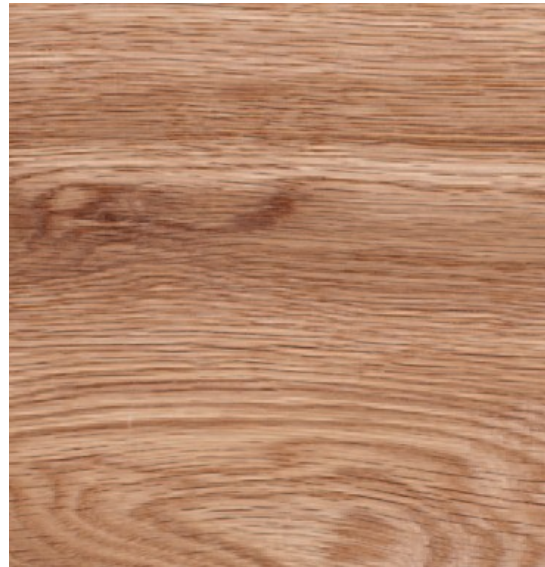
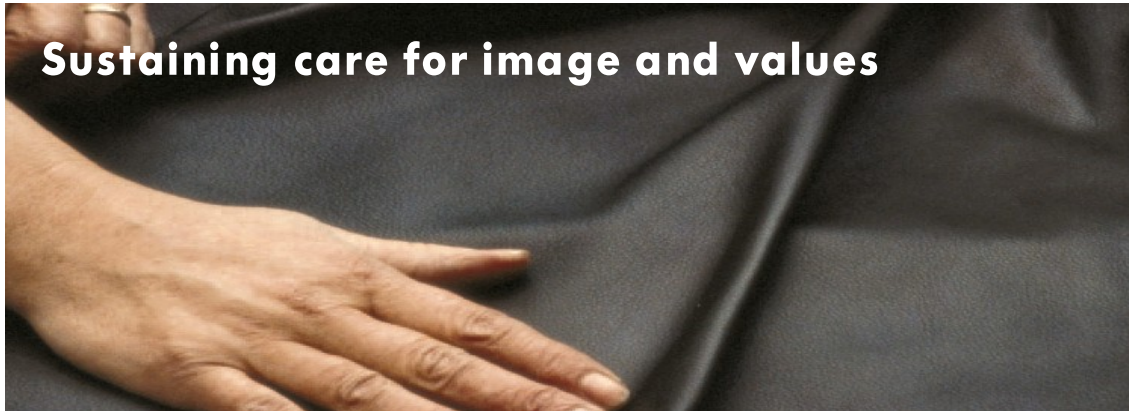


Furniture care and cleaning instructions





Since high-quality and sustaining aesthetics of your business premises play an important role for the image of your company and the trust of your customers, we would like to support you with the following information on how to maintain the special radiation and value of your furniture.*

1. General aspects

Cleaning operations are most effective if they move from top to bottom. Cleaning agents should be tested in concealed spots, e.g. at the back of the object. Not only window cleaning demands this: Never in sunlight, please! Otherwise the liquid might dry up too quickly and leave ugly lines and spots behind.

2. The correct agent

Different materials are used to coat surfaces. In order to achieve the aesthetic quality of all materials, each surface demands a suitable cleaning agent. Do not scratch or scour under any circumstances. In case of slightly dirty surfaces, a soft cloth and (luke) warm water, possibly with the addition of a neutral agent, have done well.

Dust may be easily removed from elements with lots of details or narrow spots using a hair dryer (cold air).

The cleaning agents suitable for the respective materials are described in detail in the corresponding chapters.

3. Frequency of cleaning

Be it several times a day, weekly or monthly: What has to be cleaned and how often is determined by wear and external, partly also varying influences as well as your individual aesthetic standards.

