

# **Rugs - Care and Maintenance Guide**



## Caring for your Koala Rug

We want you to have your rug for a long time.  
As with all types of textiles, rugs also require regular care to stay  
looking their best.  
Here are a few tips we recommend.

# Preparing for your new Koala Rug

**Clear the way:** Make sure the path is clear to avoid any damage to household items and walls.

**Open Carefully:** Our rugs come wrapped in recycled polyester packaging, be careful not to use a sharp blade as it could damage the product.

**Dispose of your packaging wisely:** The packaging comes with information on how and where to dispose.

**Underlay Protection:** We recommend purchasing an underlay for all Koala rugs. It offers stability and durability and also helps in common spills and pet stains from penetrating the floor below. It will help prevent the risk of rug movement, bunching, protect timber flooring and to extend the life of your rug

**Lay out the rug:** Roll out OR unfold the rug. Allow for around 24 hours for the rug to relax into its intended shape.

**Vacuum:** All new rugs might shed or have some residual fibres as these are handmade, so an initial vacuum is recommended.

**Air out the rug:** Some new fibres may have a scent associated with them. This will dissipate over time.

**Keep it handy:** Stains happen, and when they do it's important to **ACT FAST**. We have already tested a few products that are readily available at your local supermarkets. We recommend keeping them handy for those spills that inevitably happen.

# Get to know your Koala Rug

At Koala, we're focused on creating a sustainable future, and have designed our rugs with an environmentally sustainable approach where possible (and because it is the right thing to do). Whichever rug you choose, rest assured that they are made keeping you and the planet in mind.

## **Jute rugs:**

Jute also known as "the golden fibre" is a bast fibre that comes from the stalk of the jute plant. It is a fast growing crop with little need for fertilizers and pesticides. Jute fibre biodegrades and composts really well. The rugs are handwoven to combine distinctive qualities like shade variations and unique rustic textures.

## **Jute blend rugs:**

Two durable fibres that are natural and complement each other, are hand woven together to make a texturally unique rug.

## **rPET rugs:**

Made using recycled plastic bottles that would otherwise end up in landfill, these rugs are a wonderful result of a recycled process. Soft and luxurious handfeel, easy to clean and very durable.

## **Wool rugs:**

Wool is a renewable, planet friendly and ocean safe fibre with natural insulating qualities. New Zealand sets the standard for being the world's best wool. Our wool is sourced from New Zealand certified to Responsible Wool Standard (RWS) and ZQ standards that stands for better quality of life for the animals and the land.

# **Stain and Maintenance guide for Koala Wool Rugs**

## Basic care guidance for your wool rugs

**UNDERLAY PROTECTION:** We recommend purchasing an underlay for all Koala rugs. It offers stability and durability and will help prevent the risk of rug movement, bunching, protect timber flooring and to extend the life of your rug.

**FOLLOW THE CARE INSTRUCTIONS:** Follow the care instructions for regular maintenance of your Koala rugs. All our rugs come with care instructions attached on the underside of the rug or on the Koala website.

**DOORMAT:** We recommend keeping a doormat at the entrance of your home. A doormat with tough, coarse fibres will easily catch dirt, dust and moisture from entering your home and transferring on the rug.

**VACUUM:** Vacuum the rug using suction only vacuum at least once a week to remove dust and to prevent particles becoming embedded in the pile. When using the vacuum, use it with care and go slow.

### **NORMAL TLC:**

Rotate your rug every 3-6 months to reduce uneven wear and tear. Regular airing is recommended.

Do not soak, bleach or machine wash this rug. Keep away from direct sunlight. Ensure the rug is completely dry before packaging away to prevent mold and mildew.

Steam cleaning and dry cleaning are not recommended methods.

**LOOSE LOOPS:** If a loop is pulled by a pet, furniture leg or vacuum suction, it will affect other loops in the same row. This is not a defect and you can gently pull the yarns in the row to return to the original position.

