



# FURNITURE GUIDE

Date. Nov 2023

Care and maintenance guide for furniture and materials used in contract environments.



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Care & Maintenance

Date: Nov 2023

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## what this guide can do for you...

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We supply and work with an extensive range of materials and furnishings. This guide includes steps on how to keep your furniture in top shape as well as tips on fixing spills and damages if they do occur.

Please note this is just a guide, and if followed should help improve the lifespan of your furniture.

## our guarantee...

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All of our furniture is suitable for contract use, backed by a min. 12 month frame guarantee. Our guarantee covers any faults or unexpected damages within what is deemed to be *general day to day use*. If your furniture however, is damaged from what we consider to be improper use then we are unable to replace or repair the product under our guarantee.

## a bit about us...

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We're lucky to have an experienced and friendly team working together across sales, design, production and marketing. From taking your order to finalising delivery, our sales and production team are on hand to assist you step by step on your project. Should you have any questions regarding the care and maintenance of your furniture then please contact us and ask to speak with your account manager or a member of our production squad.

The most common cleaning methods, use these icons to help you at a glance with your furniture. You can find these icons against each material featured in this guide.



soapy  
water



soft  
brush



soft  
cloth



glass  
cleaner



oil for  
wood



furniture  
polish



sand paper



vacuum

Timber is commonly used throughout furniture for its durability and attractive aesthetics. As a naturally occurring material, timber can change in colour over time. Timber is therefore commonly treated to make it last longer and there are various ways this can be done, you can also paint timber. Veneer is a very fine layer of wood which can be used for furniture such as table tops or to create plywood edging.

Caring for timber is quite simple and requires just a few steps.

#### cleaning tools //



soapy  
water



soft  
cloth



furniture  
polish

## caring for your indoor timber

- Clean with warm soapy water
- Use a soft cloth
- Apply furniture polish to lacquered wood to enhance shine
- If chips appear, they can be touched up with a lacquer
- For deep chips, sand down the entire surface & re-stain
- Don't place hot pans/dishes directly onto a wooden surface
- Do not use any sanitiser, degreaser or other aggressive cleaners
- To be stored between 10–25°C with all faces equally exposed to the air



## IMPORTANT INFORMATION ABOUT SANITISERS:

Do not use any sanitiser, degreaser or other aggressive cleaners (including without limitation D10 Sanitiser) as they can damage the protection of the lacquer finish. Sanitiser sprays cause widespread problems across the industry as their aggressive constituents attack lacquer finishes causing them to deteriorate which in turn means table tops are likely to show signs of wear easily, show water or heat marks or show scratches.

**\*\*Our 12 month product guarantee does not extend to damage caused by the use of such cleaning products.\*\***

Teak, Robina and Iroko are the only woods suitable for outdoor use as they are far more hard wearing than other timber types. When kept outside, these woods will turn a silvery grey colour over time. Like interior timber, treating exterior timber is recommended to ensure it lasts for many years. We recommend that you apply oil to your outdoor timber every six months.

cleaning tools //



soapy  
water



soft  
cloth



sand paper



oil for  
wood

## caring for your outdoor timber

- Clean with warm soapy water
- Use a soft cloth
- Prior to re-oiling, sand down gently with a fine sandpaper
- Re-apply oil or protective paint every six months
- If chips appear, they can be touched up with a lacquer
- For deep chips, sand down the entire surface & re-stain
- **Don't place hot pans/dishes directly onto a wooden surface**



Laminate is a synthetic material that is extremely popular. It is available in virtually any colour and is used for flat surfaces such as table tops and table edges. The benefits of using laminate are that it is highly durable and it won't change its appearance over time as natural materials would.

cleaning tools //



soapy  
water



soft  
cloth



furniture  
polish

## caring for your laminate furniture

- Clean with warm soapy water
- Use a soft cloth
- Don't place hot pans/dishes directly onto a laminate surface
- For stubborn marks a careful application of a nonabrasive cleaning cream can be used, but test a concealed area first.

Glass is used often to make table tops. This glass can be clear, frosted, smoked or coloured, depending on the look you're trying to create. It is advisable to use glass without sharp edges. As a material, it's usually tempered, making it strong and is easy to clean.

#### cleaning tools //



soapy  
water



soft  
cloth



glass  
cleaner

### caring for your glass surfaces

- Clean with warm soapy water
- Use a soft dry micro-fibre or cotton cloth
- Use a glass cleaner to polish your glass to a high shine
- If chips appear on the edge, it is advisable to file the sharp edges to avoid injury
- Avoid dropping items onto glass or bumping the edges



Marble is a beautiful, naturally occurring stone material. It is both strong and durable but is porous and can stain or etch easily. You can seal or lacquer marble to stem the appearance of stains and etching, but it is important to note that marble requires proper care to keep it looking its best. Etching is a reaction between the acid in liquids we consume such as colas, wine, citrus juices, vinegar-based sauces and calcium which is the main mineral content within the marble and limestone.

