. If the pile is moderately crushed, the shimmer will be less visible. **There is no guarantee that a carpet will not develop this shimmer.**

### SOME TIPS AGAINST SHIMMERING

**The humidity of the flooring** must be controlled and within the appropriate range. Carpets and rugs must be laid on perfectly dry surfaces.

**The floor must be smooth and without relief**, perfectly flat, so as not to affect the durability of the carpet.

We do not recommend protecting carpets with a waterproof film (polyane), which traps moisture between the carpet and the film and greatly increases the risk of permanent marks on the carpet. The use of self-adhesive film and sticky plastic causes additional distortion to the pile yarns which are compressed by traffic and leave sticky residues preventing the yarn from setting.



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## OUTDOOR RUGS' MAINTENANCE

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Outdoor rug stands out for its fast drying and its resistance to direct sunlight (not causing fading), sea and chlorinated water. To extend the life and original aspect of your carpet, it is important to proceed with a weekly vacuuming (at minimum). It can be necessary to vacuum more often your area rug if the traffic is higher or if your animals walk on it.

### CUT PILE RUGS

We recommend to use a vacuum cleaner with a rotating brush and to vacuum in one direction. The beater bar should allow a contact with the pile.

### LOOP PILE RUGS

We recommend the use of a strong suction vacuum without a beater bar. Rugs with thick, loop pile construction may be sensitive to brushing, rubbing or scraping of the pile surface, which may cause fuzzing and pile distortion.

### SPOT CLEANING

Despite its simple maintenance, no rug is completely stain proof.

1. Quickly absorb the liquid with a clean cloth to prevent it from setting in the rug's fibers. Do not scrub the area because it can cause pile distortion.
2. Pretest any spot removal agent on an inconspicuous area to be sure the solution will not damage the fiber or the dye in the rug.
3. Apply a small amount of the selected cleaning solution to a white and clean cloth. Apply on the stain for about 10 minutes and work it gently. Work from the edges of the stain to the center to prevent the spill from spreading. Repeat if necessary.
4. Continue using the first cleaning solution as long as there is a transfer of the stain to the cloth. Complete removal of the spill may require repeating the same step several times.
5. Once the stain has been removed, rinse the affected area with cold water and blot with a dry and clean cloth until all the solution has been removed.

### BACKING CLEANING

Regularly clean your polypropylene rug backing with a vacuum cleaner to maintain it clean.

For deep cleaning, you can also use hot-water extraction, steam or shampoo.

- **Hot-water extraction:** Sprays water heated to less than 212°F combined with detergent onto rug to loosen set-in dirt and grime.
- **Steam:** Applies steam from water heated to more than 212°F to loosen set-in dirt and grime.
- **Shampoo:** Rotary brush spreads shampoo on rug, which loosens dirt and grime as it settles into fibers and dries.

Professional cleaning companies have the necessary experience and products to properly clean your outdoor rug. The earlier your carpet is treated and cleaned, the better the result will be.