***Please, always observe also the information and instructions of manufacturers.**

HPL boards

The abbreviation HPL stands for High Pressure Laminate. These decorative boards consist of layered paper webs soaked in hardenable resins. Their external decor layer is formed by a sheet which can be coloured or printed as desired. The plastic boards have a thickness of up to 1 millimetre and are mostly glued onto chipboards. HPL boards are frequently used for furniture, laminate floors or doors.

Please observe in cleaning and care*

HPL boards are largely unaffected by chemical and thermal influences but can react sensitively to mechanical impacts like scratching and scouring.

Clean, soft cloths, sponges or brushes are thus important for cleaning in any case. If the HPL boards are slightly dirty, a dry or moist cloth is sufficient. If more persistent dirt occurs, the use of warm water with soap or detergents or also cleaning agents customary in trade is recommended. Residues are usually removed by organic solvents like ethanol, acetone, petroleum ether or nail polish remover. It is important that the organic solvents are neutralised after they have been applied using a moist, lintless cloth.

Since wax or polishing agents apply a coat, they are not suitable for this purpose.

*Please observe the information and instructions of manufacturers.

Varnished wooden surfaces

A varnished wooden surface has different characteristics: Its radiating, reflecting properties impart an elegant impression and the hardened varnish protects the wood against dirt and liquids. In addition, touching the surface provides a very pleasant sensation. Wooden furniture is frequently covered with a 0.7– 6 mm veneer layer of solid timber sheets which are varnished several times.

Please observe in cleaning and care*

In order to preserve the aesthetic and protecting quality of varnished wooden surfaces, any rubbing, scouring or scratching impacts as well as excessive pressure must be avoided. Rubbing of varnished surfaces should also be refrained from because electrostatic charging might be generated which attracts more dust. Contact with acids should also be avoided. In general, treatment with a damp cloth is sufficient, if the surface is subsequently wiped with a dry, lintless cloth. Small scratches may be covered using a touch-up stick.

Furniture

Furniture polish should not be used at all: The oil contained in the same may penetrate at places where the film of varnish is injured and lead to stains. In order to avoid scratches and, in case of open-porous varnishing, grey to black pores, agents containing abrasives or silicones should not be used. If closed-porous surfaces are very dirty, they may be cleaned with suitable furniture care products. However, wiping with a soft, dry to damp and lintless cloth is normally sufficient.

Floors

Varnished parquet floors and stairs are generally cleaned by regular sweeping, mopping or vacuuming. Subsequently, a damp, lintless cloth can be used depending on the degree of dirt present. If the floors or stairs are very dirty, a neutral cleaning agent may be used.

Protect furniture and floors

Parquet floors are protected by felt pads under the legs of tables, chairs, lamps, etc. The surfaces of furniture are better protected, if e.g. a vase has a drip mat. Plants on parquet floors or wooden furniture should also be placed on drip mats so that water cannot get onto the wooden surface and cause water stains.

***Please observe the information and instructions of manufacturers.**

Oiled wooden surfaces

Contrary to furniture varnish, oils are natural products. An oiled wooden surface has different characteristics: Its matt reflecting radiance imparts a discreetly elegant impression and the hardened oil protects the wood against dirt and liquids. In addition, touching the surface provides a very natural, soft and pleasant sensation. Wooden furniture is frequently covered with a 0.7 – 6 mm veneer layer of solid timber sheets which are very often oiled.

Please observe in cleaning and care*

In order to preserve the aesthetic and protecting quality of oiled wooden surfaces, any rubbing, scouring or scratching impacts as well as excessive pressure must be avoided. Matt oils become shiny when rubbed. Contact with acids should also be avoided. In general, treatment with a damp, lintless cloth is sufficient. An oiled wooden surface is only completely hardened after approx. 6 weeks. Therefore, hot items should not be directly placed on new oiled tables in the beginning. Sets or other mats are recommended. In order to avoid permanent scratching or matt spots, items with sharp edges should only be placed on suitable protective underliners. In general, it is important that the surfaces of oiled solid wood and veneer furniture are wiped with a moist cloth from time to time. Do not use any furniture polish or agents with silicone or abrasives under any circumstances. In case of spots and scratches, clean the respective areas with soapsuds or ethyl alcohol or, if the surface of the wood is damaged, sand it gently with fine-grained emery paper and re-oil it.

