

Cleaning and Maintenance Guide

Living Room/Lounge Furniture (Upholstered):

General Maintenance for all Living Room & Lounge Furniture:

To keep seating pieces from showing wear, flip your seat and back cushions every two weeks. We recommend that you occasionally vacuum your furniture. This will extend the life of your seating pieces. If excessive staining or incontinence is a concern, we recommend CRYPTON, or VINYL for the cushions.

Tighten all hardware at least once per year. This includes drawer handles or knobs, feet or legs of seating pieces, and the legs of coffee and end tables. Most entertainment centers have levelers that should be re-adjusted if the piece is moved.

Our furniture does not require a lot of waxing, cleaning or polishing. It is finished with a lacquer that will provide you with years of lustrous beauty. Simply wipe up spills and dust it regularly. Dust with a standard water-based furniture polish and enjoy its handsome good looks. DO NOT use kitchen, bathroom or window cleaners (including bleach) as they will damage the finish. Cleaning product and spills should be wiped up promptly and not left to sit on the finish.

Occasional Tables and Entertainment Centers:

To cover scratches, chips and wear marks in the finish, we recommend Old English LIGHT or DARK Scratch Cover (depending on the finish color). A small application of this product will effectively restore virtually any damage to the finish. You may also purchase wood touch up markers in a variety of wood tones at most paint, hardware, or home center stores.

Connections Lounge:

Once every 3 months, tighten the tri-wing nylon nuts underneath seat deck. See care and cleaning instructions on next page for upholstery care.

Specific instructions for vinyl types: (SEE CARE AND CLEANING INFORMATION ON NEXT PAGE)

Vinyls (including leather-look patterns):

Vinyls inherently resist most spills. For most stains, use a mix of 25% mild soap (ivory liquid) and 75% water, rub with a clean cloth. Rinse with clean water. Rinse with clean water and allow to dry.

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Care and Cleaning Information

WS: Water/Solvent Cleaner — Spot clean, with a mild solvent, an upholstery shampoo, or the foam from a mild detergent. When using a solvent or dry cleaning product, follow instructions carefully and clean only in a well-ventilated room. Avoid any product that contains carbon tetrachloride or other toxic materials. With either method, pretest a small area before proceeding.

Normal Care and Cleaning: Remove ordinary dirt and smudges with a mild soap and water solution and a clean, soft cloth or towel. Dry with a soft, lint-free cloth or towel. **CAUTION:** The use of vinyl "conditioners" or "protectants" is not recommended and should be avoided on vinyl upholstery treated with PreFixx® protective finish.

Disinfecting: Upholstery with PreFixx® protective finish can be disinfected with a diluted household bleach (sodium hypochlorite) solution (1:10 bleach to water ratio). Rinse with fresh water. Dry with a clean towel.

Special Cleaning Problems: Although upholstery treated with PreFixx® protective finish is resistant to most common stains, the dyes and pigments in some staining agents have the ability to create a permanent stain if not treated properly. To clean difficult stains from upholstery treated with PreFixx® protective finish, locate the staining agent in the lists below and follow its recommended cleaning method. For best results, treat all stains immediately.

Cleaning Tip: To determine the method and type of cleaners, the source of the stain should be identified.

Staining Agents: Baby oil, ketchup, chocolate, motor oil, olive oil, grape juice, urine, blood, hair oil tonic, tea, coffee, and betadine Use Method 1.

Staining Agents: Eye Shadow, crayon and grease. Use Method 1. If stains remain, use Method 2.

Staining Agents: Tobacco tar (nicotine), permanent felt tip marker, yellow mustard, lipstick, ballpoint pen and spray paint. Use Method 1. If stains remain, use Method 2. For stubborn stains still remaining, use Method 3.

The recommended cleaners used in Cleaning Methods 1, 2 and 3 are progressively more aggressive. Often it is better to begin with the least aggressive cleaner, and move to the next strongest only if the stain remains. NEVER EXCEED a staining agent's recommended cleaner or cleaning method, however.

Method 1: Use Formula 409® All-Purpose Spray cleaner or Fantastik® Spray Cleaner with a soft cloth or damp sponge. Rinse area with fresh water then dry with a clean, lint-free cloth.

Method 2: Use a solvent-type cleaner*, such as rubbing (isopropyl) alcohol 91%. Rinse cleaned area with fresh water then dry with a clean, lint-free cloth.

Method 3: Use a strong, active solvent cleaner* diluted in water (70% water/30% solvent cleaner) such as nail polish remover (acetone/water). Clean with a soft cloth or damp sponge. Stain should be removed with less than six (6) rubs. If the stain persists after six rubs, the stain has set and probably cannot be removed. Rinse cleaned area with fresh water, then dry with a clean, lint-free cloth.

*CAUTION: Some solvents are highly flammable. Exercise proper care in cleaning and notify personnel in area of danger. Wear rubber gloves during all cleaning activities. Use caution in cleaning around buttons, stitching and wooden or decorative trim, since these solvents could seriously damage such areas.

FORMULA 409 is a registered trademark of the Chlorox Company / FANTASTIK is a registered trademark of Dow Chemical Products Inc.

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Dining Room Furniture (Laminate Tables, Wood & Metal Dining Chairs):

General Maintenance for all Dining Room Furniture:

Dining furniture, in general, takes more abuse than other furniture. It is important to clean food spills immediately. In all cases, food and liquid spills are easier to clean, and create less damage, when cleaned up quickly. Tighten all hardware at least once per year. This includes drawer handles or knobs, table legs, feet or glides on chairs.

