### WOOD, METAL, LAMINATE.

CARE INSTRUCTION

Hiller

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SCHNEEWEISS Interior

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### GENERAL INFORMATION.

### **PRELIMINARY NOTE**

Just like all materials of daily use, materials like wood, metal or laminated surfaces require regular care, since they are continuously exposed to a steady dust and dirt contact. In general, these sorts of soilings should not become too intense in order to facilitate cleaning as well as to secure longevity. Proper care and cleaning will preserve the attractive appearance as well as the utility value of your furniture.

When buying new furniture you should consider the following:

- Area of application: The demands made on furniture items vary with the area of application. For example, pieces of furniture designed for indoor use should not be placed outdoors or in wet spaces.
- Material: Scratch resistance, corrosion protection, hardness, etc.
- Finishing: Depending on the finishing, materials may be more resistant or susceptible to various environmental influences such as moisture or acid.
- Flexibility: Certain functional elements, such as floor gliders, can be adjusted to their surroundings and thus might protect sensitive floors or prevent noise. Moreover, depending on the field of application for example in hospitals, play schools or nursing homes, a deliberate choice of furniture, which is easy to clean and disinfect, may be useful.
- Coloring: UV radiation changes surfaces with natural varnish.
   Over a longer period of time, dark surfaces are bleached, while light surfaces become darker. When it comes to bright colors, the risk of visible staining is higher than in case of darker shades.

### **MAINTENANCE**

Please note in case of furniture pieces with floor gliders:

Floor gliders are wearing parts and should be checked regularly in order to avoid damage to sensitive flooring, e.g. hardwood. How fast and how strong floor gliders wear is variable and depends primarily on the nature of the floor. If necessary, worn floor gliders can easily be replaced by new ones.

Please note in case of transportation:

The movement of chairs or tables, especially when they are stacked, strains floor gliders and accelerates their abrasion. In order to avoid that, please use the transportation devices recommended by the manufacturer such as chair or table trolleys.

### CARE AND CLEANING BY THE CONSUMER

General instructions regarding care and cleaning of wood and metal:

In order to maintain the utility value of your furniture, please observe the manufacturer's instructions when it comes to cleaning and care with regard to the recommended cleaning agents and devices. When selecting cleaning agents make sure to use only pH-neutral agents, since acidic cleaners, solvents and abrasive cleaning agents should be avoided. Use only clean, soft brushes, sponges and cloths. Do not use microfiber cloths for wooden surfaces. The final dry rubbing of the cleaned surface is essential for effective cleaning. This protects the material against corrosion, water stains or similar damages and preserves the quality of your furniture.



### **CHROME SURFACES**

Chrome surfaces are generally considered easy to clean. Nevertheless, when it comes to the different types of surfaces, differences in handling do exist:

### - High-gloss chrome

Within the furniture sector, the high-gloss surface is one of the most common chrome surfaces and is characterized by its hardness and scratch resistance. Both features guarantee best indoor corrosion protection. This type of surface is resistant to acids and alkalis used in common households. For outdoor areas, such as balcony, garden or tropical climate zones, this type of surface is not suitable.

### - Matte chrome

In regard of production, matte chrome variants are based on the above-mentioned high-gloss variant. The biggest difference is that the matte surface has been roughened, which means that after a specific galvanic refinement matte chrome elements are brushed on in order to receive a finer shimmer on the surface. This roughening leaves the surface more vulnerable to external influences, such as liquids, acids and reduces its scratch resistance.

### — Black chrome

Black chrome surfaces are coated with an iron alloy. Just like highgloss surfaces, this alloy is applied by electrolysis within a galvanic bath and then set to dry.