You can prevent some of the appearance of staining by choosing lighter colours or choosing the colour according to the nature of the venue.

#### cleaning tools //



soapy  
water



soft  
cloth

#### caring for your marble

- Clean with warm water & a gentle soap
- Use a soft cloth
- Apply a stone sealant to protect from stains
- Clean on a daily basis
- Don't place tea pots or hot beverages directly onto surfaces
- Don't place hot pans/dishes directly onto surfaces
- Don't use acidic or alkaline cleaning products

## material focus // granite & quartz

Granite It is a very dense material that weighs about 10% more than marble for the same size and thickness. Granites do not contain calcium, therefore will not etch and have a very low porosity making them highly resistant to staining. Quartz is a man-made stone materials which, unlike marble, aren't particularly porous so are more resistant to staining. There are also types of synthetic quartz which are completely resistant to staining and are a popular table top alternative to natural and porous materials.

### cleaning tools //



soapy  
water



soft  
cloth



soft  
brush

### caring for your table tops

- Clean with warm soapy water
- Use a soft cloth or a soft brush if needed
- Don't place hot pans/dishes directly onto surfaces



Terrazzo is an attractive man-made product using marble or stone chips, usually bound in concrete. As concrete is a porous material that is softer than marble and granite, it will be susceptible to staining and acid etching. You can prevent some of the appearance of staining and acid etching by choosing darker colours or the colour according to the nature of the venue.

Red wine for example, will be more visible on a light colour terrazzo than a dark one. Terrazzo does come sealed however, this won't prevent the appearance of staining.

#### cleaning tools //



soapy  
water



soft  
cloth



soft  
brush

## caring for your terrazzo

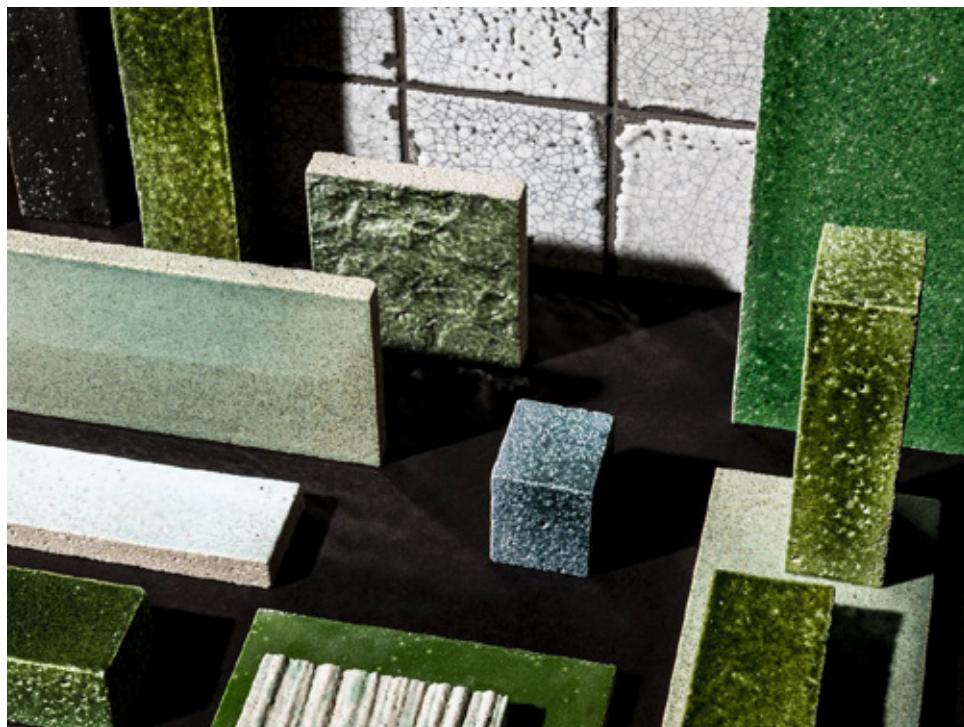
- Clean with warm soapy water
- Use a soft cloth or a soft brush if needed
- Use a de-scaler for stubborn stains
- Re-seal regularly
- Don't place hot pans/dishes directly onto surfaces
- Don't use acidic or alkaline cleaning products
- If staining or etching occurs & is not dealt with quickly, it will be permanent

# TERRAZZO IS SUSCEPTIBLE TO STAINING

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terrazzo: grigio venato



SilicaStone is made from 98-100% recycled materials and is designed for table tops and furniture. Available as a ceramic-look glazed top or terrazzo, using a mix of ceramic pigments or specially sourced recycled aggregates that would otherwise go to landfill.