Re-oiling

From time to time, the protective film must be renewed. The frequency depends on the site and the exposure. Cabinets which are not directly exposed to radiators or sunlight only need new oil approximately every two years, tables which are used every day, however, at least once or twice a year. Frequent oiling or waxing does not do any harm. In general, it is to be ensured that the cloths are not discarded in the household waste after they have been used but that they are first hung up in wet conditions for drying in a well ventilated place.

CAUTION: Self-ignition!

***Please observe the information and instructions of manufacturers.**

Powder-coated sheet metal

The powder-coating method primarily serves the corrosion protection of steel and aluminium. The powder lacquers are mostly based on epoxy or polyester resins and impart a special visual appearance as matt surfaces.

Please observe in cleaning and care*

Powder-coated metal parts should be regularly dusted with a soft cloth. Slightly dirty parts are best cleaned with a soft cloth and water to which a neutral domestic cleaning agent is added. The powder-coated metal parts should subsequently be washed with cold or lukewarm water and then polished using a dry, lintless cloth.

Substantial dirt may be removed by slightly abrasively acting agents.

Do not use any acids or strongly alkaline or abrasive agents under any circumstances.

Scouring agents, steel wool or similar items are also not suitable. Pointed and sharp objects can cause scratches on the surface and should thus only be used on suitable protective underliners.

*Please observe the information and instructions of manufacturers.

Galvanized surfaces on steel parts

Galvanized surfaces are created in several steps of a galvanizing process. The base is always a glossy or matt nickel coat used e.g. also in "pearl". Then a thin chromium coat is applied, from which the bright chrome and "silk" surfaces are created. "Dark silk" and "dark chrome" are created in a special black chrome bath.

Please observe in cleaning and care*

It is recommendable to dust galvanized steel parts with a soft cloth on a regular basis. Slight soiling, such as fingerprints may be removed very well using a commercially available glass cleaner. Spray the cleaner directly onto the surface, then polish using a soft cloth. After removing any stains, polish again with a dry cloth. Persistent stains can be removed with ethyl alcohol or even an oven cleaner e.g. Sidol. In this case, it is especially important to polish the part with a dry cloth afterwards to avoid the cleaner permeating into the metal. Bright chrome is probably the most unsusceptible of all galvanized surfaces. In order to preserve the gloss and radiance of the surface, a chrome care product may be used. This, however, should be avoided with the other galvanized surfaces. Black chrome ("dark silk" and "dark chrome") in particular reacts very susceptibly here. Intensive use of the "pearl", "silk" and black chrome surfaces, particularly by clothes hangers, may result in slight abrasion of the rails. Prevent soiling of clothes by cleaning rails regularly.

Acids or oil containing fluids should not be used to clean galvanized surfaces. Acids attack the metal parts and may severely damage the metal and the galvanized coat. Also refrain from using scouring agents and abrasive cloths. This causes the fine surface to look stained and lose its immaculate elegance.

*Please observe the information and instructions of the manufacturer.

Stainless steel

X2CrNi12 according to WNo. 1.4301

X2CrNi12 signifies stainless steel with a chromium content between 10.5 and 12.5 % and an addition of nickel. The advantages of this special steel include corrosion resistance, abrasion resistance and easy mouldability. It resists water, water vapour, air humidity, food acids as well as weak organic and inorganic acids and can be used in versatile ways, for example, in the food industry, in beverage production, for household items and appliances, in catering and kitchen construction and in sanitary facilities.

Please observe in cleaning and care*

Stainless steel is particularly cleaning-friendly. The smooth surfaces free of any pores make it difficult for bacteria and other microorganisms to build up and survive.

Usually, a soft cloth or a soft sponge with some rinsing agent achieves unobjectionable results. Slightly moist microfiber cloths have also proved their worth.

