

## General Product Care Guidelines

Furniture North East strongly recommend that all cleaning products that contain the following are not used on any Furniture North East products: abrasive, ammonia, bleach, spirit or any aggressive constituent, this also includes D10 sanitisers. The use of sanitiser sprays attack lacquer finishes due to their aggressive constituents, over time this will cause the product to deteriorate with the risk of showing water marks, heat marks, in some cases scratches and softening of the outer finish.

Please note that our product guarantee does not cover damage caused by the use of such cleaning products.

## Solid and Veneered Products

As mentioned above, we recommend that no cleaning products are to be used. On such products we would recommend the use of a warm, damp and slightly soapy cloth to wipe over. Once products have been manufactured and installed we advise that extra care is taken. Lacquer can take several days to become heat-proof and up to two weeks to become fully cured. In this instance, we advise that all hot objects are to be placed on mats rather than their bare surface.

## Outdoor Iroko

As this product is for outdoor use we advise that all products are to be oiled around every six months, this will help preserve the original colour, and failure to treat this product will result in the product developing a dull finish.

## Oiled Finishes

All spillages on such products with an oiled finish should be treated immediately, this is due to having less protection in comparison to lacquer finished products. With oiled finishes, products which are left untreated following a spillage may result in a permanent stain appearing. Any tops finished in Osmo oil or similar can over time begin to feel dry, in this scenario additional coats should be applied.

## Storage

Upon delivery of our products, storage should be taken into consideration for all solid and veneered products, especially during the winter months. All products should be stored in temperatures of between 10 - 25 degrees Celsius, all faces should equally be exposed to the air.

## Laminate Products

All laminate products should be wiped down using a damp cloth with soapy water. If in the event that the product has developed stubborn marks, a careful application of non-abrasive cream products may be used but we do advise to test this on a concealed area in the first instance.

## Vinyl, Linoleum and Bulgomme

Please refer to Solid and Veneered Products

## Chairs stools and Fixed Seating

All upholstered products Furniture North East sell are CRIB 5 rated for Commercial/Contract use. The majority of fabrics are protected / resistant to Ecoli, MRSA.

## Table Bases

As table bases are moved around environments, the rod at the central base may need tightening from time to time. The feet of the table base may need readjusting, particularly where they are used outdoors.

If you have any queries regarding the maintenance of your products please contact us on 01207 591347 or via email at: [hello@furniturenortheast.co.uk](mailto:hello@furniturenortheast.co.uk)