SilicaStone is a unique, hard wearing and ethical material. It is heat & fire resistant, non-porous, and frost resistant. SilicaStone terrazzo can also be used outdoors.

#### cleaning tools //



soapy  
water



soft  
cloth

### caring for your silicastone

- Clean with warm water & a gentle soap
- Use a soft cloth
- Don't use SilicaStone glazed for exterior settings
- Ensure all SilicaStone is properly attached to suitable bonding boards
- Don't use acidic or alkaline cleaning products

Silestone is a hybrid surface made from premium natural minerals and recycled materials. Maintenance is minimal and has a high resistance to stains and scratches. Available in 3 surface finishes, Polished, Suede & Volcano.

Products such as solvent or acetone should not be used for cleaning worktops or slabs. Scouring pads should not be used. Do not use scouring pads, sponges or cleaning products that contain abrasive particles.

#### cleaning tools //



soapy  
water



soft  
cloth

### caring for your table tops

- Clean with warm soapy water
- Use a soft cloth or a soft brush if needed
- Don't place hot pans/dishes directly onto surfaces
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.
- Do not use water-repellents, sealants, polishes or similar products.





Brass, copper, zinc and other similar materials all have surfaces with a high shine that tarnishes, or patinas, over time. This patina happens when exposed to air and reacts strongly when contact is made with liquids and other materials. Brass and copper both patina more quickly when exposed to heat. The patina is a sought after feature which creates a distinct aesthetic, adding a unique character to the surface of the metal.

cleaning tools //



soapy  
water



soft  
cloth

## caring for your brass, copper & zinc

- Clean with warm water & a gentle soap
- Use a soft cloth to avoid scratching
- Regular application of beeswax will slow down the formation of the patina
- If scratches appear a [fine grade sandpaper](#) & polishing will help to smooth them out - contact a metal worker to carry out the work professionally
- Avoid polish if you wish to encourage patina formation
- Don't use acidic or alkaline cleaning products

Chrome is a coating usually applied to steel using a method called electroplating. It has a shiny appearance and can be polished to enhance. It is important not to use abrasive cleaning products on chrome as it can damage and wear away the chrome finish.

#### cleaning tools //



soapy  
water



soft  
cloth

#### caring for your chrome

- Clean with warm soapy water
- Use a soft cloth
- Check regularly for rust formation
- Diluted vinegar can be used to clean stains & tarnishes
- Polish & protect regularly
- Don't use abrasive cleaning products
- Dry thoroughly after cleaning to avoid rust

Stainless steel is widely used outdoors as it is less likely to rust than other metal alloys. It can also be used indoors and is commonly used for table bases. Maintaining stainless steel requires regular care and cleaning so that it doesn't discolour or stain.

cleaning tools //



soft  
cloth

## caring for your stainless steel

- Clean with gentle detergents or stainless steel cleaner
- Use a soft cloth
- Don't use abrasive or acidic products
- Don't use outdoors unless furniture is specifically sold as an outdoor piece

## material focus // cast iron

Cast iron is a reliable product for exterior furniture as it is heavy, durable and easy to clean. If properly maintained, cast iron will last longer than other outdoor furniture types however, rust can appear. Regular cleaning with soapy water and thorough drying afterwards will help prevent rust. A fine sandpaper will help to remove any rust formation on your cast iron furniture.

### cleaning tools //



soapy  
water



sand paper

## caring for your cast iron

- Clean with warm soapy water & a hard brush
- Use wax to protect cast iron from the elements
- If rust occurs, use a fine sandpaper or wire brush to remove

# A FINE SANDPAPER WILL REMOVE RUST FORMATION



Plastic is a durable, lightweight and easy to clean material. It can be made in a wide range of colours and is a popular choice for outdoor chairs and tables. It can however, scratch easily and the thickness of the plastic will affect its durability.

#### cleaning tools //



soapy  
water



soft  
cloth

### caring for your plastic furniture

- Clean with warm soapy water
- Use a soft anti static cloth
- Protective material specific wax can be applied
- Don't place hot pans/dishes directly onto a plastic surface

## material focus // painted & powder coated

Furniture of all types is more often than not painted or powder coated to give it colour. Powder coating is a dry powder which is heated and set. It is used mostly on metals, especially for use outdoors as it lasts longer than paint. Paint is generally covered by a protective layer of lacquer or varnish.