Glass cleaning agents free of chloride are suitable for high gloss polished surfaces. On ground surfaces, wiping should always be in the direction of grounding and not crosswise. More substantial dirt, e.g. fat deposits or discolouration by tea may usually be removed with cleansers common in households.

Particularly in zones with hard water, the surfaces should subsequently be dried and the wiping cloth should not be placed on the stainless steel surface to avoid lime stains. Most of the cleaning sprays contain silicone oil. These cleaners, which are especially designed for the stainless steel care of decorative areas, can make the work considerably easier.

They remove existing finger prints effortlessly, but do not necessarily prevent new ones. Depending on the intensity of use, the protective film remains for some days or weeks. It may be removed again with a rinsing agent. Cleaning and preserving agents in form of creams or viscous milky products form a microscopically thin, hard wax film which is comparably permanent and acts in a dirt repellent manner. Since it is not dissolved by rinsing and cleaning agents its effect is often maintained for months. The hard wax film may be removed again by alcohol. These products can be employed in areas close to foods, but not for surfaces in immediate contact with foods.

Extreme caution is required in case of concentrated disinfection and bleaching agents since they can corrode stainless steel and result in rust formation. Even in a diluted form, they may be damaging if they act for a longer period of time or if they are not completely removed in rinsing. Scouring powder causes scratches and can also result in rust formation.

Stainless steel

X2CrNi12 according to WNo. 1.4301

Scouring sponges and steel wool of “normal” steel is dangerous in two respects: They not only cause scratches but also apply rusting iron particles which, in turn, damage the self-protection mechanism typical for special steel.

*Please observe the information and instructions of manufacturers.

Glass

Glass is an industrial product of natural primaries like quartz sand, sodium carbonate, potash and other additives. Glass has different greenish shades depending on its thickness. Its transparency, its brilliance and the smooth surface fascinate the beholder. As a standard, Vizona only supplies safety glass. Different types are used depending on the application: Tempered safety glass (TSG), laminated safety glass (LSG), laminated safety glass of TSG (LSG TSG), as well as laminated safety glass of partly pre-stressed glass (LSG PPG).

Please observe in cleaning and care*

Glass surfaces should be regularly dusted with a soft, lintless cloth. Clean, soft and moist, lintless cloths, sponges or leather are suitable for cleaning. This avoids a scouring effect of dirt particles. If the glass is very dirty, neutral cleaning agents or household glass cleaners customary in trade can enhance the cleaning effect. Particularly resistant impurities, e.g. paint or tar spots or gluing residues are removed by suitable solvents like spirit, acetone, petroleum ether, etc. However, ensure that the sealing materials are not affected. Abrasives, steel wool or similar items should not be used. Alkaline brines, acids or agents containing fluoride may not be used either since they attack the glass surface and cause irreparable corrosion. Pointed or sharp objects may scratch the surface. Such an injury of the surface may cause breakage of the panes in the long run. Sitting or standing on glass areas carries a substantial accident risk.

*Please observe the information and instructions of manufacturers.

Antireflective glass

Glass is an industrial product of natural primaries like quartz sand, sodium carbonate, potash and other additives. Glass has different greenish shades depending on its thickness. Reflex-reducing glasses are produced by defined matting of the surfaces. The same reflects the light in a diffuse manner with its velvet-like appearance thus producing less of a glare. As a standard, Vizona only supplies safety glass. Different types are used depending on the application: Tempered safety glass (TSG), laminated safety glass (LSG), laminated safety glass of TSG (LSG TSG), as well as laminated safety glass of partly pre-stressed glass (LSG PPG).

