

# Care Guide

Riviera<sup>TM</sup>  
HOME

Naturally Luxurious Carpets



Telephone: +44 (0) 1282 791255 | Email: [sales@rivierahomeuk.com](mailto:sales@rivierahomeuk.com)

Registered Office: Riviera Home UK Ltd, The Riviera Suite, Lomeshaye Bridge Mill, Bridge Mill Road, Nelson, Lancashire, BB9 7BD, UK

Registered in England No. 07798210 Vat Reg. No. UK 138 6261 04

Riviera Home™ and their Authorised Dealers take quality control very seriously and we want our customers to buy our products in full knowledge of how they might perform and how to look after their chosen product so that it will, hopefully, give years of good performance in your home. Your Authorised Dealer should be able to help you with your product selection but, to help you, we have listed some of the things that you should be aware of when making your selection:

### COLOUR MATCHING & SHADE VARIATION

As with all textile products, colours may vary slightly from batch to batch. Natural heather wool, in particular, will vary from batch to batch as no dye stuffs are used to obtain the colour. Through the blending processes of heathered carpets you can expect to see some linearity and colour flecks, an inherent design of this type of carpet.

If your requirements are particularly colour critical, your Authorised Dealer can reserve stock and order a dye lot cutting for you.

If you are using the carpet in adjoining areas, please make sure you tell us so that we can take your cuts from the same colour batch.

If you are mixing widths and using both 4 & 5m width carpet, the cuts are likely to come from different dye batches and the colour may vary slightly.

### COLOUR FADING

Natural fibres will fade over time and this process may be accelerated by exposure to strong sunlight. Natural undyed yarns may fade more than dyed fibres and this should be taken into consideration when choosing your floor covering for areas that have strong sunlight.

### SEAMS

Please consider the position of any seams, particularly when choosing Hand Loom broadloom. It may not always be possible to correctly align the lines in cut and loop hand woven broadloom where there is side to side matching involved.

All woven carpets should be cut from the face carefully following the row.

### LOOP PILE CARPETS

Loop pile carpets are easy to maintain and generally require less vacuuming than cut pile carpets. There are just a few things to remember though – cats and dogs with sharp claws can snag and pull the loops in your carpet. You should use a suction only vacuum cleaner on loop pile carpets as vacuum cleaners with a beater bar or bristle brushes will agitate the pile fibre and may cause it to “pill or ball”.

### 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.

### 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 or PULLED LOOPS

Odd uneven tufts can sometimes occur in hand loomed carpets. Dogs and cats or stiletto heeled shoes can sometimes catch and snag and pull loops in carpet. Carefully cut these loops with sharp scissors. Never pull as this may damage your carpet.

### CRUSHING

Furniture can make depressions or crush the carpet's pile over time. This effect can be reduced by using certain types of castors or pads.

### HAND WOVEN CARPETS

Hand woven carpets are an artisan product and can present irregularities. No two carpets will be identical, unlike mass produced, machine made carpet. These irregularities are not a manufacturing fault, but hand woven elements to be celebrated.

If you have any questions about cleaning your Riviera Home carpet or rugs please do not hesitate to contact us:

Telephone: +44 (0) 1282 791255 | Email: [sales@rivierahomeuk.com](mailto:sales@rivierahomeuk.com)

Registered Office: Riviera Home UK Ltd, The Riviera Suite, Lomeshaye Bridge Mill, Bridge Mill Road, Nelson, Lancashire, BB9 7BD, UK

### INSTALLATION

Riviera Home™ Authorised Dealers have fitting experts to make sure your carpet is properly installed; however, here are some basic principles which should be followed:

- We recommend that our broadloom carpet is fitted over good quality solid underlay and stretched onto long pin double gripper.
- Do not use power stretchers as they may damage the carpet.
- Do not use knee kickers on loop or cut and loop carpets unless used with extreme care, as the pins can snag loops.
- You can directly glue our broadloom to the floor or use double stick methods of installation.
- All cut edges should be sealed using seaming cement and heat seam tape used on all seams.
- Pile heights may vary slightly on hand made velvet broadloom carpets necessitating a light shear with a hand held micro shear.

No claims will be considered on carpet that is cut or installed with visible defects, or installed with a pattern mismatch.

### STAIN PROOFING TREATMENTS

When deciding whether to apply a soiling or stain protecting product to your new carpet, please first consider the following:

- Topical treatments can change the colour of your carpet.
- They should be applied by a professional company with a good reputation.
- Please be aware that the treatments may need to be reapplied at various intervals.
- At best the treatments may slow down the rate of soiling and buy extra time to deal with spillages. They cannot offer complete protection.

If a topical soil protector is used and not applied properly, it may invalidate your Riviera Home™ warranty.

### SPILLAGES & STAINS

Act fast to pick up any solid stains and blot up liquids with plain absorbent paper such as kitchen roll or a tea towel. Blot gently, changing the paper or towel as necessary. Do not rub or scrub as this will distort the pile and cause

permanent damage. Leave the pile of the carpet laying in its natural direction and allow the area to dry naturally. Our Carpet Care & Maintenance Guide, which is available as a PDF, gives greater detail.

### VISCOSE CARPETS

Viscose is a natural fibre made from Cellulose and is more delicate than Wool. Water changes the texture of Viscose. Do not add water and do not rub or brush the pile. For stains consult a professional cleaning company immediately. Viscose carpets should only be used in dry areas. The fibre is naturally absorbent and should not be placed in areas that are damp or where spills are likely to occur (e.g. kitchens, bathrooms, basement or porches).

### TENCEL® CARPETS

Tencel® has the same silk like lustre as Viscose and is harder wearing and easier to clean. Water spills should not affect the carpet's texture and should a slight yellow ring be left, it should disappear with time and use. Tencel® can be cleaned by a professional with care.

### 100% BAMBOO CARPETS

The information given above with regard to the care and maintenance of Viscose carpets applies equally to 100% Bamboo carpets. Do not add water and do not rub or brush the pile. For stains consult a professional cleaning company immediately. Bamboo carpets should only be used in dry areas. The fibre is naturally absorbent and should not be placed in areas that are damp or where spills are likely to occur (e.g. kitchens, bathrooms, basement or porches).

### CARPET PROTECTION FILM

We do not recommend the use of carpet protection film as it can trap moisture and depending upon the film used leave a residue, both of which can be detrimental to the appearance of your carpet.

If you have any questions about cleaning your Riviera Home carpet or rugs please do not hesitate to contact us:

Telephone: +44 (0) 1282 791255 | Email: [sales@rivierahomeuk.com](mailto:sales@rivierahomeuk.com)

Registered Office: Riviera Home UK Ltd, The Riviera Suite, Lomeshaye Bridge Mill, Bridge Mill Road, Nelson, Lancashire, BB9 7BD, UK