Pay special attention to dining table legs. Most wood legs have a nut located just under the table top at each leg location that needs to be re-tightened occasionally. Leaving the legs loose will drastically weaken the table, and could lead to accidental collapse. On metal pedestal base tables, there is a single nut that needs to be re-tightened at the bottom center on each base.

Some wood chairs have nuts and bolts that can be retightened if legs become loose. Our chairs are designed for most commercial settings. For extra protection of wood floors, you can add felt pads to the bottom of the chair legs. These are available in a variety of sizes and shapes at hardware and home center stores. The best protection against floor scratching is routine cleaning of the floors to prevent dirt and grit from being trapped between the chair and the floor.

Our furniture does not require a lot of waxing, cleaning or polishing. It is finished with a lacquer that will provide you with years of lustrous beauty. Simply wipe up spills and dust it regularly. Dust with a standard water-based furniture polish and enjoy its handsome good looks. DO NOT use kitchen, bathroom or window cleaners (including bleach) as they will damage the finish. Cleaning product and spills should be wiped up promptly and not left to sit on the finish.

Laminate Top Tables with PVC Edge and Metal Base:

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a MILD Household cleaner/detergent and a soft bristled brush (such as a toothbrush or dish brush), repeating as necessary. If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush (such as a toothbrush or dish brush). Light scrubbing for 10 or 20 strokes should remove most stains.

Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish. All purpose cleaners (windex, fantastic) can be used on laminates, but care must be taken not to use them near wood finishes. Drain cleaners containing lye will permanently damage any laminate finish.

Never place pots or dishes directly from the oven or burner on an unprotected laminate surface such extreme heat can cause cracking or blistering. Do not work with oven cleaners on an unprotected countertop. Wipe spills away promptly and rinse several times with water. Rust removers contain harsh chemicals which will quickly cause permanent damage. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times. Steel wool and other abrasive pads (SOS, Brillo) will damage laminate.

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Wood Top Tables & Chairs:

It is important to protect wood tops from spills, heat, and harsh cleaning agents. Do not place hot pots or dishes directly onto the table top. We recommend the use of place mats or table cloths. For fabric and vinyl cleaning, see the section under Living Room Furniture.

To cover scratches, chips and wear marks in the finish, we recommend Old English LIGHT or DARK Scratch Cover (depending on the finish color). A small application of this product will effectively restore virtually any damage to the finish. You may also purchase wood touch up markers in a variety of wood tones at most paint, hardware, or home center stores

Metal Dining Chairs and other steel frame furniture:

Dust with soft cloth on a regular basis. If water is used to remove food stains please wipe dry immediately. No cleaning agent is needed. For wood seat and backs, see wood cleaning methods above. For fabric and vinyl cleaning, see the section under Living Room Furniture.

More Help Available & Replacement Parts:

This Cleaning Guide is meant to provide general information on the most common cleaning occurrences. Replacement parts are often available. It is always better to let us know early that there is a problem with your furniture. Allowing a situation to go unresolved will most likely lead to a more serious problem. Many items can be "saved" or refurbished for less than the cost of a new one. For more information (or for a particularly difficult situation), please feel free to call our customer service department at (800) 397-7776.

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Bedroom Furniture - All Sealed Finish Furniture:

General Maintenance for all Bedroom Furniture:

Tighten all hardware at least once per year. This includes drawer handles or knobs, bolts attaching headboards to bedframes, small screws that attach drawer glides to the case and to the drawer itself. Our furniture does not require a lot of waxing, cleaning or polishing. It is finished with a lacquer that will provide you with years of lustrous beauty. Simply wipe up spills and dust it regularly. Dust with a standard water-based furniture polish and enjoy its handsome good looks. DO NOT use kitchen, bathroom or window cleaners (including bleach) as they will damage the finish. Cleaning product and spills should be wiped up promptly and not left to sit on the finish.

Light Finishes:

To cover scratches, chips and wear marks in the finish, we recommend Old English LIGHT Scratch Cover. A small application of this product will effectively restore virtually any damage to the finish. You may also purchase wood touch up markers in a variety of wood tones at most paint, hardware, or home center stores

Dark Finishes:

To cover scratches, chips and wear marks in the finish, we recommend Old English DARK Scratch Cover. A small application of this product will effectively restore virtually any damage to the finish. You may also purchase wood touch up markers in a variety of wood tones at most paint, hardware, or home center stores

Casegoods with Laminate Surfaces:

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a MILD Household cleaner/detergent and a soft bristled brush (such as a toothbrush or dish brush), repeating as necessary. If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush (such as a toothbrush or dish brush). Light scrubbing for 10 or 20 strokes should remove most stains.

Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish. All purpose cleaners (windex, fantastic) can be used on laminates, but care must be taken not to use them near wood finishes. Drain cleaners containing lye will permanently damage any laminate finish.

Metal Beds:

These beds are protected by a clear lacquer finish, but require periodic dusting to retain the original look. For stubborn stains, use a damp cloth (not soaking wet) with a mild dishwashing liquid soap to wipe down the metal surfaces.

Vinyl Mattress – Twin, Full and Queen (and inverted seam bed bug protection):

Our mattresses are inherently flame retardant, anti-bacterial and anti-microbial. Simply wipe down the mattress with a gentle-soap and water solution and wipe the mattress off to dry.

Mattress should be flipped every month. Side to side and then top to bottom. This will extend the wear of the mattress. DO NOT use kitchen or bathroom cleaners (including bleach) as they will burn the surface and shorten the life of the mattress.

Bed Bug Mattress Covers – require routine washing. Close the zipper completely before washing. Machine wash up to 104 degrees, tumble dry – low heat. Do not bleach. Do not iron. Do not dry clean.