## **SPILLS: ACT FAST**

### **1- Blot don't scrub:**

For liquid stains, like coffee or wine or pet urine:

- Use a white dry clean cotton terry towel (paper towels are great too for blotting) to dab as much stain from the rug as possible.
- Moisten a white terry towel with cold water, lay it flat on the stain.
- Leave it for a few hours, should the cloth become saturated add another terry towel over it.
- **Remember to also check the underside of the rug and dab up any liquid that has seeped through.**

### **2-Scoop up sauce:**

When it comes to stains like tomato sauce or solid foods:

- Scooping the stain up first with a spoon and blotting the remainder is recommended.

### **3- Using a mild liquid detergent: DO NO RUB**

- We recommend using a mild liquid detergent.
- One squirt of it with warm water and a clean sponge will do the trick.

**Remember to pre test first and do not saturate the stain!**

**4- Remember not to rub:** It's very important so we must repeat it again..

Rubbing will pull the delicate wool fibres and damage the rug.

**5-Let it dry:** Once you have treated a stain, it's important not to walk over the wet area until it dries completely.

**Damn, that stain is still there!** So you blotted, cleaned and dried: Urghhhh –ok this can happen. What to do? Read on for a few specific stain cleaning tips...

The offending Spill	Order of Treatment			Type of treatment
Beetroot juice	A	B or D	K	<p><b>A-</b> Blot with a clean white terry towel or paper towels (both sides of the rug)</p> <p><b>B -</b> Treat with 50/50 -white vinegar / lukewarm water and a store bought stain remover (equal portion) (we tried <u>SARD Power stain remover spray</u>)</p> <p><b>C -</b> Scoop it with a spoon or blunt knife. / Scoop with bag</p> <p><b>D-</b> Treat using carpet stain removers from your local supermarket. There are a few available: Dr. Beckmann - Carpet stain remover Dr. Beckmann- Pet stain and Odor remover</p> <p><b>E-</b> Soft silicone bristle brush (brush lightly)</p> <p><b>F-</b>Treat with mineral spirits or Turpentine</p> <p><b>G-</b> Treat with foaming sanitiser and deodoriser from your local supermarket</p> <p><b>H-</b> Chill with ice cubes in a plastic bag. Pick or scrape off the gum</p> <p><b>I-</b> sprinkle Baking soda for 10 -15 minutes</p> <p><b>J-</b> let it dry completely / Vacuum</p> <p><b>K -</b> Repeat if required</p> <p><b>Note:</b> Always pre-test a cleaning agent in an inconspicuous area and read the vendor's website for suitability.</p> <p><b>Also important:</b> as these are 3rd party products, this is not an endorsement by Koala. Follow the instructions on the can</p> <p><b>Avoid using bleaching agents like Hydrogen peroxide as it can cause discolorations.</b></p>
Blood	A	B	K	
Chewing gum	H	-	-	
Chocolate	C	B	-	
Coffee	A	B or D	-	
Fecal matter, naughty dog,	C	D	A	
Wax	H	C	-	
Fruit Juice	A	B or D	-	
Gravy	A	B or D	K	
Ink - marker	D	A	-	
Lipstick	F	B	A	
Pet urine, naughty dog,	A	B or D	G	
Pet hair	I	E or Vacuum	-	
Shoe Polish	F	B	A	
Tea	A	B	A	
Vomit / Yogurt	C	B	A	
Wet dirt marks	J	-	-	
Wine	A	B	D	

**Stubborn stains - You tried the above, yet the stain persists. Time to call in the professionals!**



# **Stain and Maintenance guide for Koala Jute, Jute Blend Rugs**

## Basic care guidance for your Jute rugs

**UNDERLAY PROTECTION:** We recommend purchasing an underlay for all Koala rugs. It offers stability and durability and will help prevent the risk of rug movement, bunching, protect timber flooring and to extend the life of your rug.

**FOLLOW THE CARE INSTRUCTIONS:** Follow the care instructions for regular maintenance of your Koala Rugs. All our rugs come with care instructions attached on the underside of the rug or on the Koala website.

**DOORMAT:** We recommend keeping a doormat at the entrance of your home. A doormat with tough, coarse fibres will easily catch dirt, dust and moisture from entering your home and transferring on the rug.

**VACUUM:** Vacuum the rug using suction only vacuum at least once a week to remove dust and to prevent particles becoming embedded in the pile. When using the vacuum, use it with care, go slow.

### **NORMAL TLC:**

Rotate your rug every 3-6 months to reduce uneven wear and tear.