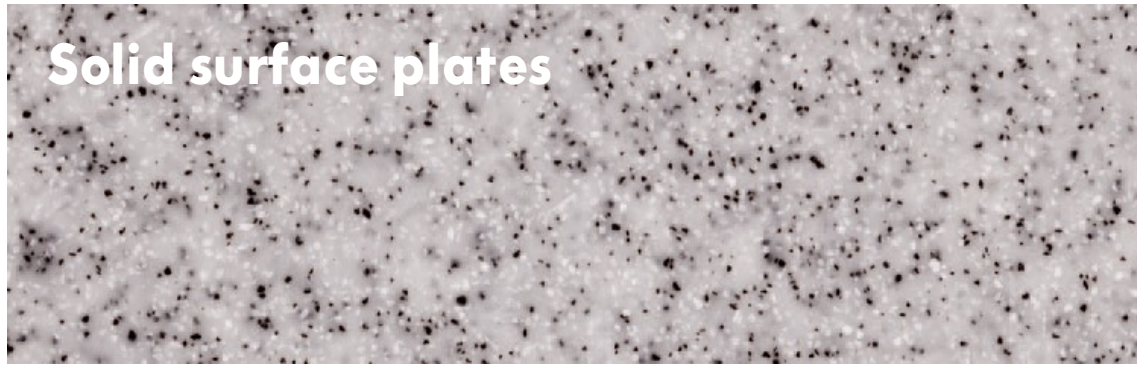
Please observe in cleaning and care*

A high-quality film is applied on antireflective glass. Therefore, cleaning should be done with care. Glass surfaces should be regularly dusted with a soft, lintless cloth. Clean, soft and moist, lintless cloths, sponges or leather are suitable for cleaning. This avoids a scouring effect of dirt particles. If the glass is very dirty, neutral cleaning agents or household glass cleaners customary in trade can enhance the cleaning effect. Particularly resistant impurities, e.g. paint or tar spots or gluing residues are removed by suitable solvents like spirit, acetone, petroleum ether, etc. However, ensure that the sealing materials are not affected. Abrasives, steel wool or similar items should not be used. Alkaline brines, acids or agents containing fluoride may not be used either since they attack the glass surface and cause irreparable corrosion. Pointed or sharp objects may scratch the surface.

Such an injury of the surface may cause breakage of the panes in the long run. Applying stickers or decorative foils on antireflective glass is very risky, since their removal may damage the film. Sitting or standing on glass areas carries a substantial accident risk.

*Please observe the information and instructions of manufacturers.

Solid surface plates



Solid surface plates consist of composites of mineral material and an acrylate or polyester resin. The plates, with a thickness of 1.8-12 mm, are applied to a carrier plate, typically chipboard. Solid surface plates are characterized by their exceptional durability and functionality. Joints and connections are barely noticeable, and liquids do not penetrate. The material is uniformly colored, lacks pores, can be re-ground and revitalized, and is highly resistant to chemicals. Worktops made from this material are haptically softer than stone plates or steel and more durable than wood.

Please observe in cleaning and care*

Slight stains can be wiped off with a moist, lint-free cloth. Most other stains can be removed using a scouring pad and soapsuds or a liquid cleaner containing ammonia. Persistent stains, e.g. from tea, coffee, ink, burn marks from cigarettes and food coloring, can be removed with scouring powders and scouring pads commonly used in households. Traces of cosmetics are removed by denatured alcohol.

