

RIVIERA

— HOME —



CARPET CARE GUIDE

Carpet Care & Maintenance

At Riviera Home (UK) Ltd, we understand that a well-maintained carpet not only elevates the beauty of your space but also ensures long-lasting comfort and durability. In this comprehensive guide, you'll find expert tips and practical advice to keep your carpets looking fresh, feeling luxurious, and performing at their best for years to come -whether you're managing spills, addressing everyday wear, or planning regular upkeep.

Whilst our recommendations are designed to help you preserve the elegance of your floor coverings, we always advise consulting a fully qualified carpet cleaning and maintenance professional who can tailor a programme to the unique requirements of your home or commercial space.

Vacuum Cleaning

Regular vacuuming is essential to maintain your carpet's beauty and lifespan. It removes dirt, debris, and prevents soil build-up effectively.

Tips for Effective Vacuuming:

- Vacuum from different angles: Cover the fibres from multiple directions for thorough cleaning.
- Multiple passes: Go over each area several times, focusing more on high-traffic zones.
- Test first: Try your vacuum in an inconspicuous spot to ensure it doesn't cause damage.
- Use a suction-only vacuum or one with an adjustable beater bar and soft brushes for loop pile or delicate carpets. Avoid vacuums with automatic adjustments, as they may set brushes too low, risking fibre damage.
- Some vacuums may cause fuzzing or sprouting on certain carpets. Check your manufacturer's recommendations or consult a professional for guidance. Remember, the user is responsible for ensuring compatibility and proper use.
- Gentle, regular vacuuming with the right tools will help maintain your carpet's appearance and extend its life.



A living room with a fireplace, a green cabinet, and a beige sofa. The room is decorated with a green wall, a white fireplace mantel, and a large beige sofa with dark cushions. A large window with blue curtains is visible in the background. The floor is covered with a light-colored carpet and a large, dark-bordered rug.

Cleaning & Spot Removal

Keep your carpets looking their best with our essential cleaning and maintenance tips. Learn how to care for different carpet types, handle stains, and prolong their lifespan, ensuring they stay beautiful and fresh for years to come.

Cleaning stains on your home carpet requires different regimes and solutions depending on the carpet composition.

Wool

Wool Properties

Wool carpets are renowned for their natural beauty, durability, and luxurious feel underfoot. As a sustainable and renewable material, wool offers excellent resilience, making it ideal for high-traffic areas. Its natural insulating properties help regulate room temperature, keeping spaces warm in winter and cool in summer. Wool is also naturally stain-resistant, fire-retardant, and hypoallergenic, making it a practical and healthy choice for any home.

Cleaning Your Carpet

Daily Cleaning

Vacuum at least once a week and more often in high-traffic areas such as hallways, entrance ways and living rooms. Regular maintenance helps to remove dirt particles before they can build up and potentially damage the carpet fibre. We recommend you vacuum under infrequently moved furniture every three months.

Professional Cleaning

When seeking a professional cleaning service we recommend using a WoolSafe Approved provider. These carpet cleaners are fully trained, and experienced in the use of WoolSafe Approved cleaning products and their application.

If you are considering cleaning your carpet yourself, we recommend the use of WoolSafe Approved products that have been independently tested and certified as safe and effective for maintaining wool and wool-rich carpets.

We do not recommend the use of any detergents such as washing-up liquids, soaps or detergents or cleaners formulated for general household use. Although they may appear to initially remove staining, they may cause problems such as rapid re-soiling, colour bleeding and bleaching or possible damage to the pile or backing of the carpet.



Spot Cleaning Stains

Stain	Order of Treatment			
	1 st	2 nd	3 rd	4 th
Bleach	7			
Blood	2	8	11	17
Burn / Scorch marks	5	1		
Butter and Cream	3	9	15	17
Candle Wax	6	13	9	17
Chewing Gum	4	13	9	15
Chocolate / Cocoa	3	9	15	17
Coffee / Tea	2	9	16	15
Dirt / Soil / Mud	1	10	16	
Egg	3	10	11	17
Faeces / Vomit	3	11	15	17
Felt Tip Pen	9	16	15	17
Fruit Juice	2	9	16	17
Furniture Polish	2	9	16	17
Glue / Adhesive	14	13	16	17
Gravy and Sauces	3	9	15	17
Ink (Fountain)	2	8	9	15
Ink (Ballpoint Pen)	12	16	9	15
Lipstick	3	9	12	
Metal Polish	2	9	15	17
Milk	2	8	11	19
Mustard	3	9	15	17
Oil & Grease	2	13	16	17
Paint (Emulsion)	3	8	16	17
Shoe Polish	1	7		
Nail Varnish	14	16	17	
Paint (Oil)	3	13	16	15
Soot / Pollen	18	1		
Tar (Asphalt)	3	13	16	17
Urine (Fresh Stain)	2	11	15	17
Wine (Red and Rosé)	2	9	15	17