Regular airing especially on a sunny day is recommended.

Do not soak, bleach or machine wash this rug.

Keep away from direct sunlight.

Ensure the rug is completely dry before packaging away to prevent mold and mildew.

Steam cleaning, wet shampoo and dry cleaning are not recommended methods.

**SHAKE OR BEAT:** Take the rug outdoors and give it a good shake. Jute has an open weave and most of the dirt will be underneath the rug. Giving it a good shake gets rid of dirt and dust that's embedded into the fibres. Don't forget to shake out the rug pad and sweep or vacuum the floor before placing the rug back.

**FRINGED ENDS:** Do not vacuum fringed ends, use a soft bristle brush to remove any hidden dirt.

**LOOSE ENDS ON THE SURFACE:** Should long ends on yarn appear on the surface do not pull. Use scissors to trim the yarn evenly.

## **SPILLS: ACT FAST**

Spills, Muddy footprints, naughty pet accidents, will need prompt action to protect the jute rug. Using liquid cleaners on a jute rug can cause discoloration.

### **1- Blot don't scrub:**

For liquid stains, like coffee or wine or pet urine:

- Use a white dry clean cotton terry towel (paper towels are great too for blotting) to dab as much stain from the rug as possible.
- Dry the area with a hair dryer to prevent staining.
- **Remember to also check the underside of the rug and dab up any liquid that has seeped through.**

### **2-Scoop up sauce:**

When it comes to stains like tomato sauce or solid foods:

- Scooping the stain up first with a spoon or a spatula and blotting the remainder is recommended.

### **3- Using a mild liquid detergent: DO NO RUB**

- We recommend using a mild liquid detergent.
- One squirt of it with warm water and white vinegar (50/50) and a clean sponge will do the trick.

**Remember to pre test first and do not saturate the stain!**

**4- Remember not to rub:** It's very important hence we are repeating it once again. Rubbing will pull the delicate wool fibres and damage the rug.

**5-Let it dry:** Once you have treated a stain, it's important not to walk over the wet area until it dries completely.

**Damn, that stain is still there!** So you blotted, cleaned and dried: Urghhhh – ok this can happen. What to do? Read on for a few specific stain cleaning tips...

The offending Spill	Order of Treatment			Type of treatment
Beetroot juice	A	B or D	F	A- Blot with a clean white terry towel or paper towels (both sides of the rug)
Blood	A	B	F	
Chewing gum	B	-	-	B- Treat with 50/50 -white vinegar / lukewarm water and a store bought stain remover (equal portion) (we tried <u>SARD Power stain remover spray</u> )
Chocolate	C	B	F	
Coffee	A	B or D	F	C - Scoop it with a spoon or blunt knife. / Scoop with bag
Fecal matter, naughty dog,	C	F	-	
Wax	C	-	-	D-Treat using a dry carpet stain remover or sprinkle baking powder for 10-15 minutes or longer.
Fruit Juice	A	B	G	
Gravy	A	D	F	E- Chill with ice cubes in a plastic bag. Pick or scrape off the gum
Ink - marker	-	-	-	
Lipstick	C	B	F	F-Use a dryer to dry the stain / Vacuum
Pet urine, naughty dog,	A	D	F	
Pet hair	H	-	-	G- Soft silicone bristle brush (lightly brush)
Shoe Polish	-	-	-	
Tea	A	B	F	H - Vacuum
Vomit / Yogurt	C	B	F and G	
Wet dirt marks	Let it dry	H	-	I- Salt
Red Wine	A	I	F	

**Note: Always pre-test a cleaning agent in an inconspicuous area and read the vendor's website for suitability.**  
**Also important: as these are 3rd party products, this is not an endorsement by Koala. Follow the instructions on the can**  
**Avoid using bleaching agents like Hydrogen peroxide as it can cause discolorations.**

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# **Stain and Maintenance guide for Koala rPET Rugs**

# Basic care guidance for your Recycled Polyester

## (rPET) rugs

**UNDERLAY PROTECTION:** We recommend purchasing an underlay for all Koala rugs. It offers stability and durability and will help prevent the risk of rug movement, bunching, protect timber flooring and to extend the life of your rug.

