

## USER INFO

1. Narma [smartWeave®](#) rugs are suitable for home interiors and for other low traffic indoor spaces.
2. Both sides of the rug have different patterns and are equally usable.
3. Weft material of the rug contains 80% cotton and 20% polyester.
4. Natural cotton of the weft yarn is produced environmentally-friendly from 100% recycled materials.
5. It is suggested to use carpet [underlay METRO](#) on slippery floors.
6. The rug can be also used in rooms with hydronic underfloor heating.

## CARE & CLEANING

1. smartWeave® rugs are easy to clean.
2. Vacuum the rug regularly to remove dust and dirt.
3. Always use plain, no-brush vacuum cleaner nozzle.
4. Brushes or rotating turbo nozzles might wear off or damage the rug surface.
5. Remove liquid stains with a paper towel, clean sponge or soft cloth as quickly as possible to prevent the liquids from soaking into the rug.
6. Stains can be cleaned with a soft cloth dampened in clean water or neutral soap solution.
7. Professional cleaning service is recommended.
8. The surface of the rug can be cleaned at home with various rug or textile cleaning agents (foams, aerosols etc).
9. Wash the rug horizontally on a flat surface in 30°C water with mild detergent.
10. Do not soak the rug.
11. Rinse with plenty of water.
12. Stretch the damp rug after washing to modify its shape.
13. Dry the rug in warm, airy place.
14. The rug should be stored only in a roll. Folding may lead to permanent creases.

## QUESTIONS & ANSWERS

1. **Question:** Why does the actual colour of the rug differ from the colours indicated in the catalogue and on the website?  
**Answer:** The colours of the products in the catalogue and on computer screen are close to actual colours, but may still vary depending on the printing quality and screen settings. It is also quite common that dye lot variations may occur by product batches.
2. **Question:** Is it normal that the surface of the new smartWeave® rug is shedding?  
**Answer:** Some slight shedding may occur with the brand new chenille rugs. The process is normal for all cut pile rugs made of natural fibers and does not affect the quality of the product in any way. Loose fibers can be removed with a vacuum cleaner. Shedding will decrease gradually.
3. **Question:** Why are the edges of the rug laid on a floor not running parallel to the parquet tiles?  
**Answer:** The weft and warp yarns of the smartWeave® rug have been connected into a strong multilayer fabric with a smart weave during the mechanical weaving process without using any glue or other chemical treatment. Therefore the rug may not always be the right-angled rectangler and may slightly change its shape and size depending on the environment.
4. **Question:** Why is the rug softer and smaller in size after washing it in a professional carpet cleaning company?  
**Answer:** smartWeave® rugs are manufactured environmentally-friendly without any chemical or thermal processing. Therefore the cotton rugs may shrink after water wash just like the other unprocessed textile items made of natural materials. Normally the rugs shrink more in width than in length. The edges which are finished with a border usually shrink slightly less than the centre of the rug, consequently the bordered edges may

remain wavy. The degree of the shrinking both in production and washing may vary by rug patterns.

5. **Question:** Why does the light smartWeave® rug have yellowish marks after spot cleaning?

**Answer:** The raw material of all rugs produced from the white natural cotton yarn is not chemically processed i.e. it is undyed or unbleached. Consequently, during the first washing, some natural tanning substances may get released in addition to the dirt, and this process may indeed leave drying marks on the surface of the rug. It is essential to rinse the rugs thoroughly after washing, especially the white or light ones. Drying marks may appear both after spot cleaning as well as after washing the whole rug when the rinsing has been insufficient.

6. **Question:** Is it possible to order smartWeave® rugs in custom sizes?

**Answer:** smartWeave® OPEN collection rugs are available in standard sizes. Several other rug types can be ordered in custom sizes – [woolWeave](#), [sisalWeave](#), [flatWeave](#).

## **MANUFACTURER'S INFO**

1. Size variations  $\pm 2\%$  may occur.
2. Dye lot variations may occur by product batches.
3. The manufacturer reserves all rights to change and amend the technical specifications and features of the products in the process of product development without prior notice.