- 1** Vacuum clean thoroughly (when dry)
- 2** Blot up as much of the spill as possible using a clean white cloth, tissue or paper towel
- 3** Scoop up as much of the spill as possible with a spoon or blunt knife. Then blot spot with a paper towel
- 4** Freeze with ice cubes in a plastic bag or with a specialist chewing gum remover and scrape
- 5** Rub gently with a coin and brush off
- 6** Place brown paper on spot and heat gently with iron on low heat (wool fibre only)
- 7** This type of stain may require treatment by a professional cleaner
- 8** Apply clean water to a white cloth and blot. Repeat until no more stain transfers
- 9** Apply WoolSafe Approved spot remover to a white cloth and blot
- 10** Apply WoolSafe Approved carpet shampoo or dry compound
- 11** Apply WoolSafe Approved Pet Stain Remover to a damp white cloth and blot
- 12** Apply surgical spirit carefully to the area of the stain only, leave for 5 minutes and blot
- 13** Apply white spirit carefully to the area of the stain only, leave for 5 minutes and blot
- 14** Apply acetone carefully to the area of the stain only, leave for 5 minutes and blot
- 15** Repeat the blotting with clean water again to remove any residues
- 16** Blot with clean white cloth or paper towel and repeat application and blotting if necessary
- 17** Dry the treated area with white cloth, tissue or paper towel and align the pile
- 18** Place sticky tape on top and peel back, repeat
- 19** Apply WoolSafe-approved disinfectant

Tencel

Tencel Properties

Tencel carpets like Monaco and St Tropez are an excellent choice for those seeking a luxurious, eco-friendly option in low-traffic, dry areas. However, they require careful maintenance and are not recommended for high-traffic or moisture-prone spaces.

Cleaning Your Carpet

Daily Cleaning

Use a quality vacuum cleaner with an adjustable beater bar and soft bristles to gently lift dirt and debris. In busy areas like halls, stairs, and landings, vacuum at least twice a week to prevent dirt and dust from settling into the fibres.

Spot Cleaning Stains

Tencel is highly absorbent making it prone to staining, and spills. If spills occur, blot them immediately with plain, white, absorbent paper such as a kitchen towel. Keep blotting gently and change the paper regularly until dry. Never rub or scrub which can 'burst' the pile surface causing permanent damage. For stubborn stains, consult a professional carpet cleaner as Tencel is very sensitive to moisture and can be easily damaged by water-based cleaning methods.

We do not recommend the use of any detergents such as washing-up liquids, soaps or detergents or cleaners formulated for general household use. Although they may appear to initially remove staining, they may cause problems such as rapid re-soiling, colour bleeding and bleaching or possible damage to the pile or backing of the carpet. We recommend the use of a WoolSafe approved spot cleaner.

Professional Cleaning

Tencel carpets require careful maintenance and professional cleaning to preserve their appearance. Harsh chemicals or improper cleaning techniques can damage the fibres.



TufStrand®

TufStrand® Properties

Riviera Home's indoor/outdoor carpets are crafted using our premium polypropylene fibre, TufStrand®, known for its durability, water repellence, ease of cleaning, and resistance to staining. With proper care, your TufStrand® carpet or rug will stay looking its best for longer. Regular vacuuming and prompt attention to stains or spillages are key to maintaining its appearance.

Riviera Home's Livorno and Medina ranges are expertly crafted using our proprietary TufStrand® Polypropylene yarn. This premium material not only endures various weather conditions but also mirrors the softness and aesthetic elegance of indoor flooring, enabling a cohesive look throughout your living spaces.

Cleaning Your Carpet

Daily Cleaning

Use a quality vacuum cleaner with an adjustable beater bar and soft bristles to gently lift dirt and debris. In busy areas like halls, stairs, and landings, vacuum at least twice a week to prevent dirt and dust from settling into the fibres.

Spot Cleaning Stains

TufStrand® PP carpets can be treated the same as wool carpets. Refer to the wool stain chart for treatments.

For stubborn stains a bleach solution can be used. Mix one part bleach with ten parts warm water, and apply carefully. Important: Do not over-soak the carpet. Repeat as needed, or consult a professional cleaner for stubborn stains.

Professional Cleaning

Steam cleaning your TufStrand® carpet or rug once a year removes trapped dirt, dust, and dried mud, rejuvenating its appearance and extending its lifespan. This professional cleaning will also leave your carpet smelling fresh and looking as good as new. When seeking a professional cleaning service we recommend using a WoolSafe Approved provider.



Appearance Characteristics

Colour Fading

All natural fibres will fade over time, and this process can be accelerated by prolonged exposure to strong sunlight. While natural undyed yarns may fade more noticeably than dyed fibres, Riviera Home's carpets use yarns dyed to a high fastness, ensuring that, under normal conditions, the colour remains stable. However, even these dyed yarns may experience some change if exposed to direct sunlight for extended periods.