**FOLLOW THE CARE INSTRUCTIONS:** Follow the care instructions for regular maintenance of your Koala rugs. All our rugs come with care instructions attached on the underside of the rug or on the Koala website.

**DOORMAT:** We recommend keeping a doormat at the entrance of your home. A doormat with tough, coarse fibres will easily catch dirt, dust and moisture from entering your home and transferring on the rug.

**VACUUM:** Vacuum the rug using suction only vacuum at least once a week to remove dust and to prevent particles becoming embedded in the pile. When using the vacuum, use it with care, go slow.

### **NORMAL TLC:**

Rotate your rug every 3-6 months to reduce uneven wear and tear.

Regular airing especially on a sunny day is recommended.

Do not soak, bleach or machine wash this rug.

Keep away from direct sunlight.

Ensure the rug is completely dry before packaging away to prevent mold and mildew.

Steam cleaning, wet shampoo and dry cleaning are not recommended methods.

## **SPILLS: ACT FAST**

Spills, Muddy footprints, naughty pet accidents, will need prompt action to protect the jute rug. Using liquid cleaners on a jute rug can cause discoloration.

### **1- Blot don't scrub:**

For liquid stains, like coffee or wine or pet urine,

- Use a white dry clean cotton terry towel (paper towels are great too for blotting) to dab as much stain from the rug as possible.
- Dry the area with a hair dryer to prevent staining.
- **Remember to also check the underside of the rug and dab up any liquid that has seeped through.**

### **2-Scoop up sauce:**

When it comes to stains like tomato sauce or solid foods:

- Scooping the stain up first with a spoon or a spatula and blotting the remainder is recommended.

### **3- Using a mild liquid detergent: DO NO RUB**

- We recommend using a mild liquid detergent.
- One squirt of it with warm water and white vinegar (50/50) and a clean sponge will do the trick.

**Remember to pre test first and do not saturate the stain!**

**4- Remember not to rub:** It's very important hence we are repeating it once again. Rubbing will pull the fibres and damage the rug.

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**Damn, that stain is still there!** So you blotted, cleaned and dried: Urghhhh – ok this can happen. What to do? Read on for a few specific stain cleaning tips...

The offending Spill	Order of Treatment			Type of treatment
Beetroot juice	A	B	A	<p><b>A-</b> Blot with a clean white terry towel or paper towels (both sides of the rug)</p> <p><b>B-</b> Treat with 50/50 -white vinegar / lukewarm water and a store bought stain remover (equal portion) (we tried <u>SARD Power stain remover spray</u>)</p> <p><b>C-</b> Scoop it with a spoon or blunt knife. / Scoop with bag</p> <p><b>D-</b> Treat using carpet stain removers from your local supermarket. There are a few available: Dr. Beckmann – Carpet stain remover Dr. Beckmann- Pet stain and Odor remover</p> <p><b>E-</b> Chill with ice cubes in a plastic bag. Pick or scrape off the gum</p> <p><b>F-</b> sprinkle Baking soda for 10 -15 minutes or longer</p> <p><b>G-</b> Use a dryer to dry the stain / Vacuum</p> <p><b>H-</b> Soft silicone bristle brush (lightly brush)</p> <p><b>I-</b> Vacuum</p> <p><b>Note:</b> Always pre-test a cleaning agent in an inconspicuous area and read the vendor's website for suitability.</p> <p><b>Also important:</b> as these are 3rd party products, this is not an endorsement by Koala. Follow the instructions on the can</p> <p><b>Avoid using bleaching agents like Hydrogen peroxide as it can cause discolorations.</b></p>
Blood	A	B or D	A	
Chewing gum	E	C	-	
Chocolate	C	B	A	
Coffee	A	B or D	A	
Fecal matter, naughty dog,	C	F or D	I	
Wax	E	C	-	
Fruit Juice	A	B	A	
Gravy	A	D	G	
Ink - marker	A	B	-	
Lipstick	F	B	A	
Pet urine, naughty dog,	A	D	G	
Pet hair	H or I	-	-	
Shoe Polish	D	-	-	
Tea	A	B	G	
Vomit / Yogurt	C	B	A	
Wet dirt marks	Let it dry	I	-	
Red Wine	A	B	A	

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