

CLEANING AND CARE

GAN rugs are hand-made of 100% new wool. In order to guarantee a long lifespan, they require certain regular care and cleaning. All new rugs create and loose fluff during the first few months.

GENERAL ADVICES:

Sweep with a soft broom in the direction of the pile and then use the vacuum cleaner (with castors on the nozzle) in the same direction. Never use a water/air vacuum cleaner. Once the rug has stopped producing fluff, use the vacuum cleaner regularly (at least once a week).

Do not wet the rug, since some dark colours may fade because of the characteristics of the natural dyes used, especially those in the Kilim collection.

NEVER pull of a yarn that is standing out: cut it level with the rest. To evenly distribute wear all over the surface, we recommend changing the direction of the carpet 2 or 3 times a year.

STAINS AND GENERAL TREATMENT:

Act immediately to prevent drying and fading, for easier removal.

Liquid stains: Remove them immediately, soaking them up with kitchen paper or a clean white cloth.

Solid stains: Must be scratched off carefully with the tip of a knife or spoon. Clean from the outside to the centre to avoid them from getting bigger.

Test new products on a small corner to make sure they won't affect the colour.

Use only a little amount in order to avoid soaking the pile.

Apply the product with a damp sponge, pressing only softly on the rug, as scrubbing and rubbing could pull the pile out of shape.

OIL, GREASE, BUTTER, HONEY, WAX, CREAM, SHOE POLISH, TAR, METAL POLISHER OR PEN INK STAINS: First dry clean and then apply neutral detergent with a damp sponge. Dry with kitchen paper or with a white clean cloth.

COFFEE, MILK, TEA, COCOA, CHOCOLATE, ICE-CREAM, BLOOD, WINE, SOFT DRINK, LIQUOR OR SOOT STAINS: After soaking up with kitchen paper or with the vacuum cleaner, apply a solution of neutral detergent, soft vinegar and lukewarm water with a damp sponge. Then rinse with a clean white cloth and dry with absorbent paper.

SAUCE, VOMIT, ICE-CREAM, EGG, FRUIT JUICE STAINS: First remove the remains off the stain with lukewarm water and a clean white cloth, and then apply neutral detergent dissolved in lukewarm water with a damp sponge. Then rinse it with a clean white cloth and dry it with absorbent paper.

URINE OR EXCREMENT STAINS: Must be removed first, either soaking them up with kitchen paper or with warm water and a clean white cloth. After that, apply neutral detergent dissolved in lukewarm water with a damp sponge. Then rinse with a clean white cloth and dry with absorbent paper.

CHEWING GUM OR LIPSTICK STAINS: Removed by dry cleaning (with dry cleaning solvent). Once finished, apply neutral detergent dissolved in lukewarm water with a wet sponge. Then rinse it with a clean white cloth and dry with

absorbent paper.

NAIL VARNISH: Use acetone and then dry-clean.

MUD: Must be brushed when dry and then removed with the vacuum cleaner. After that, apply a solution of lukewarm water and ammonia (3 parts of water and 1 of ammonia) with a damp sponge. Then rinse it with lukewarm water and a clean white cloth and let it dry.

CIGARETTE BURNS: Remove rubbing them with a hard surface (making sure that the surface does not leave remains). Then brush and vacuum.

GENERAL DIRT: Can be cleaned with a solution of lukewarm water and ammonia, using a damp sponge, after hoovering. Then rinse it with lukewarm water and a clean white cloth and let it dry.

*Dry cleaning: Referring to the use of a dry cleaning solvent (alcohol) or a specific aerosol.

*Neutral detergent: Use of a neutral rug soap diluted in water.

PROFESSIONAL CLEANING

Should you not be able to remove the stain using these indications, or if the stains are from paints or oil-based varnish; or if the rug is in a public area with a lot of people using it, we recommend taking the rug to a professional cleaner.

If you decide to take your GAN rug to the dry cleaner's, remember to tell them our cleaning recommendations for this case, as they have been drawn from the cleaning tests requested by GANDIABLASCO to reputable laboratories:

Clean the carpets with rotating brushes in aqueous medium with a horizontal axis dragging washing machine for solid colours, restricting the mechanic action of the brushes on long-haired wool carpets.

Clean with rotating brushes and dry foam for non-solid colours (kilim collection).

To dry, hang the carpet outdoors over a static bar, away from direct sun light.

Rugs may be dried in a forced hot air dryer, provided that it does not exceed a temperature of 45°C.

REMARKS

CARPETS

New wool carpets may loose fluff during the first few months. This is a normal feature of wool and is in no case sign of deficient quality.

Handmade rugs present small variations across the products in weight, colour and size with respect to the original model. This is not a fault, but part of the process of a handmade artisan product.

The maximum variation is 5% of the total. The variations in measurement may affect both the width and the length of the rug.

We accept no liability for imperfections caused by misuse or undue treatment of the rug (washing, ripping, stains, etc). We only accept returns due to manufacturing faults.

SPECIAL SIZES

Payment in advance of 30% of the total amount. Delivery time: 4 months.

THE COLOURS OF THE PRODUCTS SHOWN IN THIS CATALOGUE MAY BE SLIGHTLY DIFFERENT TO THE REAL ONES DUE TO THE PAPER PRINTING PROCESS.