To minimise fading, consider using sun blinds, curtains, or UV-protective window films, particularly in south-facing rooms or areas with strong sunlight. These measures can help preserve the vibrant appearance of your carpet for longer.

Colour Matching & Shade Variation

As with all textile products, colours may vary slightly from batch to batch. Whilst every effort is made to ensure accurate colour matching from one batch to another, natural undyed wools can have inherent variations in colour due to factors such as the source of the fibre, the specific breed of the animal, and environmental and seasonal influences. Even with careful production processes, these natural variations can result in slight colour differences between batches.

Crushing

Heavy furniture can cause depressions or crush the carpet pile over time. To minimise this, gently brush the affected area to help restore the pile. Using furniture castors or protective pads can also distribute weight more evenly and reduce the risk of crushing.

It's important to choose an appropriate underlay to provide adequate protection against compression. Avoid overly soft or plush underlay, as it can amplify the effects of crushing at contact points beneath furniture.

For persistent depressions, consider using a steam iron on a low setting (without direct contact) to gently lift the fibres, or consult a professional for assistance.

Handwoven Carpets

Handwoven carpets are an artisan product and, as such, can have irregularities and imperfections which are considered part of their charm. Variations in weave, tension and shading create a carpet with its own distinctive character and, in turn, making it unique. Any irregularities found within a handwoven carpet are to be celebrated and not considered a manufacturing fault and are inherent to the beauty of a fine handmade carpet.

Heathered Carpets

Heathered carpets are created using random blends of colour, resulting in some linearity (coloured flecks) which are a natural feature of a heather carpet and form part of the beauty of the design. These coloured flecks or linearity are not always visible on samples and will vary from roll to roll. They are not considered a manufacturing fault.

Pile Reversal

All cut pile carpets may occasionally show pile reversal or water marking. This is a natural phenomenon resulting from where the carpet is laid, causing sections of the carpet's pile to change direction and reflect light in a different way. Extensive research has taken place within the industry to establish what might bring about this change and it is not considered a manufacturing defect. Whilst the pile reversal may change the appearance of the carpet, it will not affect the wear performance of the carpet.

Pulled Loops

Carpet loops can occasionally be snagged or pulled by pets' claws, stiletto heels, or even the rotating beater bar of a vacuum cleaner set too low. If you notice a pulled loop, avoid pulling or tugging on it further, as this could worsen the damage and potentially unravel more fibres.

To fix a pulled loop, use a pair of sharp scissors to carefully trim the pulled fibre flush with the surface of the carpet. For more significant damage, it's best to consult a professional carpet repair service to restore the integrity of the carpet.

Tip: *To minimise the risk of pulled loops, use a vacuum cleaner without a beater bar or one with an adjustable height setting, and keep pets' claws trimmed.*

Shedding

All carpets, whether they be loop or cut pile, will shed fibre when they are new. The fluff coming off the fibre is quite normal and you should vacuum your new carpet regularly with the correct choice of vacuum cleaner and it will soon cease shedding. This natural process will not affect the appearance or durability of your carpet.

Sprouting

Occasionally, you may notice an uneven tuft in a tufted carpet, where a single fibre sprouts above the rest of the pile. This is a normal occurrence and can be easily resolved. Simply use a pair of sharp scissors to carefully trim the tuft so it aligns with the surrounding carpet pile.

Important: *Avoid pulling the tuft, as this can damage the carpet and potentially loosen additional fibres. Proper trimming ensures the carpet remains in excellent condition.*

Visible Bands

Visible bands or indentations that appear when a new carpet is unrolled, are caused by the pressure from being tightly rolled up during manufacturing and storage. These bands will typically fade away with normal use and regular vacuuming; they are considered normal and not a defect.

Disclaimer: *This advice is offered in good faith, no responsibility is accepted for claims arising from the proposed treatments. If stains fail to respond to the proposed treatments, please consult a professional cleaning service.*

WoolSafe

The WoolSafe Organisation is an internationally recognised leader in the cleaning industry, renowned for its high standards of excellence and safety in carpet care chemicals. Committed to promoting best practices in carpet and rug care, WoolSafe offers services in maintenance, product evaluation and certification, as well as education and training, whilst also advocating for professional cleaning and inspection services.

WoolSafe has rigorously tested and approved numerous consumer carpet care products available in most supermarkets. These trusted products are featured in our cleaning table, ensuring you have reliable solutions for your carpet care needs.



To find a WoolSafe approved Professional Cleaner, scan the code or visit www.woolsafe.org/find-a-carpet-cleaner

Wool Carpet Warranty

The Wool Owner's Warranty is a free 12 month after-care service for consumers who buy a wool or wool-rich carpet from participating manufacturers. The warranty and maintenance programme combine to keep your carpet spotless and looking beautiful all the time.



Registration is free and you receive a FREE wool carpet spot cleaner with your warranty. Sign up today by scanning the code or visit www.wowwarranty.com



ASSOCIATE