### cleaning tools //



soapy  
water



soft  
cloth

### caring for your paint & powder coating

- Clean with warm soapy water
- Use a soft cloth
- If you chip the paint or powder coat you can spot-touch with matching coloured paint as a temporary measure
- Don't use abrasive products that may wear down or corrode the surface
- Don't use outdoors unless outdoor powder coating is specified as UV resistant

Cork is a natural, sustainable material that does not require the felling of trees. Instead, cork is harvested from the bark of a cork tree which rapidly grows, allowing you to harvest from the same tree every nine years.

Lightweight and naturally fire retardent, cork does not conduct heat, noise or vibration. Our cork table tops are supplied oiled with a hard wax to prevent damage from liquids. Remember to re-oil your cork tops very six months.

#### cleaning tools //



soft  
cloth

## caring for your cork furniture

- Clean with a gentle, non abrasive detergent
- Use a soft damp cloth
- Re-oil every six months to prevent damage & staining from liquids
- Do not put hot pans or direct heat onto the surface as this could burn the wax (hot coffee cups, etc. are okay)
- If you chip the cork, you will need to replace it



# **RE-OIL CORK SURFACES EVERY SIX MONTHS**

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Rattan and cane are popular lightweight materials that have been used to make furniture for many years. Their often woven appearance may make them look difficult to clean however, regular maintenance of your rattan and cane furniture will keep them looking fresh. Weakened weaves and breakages are easy to spot.

cleaning tools //



soapy  
water



soft  
cloth



vacuum

## caring for your rattan & cane

- Clean with warm soapy water
- Use a soft cloth
- Vacuum with the brush nozzle to remove dust from crevices
- If part of the weave snaps, you can remove & reinsert a new strand - contact an upholsterer to carry out the work professionally.

## material focus // leather

Leather is a popular choice for upholstery as it's naturally resilient and there are many different colours and finishes that can be applied to it. Leather can be stained easily and so is often coated with a protective film. As a natural material, leather has markings within its make up and can stretch and become loose over time. With good care practices though, leather can last for many years.

### cleaning tools //



soft  
cloth

## caring for your leather

- Clean spills straight away
- Use a soft damp cloth to clean
- Dry any excess liquids from cleaning or spills to avoid lasting damage
- Regularly remove dust with a clean damp cloth
- Regularly treat your leather with a leather conditioner to help it last longer
- If stains appear you can remove most stains with a leather cleaner
- Leather can dry out so it's important to use furniture wax to keep it supple

Natural upholstery is any fabric that comes from natural sources. This includes wool and cotton. Wool provides safe and comfortable upholstery for use in any commercial space. Cotton is lightweight and flexible and is great for many different types of furniture. Natural fabrics can be dyed to any colour.

cleaning tools //



## caring for your natural fabrics

- Soak up spills straight away
- Use lukewarm water & detergent to remove stubborn stains
- Vacuum gently to remove dust
- Remove wax & similar substances by freezing the area with ice cubes & breaking away piece by piece

Synthetic upholstery is any fabric that is man-made. This includes nylon, velvet and faux leather, and come in many colours and textures. They're quite easy to care for as they're resistant to creases and moulding but do require regular surface cleaning to maintain quality.

#### cleaning tools //



vacuum



soapy  
water

### caring for your synthetic fabrics

- Clean any spills straight away with warm water & detergent
- Clean faux leather with warm soapy water
- Use talcum powder to remove oil
- Use salt to remove wine
- Vacuum gently to remove dust
- Remove wax & similar substances by freezing the area with ice cubes & breaking away piece by piece

# SYNTHETIC FABRICS INCLUDE VELVET & FAUX LEATHER

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## material focus // epoxy resin

Epoxy resin is similar in properties to most durable plastics and can be treated in much the same way. In terms of blunt impact and tensile strength it is very durable, however, if impacted with a sharp object scratching and sometimes chipping can occur. The curing process of resin involves a thermal reaction in the chemicals used, as such high heat can also affect the surface. We recommend not placing hot items such as a freshly made cup of tea on the surface. Coating the epoxy in layers like polyurethane, ceramic or oil will add to the surface durability and also help prevent staining from liquids such as coffee, wine or cola. Please check this with your product.

### cleaning tools //



soft  
cloth



soapy  
water

### caring for your epoxy resin

- Clean with warm soapy water or glass cleaner
- Use a soft cloth/micro fibre cloth
- If chips or scratches happen, they can be touched up with a lacquer or sanded then buffed back to new
- For deep chips, an epoxy fill will be required
- Don't place hot pans/dishes or mugs directly on the surface
- Do not use any bleach or other aggressive cleaners

# IF YOU HAVE ANY FURTHER QUESTIONS PLEASE CONTACT OUR FRIENDLY TEAM

## CONTACTS

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