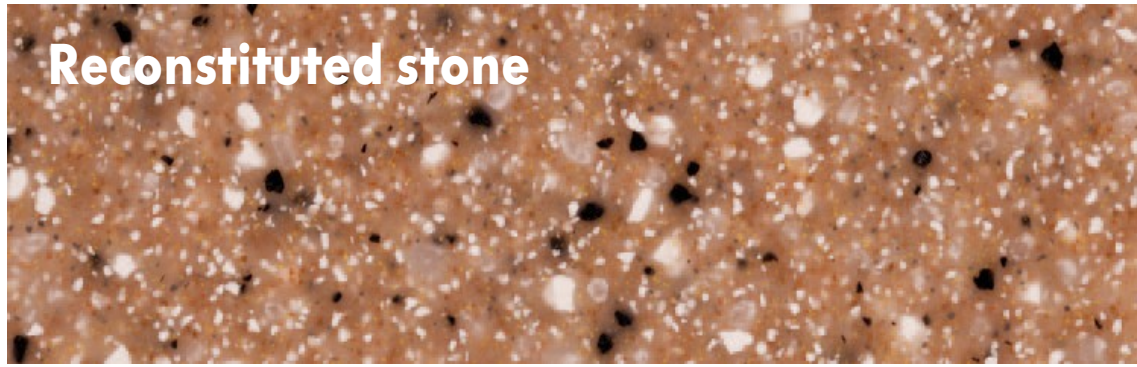
Subsequently, the surface should be rinsed with soapsuds. Regular cleaning with vinegar or a vinegar cleaner helps to prevent lime buildup permanently. Prolonged contact of the surface with aggressive substances, e.g. solvents, paint and lacquer removers, acetone, chloroform, etc., should be avoided. Most alcohol-based disinfectants can also cause color changes on dark finishes if they are in contact with them for a longer period of time. The worktop should be immediately wiped and rinsed with plenty of clear water. If discoloration or corrosion occurs, sanding or grinding restores the surface. It is advisable to assign this work to trained and skilled persons.

Protection of the worktop

Cutting boards are used on solid surfaces to avoid any damage. Even though solid surfaces are resistant to high temperatures, prolonged contact with extreme heat may cause damage.

*Please observe the information and instructions of manufacturers.

Reconstituted stone



Reconstituted stones are mineral or resin-bound materials which are usually produced with the addition of sands and granite granulates. Reconstituted stones are used e.g. for stairs and floors or tiles. The material has a wearing resistance approximately corresponding to hard rock. It can be produced with quite individual colours and visual effects.

Please observe in cleaning and care*

Normal dirt can be easily removed with a moist cloth and possibly the addition of a cleaning agent customary in trade. The dirt should be removed as soon as possible which is also true for water stains. Persistent stains can be treated with bleaching agents or stronger cleaning agents and subsequent rinsing with plenty of water. Scouring cream, for example, is suited to the removal of tea and fruit stains. For other stains, e.g. ink or water- colours, a cloth moistened with alcohol has proven of value.

Protection of the worktop

As is true for all resin-bound materials, quartz materials are sensitive to solvents and temperatures. Alkaline cleaning agents with a pH value above 12 should not be used either. Iodine solution and citrus fruits (citric acid) have to be handled with care because they can cause light or matt stains. Since reconstituted stone consists of 93% natural quartz, it has a resistance which does not leave any scratches from the normal use of knives and scissors. Nevertheless, the constant use of a cutting board is recommended. Despite its high resistance, never stand on the worktop and avoid excessive strain.

***Please observe the information and instructions of manufacturers.**

Upholstery materials

The assortment of materials is almost unlimited. Apart from personal taste, expected wearing plays a decisive role in the selection of the suitable materials. This is applicable, on principle: The tighter the upholstery, the tougher the material should be. Furniture materials may be classified into flat fabric, pile fabric, knit fabric, microfiber non-woven fabric and synthetic leather.

Please observe in cleaning and care*

The number of appropriate cleaning methods is just as broad as the assortment of materials. In day-to-day use, upholstery is regularly exposed to dust and slight soiling. Therefore, soft brushes and vacuuming with an upholstery jet are recommended for cleaning and care. Synthetic leather and faux leather may be wiped with a slightly moist microfiber cloth.

Principles of stain treatment

Stains should be removed as fast as possible and should not be left to dry. A white, absorbent cloth should be used. Violent rubbing is to be avoided. Try to remove the dirt by careful dabbing. Lukewarm water is often the best cleaning agent, possibly with the addition of shampoo or a neutral soap solutions. Distilled water (or mineral water) is ideal in order to avoid subsequent edges of lime. Otherwise, the upholstery cleaning agents free of alkali and with a neutral pH value customary in trade should be used. In case of doubt, test the cleaning agent in a hidden place. Always work from the edge to the middle of the stain. In case of large stains, wet wide areas of the upholstery and clean them evenly. The furniture should only be used again after the cleaned part has dried out completely. If applicable, carefully brush or comb the pile.

The next page describes how to treat special types of stains.

***Please observe the information and instructions of manufacturers.**

Upholstery materials – stain guide*

Water-soluble stains

Cause	Remedy
Blood, egg	cold water(egg white curdles in hot water), poss. add shampoo
Coffee, juice, lipstick	lukewarm, distilled water with some shampoo
Beer	Dab with a mixture of white wine vinegar and warm water
Spiritous beverages, cola, juices, lemonade, coffee and tea	lukewarm water and shampoo
Ink, shoe polish, perfume, mayonnaise, soups, cream, milk, chocolate milk	Lukewarm water and shampoo, poss. stain remover or petroleum ether

Water-insoluble stains

Cause	Remedy
Fats (butter, margarine, oils, resin, shoe polish, animal fats, tar, coal, floor wax,..)	Method 1: Apply potato flour, let it dry, then brush it off Method 2: lukewarm water on microfiber cloth, poss. neutral soapsuds Method 3: Spirit or petroleum ether
Candle wax	Let it harden, then crumble it and clean carefully with petroleum ether
Paint, lacquer	Method 1: Lukewarm water on microfiber cloth, poss. neutral soapsuds Method 2: Spirit or petroleum ether
Ball-point pen	Apply hair spray, let it dry and carefully brush it off with vinegar water
Chewing gum	Let it harden, place an ice pack on it or apply an ice spray and remove it
Cried blood, rust	Method 1: Apply lemon juice poss. mixed with salt and carefully wipe it off Method 2: Apply a mixture of 1 table spoon of citric acid and 100 ml of water on a cloth and wipe carefully

*Please observe the information and instructions of manufacturers and involve experts.

Leather



Leather is a natural product and behaves individually also after finishing. Every type of leather is differently coloured and sealed, is differently exposed to sunlight and differently worn. Cow hide is normally used for upholstery leather. There is no uniform furniture leather, but there are very many types of leather used in furniture. Their tanning systems, production and dyeing methods and price classes vary considerably. The range includes from high-quality aniline leather, chromium-free tanned leather through to coated split or synthetic leather.

Please observe in cleaning and care*

Visible stains on new leather are cleaned with a mild agent. Depending on its use, the leather should be preserved with a care lotion every 3 to 6 months. This is particularly ideal for smooth leather. The leather remains elastic and soft. Bleaching by sunlight is significantly reduced. Staining on light leather by clothes is increasing. The contact surfaces of such leather should be treated regularly with leather sealing agents. It avoids that the stains penetrate deeply. Please, don't forget prior to cleaning!

Aniline leather

This constitutes imbued leather without any surface pigmentation. The leather is open porous. Moisture immediately penetrates the leather and darkens it. Its advantages are a pleasant warm feel and a beautiful texture. The disadvantage is its susceptibility. Aniline leather becomes shinier as time goes by, stains are easily caused and it bleaches faster.

New aniline leather requires particular protection with a strong impregnating effect against all types of stains and dirt. Important: Only protective applications right from the start protect against stains. If stains have already penetrated, they can mostly not be removed without a specialist. Prevention is thus very important.

Nubuck and suede leather

The surface of nubuck and suede leather is sanded and velvet-like. These leathers feel pleasantly warm and have a beautiful texture. Their disadvantage is their susceptibility. Rough leather becomes shiny greasy looking as time goes by, stains are easily caused and it bleaches faster. New nubuck and suede leather is treated with special products and protected against drying and bleaching. If there is the risk of stains, the leather should be additionally impregnated after the treatment. In case of strong use, this should be done after approx. one year.

Leather



There are numerous “secret or old home remedies” of leather care. However, since they mainly concern “old remedies” referring to differently tanned, thick, robust leather, their use is discouraged. Today’s leather is thinner, softer and state-of-the-art tanned. It requires harmonised care. Expert consultation is advisable in any case.

***Please observe the information and instructions of manufacturers.**