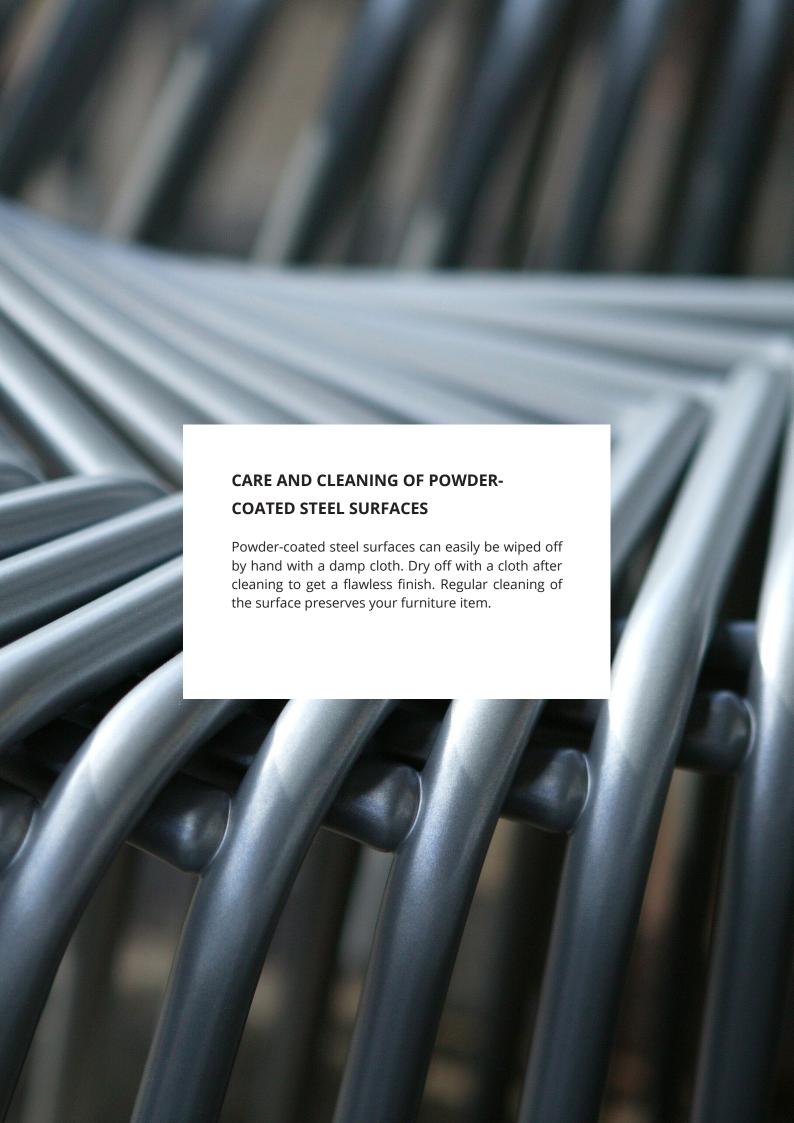
### **POWDER-COATED STEEL SURFACES**

During the process of powder coating, also called polyamide coating, non-galvanized raw material is being used. Before powder coating the steel racks are cleaned by sandblasting and are being lightly roughened. In a second step a special adhesive primer is applied, which optimizes the bonding between the unpainted steel frame and the polyamide powder. Depending on the model, the frame needs to be heated to approx. 360-380 °C before the frame is dipped into a powder-filled basin for coating. With this type of powder coating, also known as whirl sintering method, a layer thickness of about 0.30 mm is achieved. By comparison, conventional powder coating methods only achieve a layer thickness of approx. 0.08 mm. The thicker the layer thickness, the better degree of protection is guaranteed.





Type of surface	Care	Cleaning
Chrome high-gloss surface	Occasionally the surface should be treated with a customary chrome polish, which should be applied with a clean, soft cloth.	Cleaning takes place by rubbing off the soiled area with a damp cloth. Rub dry afterwards.  Areas of heavier soiling, such as tea stains, stains of shoe polish etc. can be removed with the help of a suitable organic solvent such as gasoline or turpentine.  Under no circumstances abrasive cleaners should be used.
Matte chrome surfaces	Occasionally the material should be treated with a special matte chrome polish, which should be applied with a clean, soft cloth.	Cleaning is done by rubbing off the areas of heavier soiling with a damp cloth. Rub dry afterwards.  Please remove any sort of liquids, especially acidic liquids, as soon as possible, as they can leave irreparable damage.  Under no circumstances abrasive cleaners should be used.
Black chrome surfaces	Occasionally the surface should be treated with a customary chrome polish, which should be applied with a clean, soft cloth.	Cleaning is done by rubbing off the areas of heavier soiling with a damp cloth. Rub dry afterwards.  Under no circumstances abrasive cleaners should be used.





### CHARACTERISTICS OF WOODEN SURFACES

In case of wooden surfaces the surface treatment determins, how the material should be maintained or cleaned. This means for example that varnished surfaces are always cleaned in the same way regardless of whether the base material is oak, beech or something completely different. Each wooden surface is also treated with at least two layers of a premium, water-based furniture coating and thus meets the applicable standards regarding the required resistance to chemical agents.

Note: Before cleaning, please read the information listed on the detergent labels. Do not use undiluted cleaning concentrates, harsh detergents with additives such as ammonia, alcohol-based cleaners or plasticizers for cleaning purposes. The use of detergents with abrasives might damage wood and steel surfaces, which is why we do not recommend it. The same applies to the use of cloths or sponges with rough surfaces and microfiber cloths. In order to maintain the quality of your furniture for as long as possible, use soft cotton towels or soft sponges for care and cleaning only.

### DISINFECTION OF WOODEN SURFACES

The disinfection of wooden surfaces is an essential topic especially within the health care sector. This includes facilities such as nursing homes, hospitals, etc.. The disinfection of furniture in private households can be carried out when needed without being mandatory.

According to the standard, wooden surfaces can be disinfected with a 2.5 % solution of "Chloramine T". On labels of various disinfectants, "Chloramine T" may also be indicated by the term "r-toluene-sulphonyl chloride sodium". In this case, too, it needs to be clarified before use, if the mixing ratio corresponds to a 2.5 % solution. If any other disinfectants are used, a preliminary suitability test is required.

### CARE AND CLEANING OF WOODEN SURFACES

Furniture surface	Care	Cleaning
Natural finish or stained	For gentle care of wooden surfaces, please treat the surfaces twice a year with furniture care products. When buying a suitable care product, pay attention to the information provided by the manufacturer of the product. Apply care product after cleaning to the furniture surface and wipe off immediately with a dry cloth.	Clean the furniture surface with a moistened cloth (no microfiber cloth) as needed. In case of heavier soiling, a mild household cleaning product can be added. After cleaning, dry the cleaned surface.
Oiled	Depending on the treatment of the surface, oil once or twice a year.	Clean the furniture surface with a moistened cloth (no microfiber cloth) as needed. In case of heavier soiling, a mild household cleaning product can be added. After cleaning, dry the cleaned surface.
Varnished	To protect and care for your varnished surface, treat the surface twice a year with the furniture care product specified for use in the instructions. Apply the care product after cleaning the furniture item and wipe off immediately with a dry cloth.	Clean the furniture surface with a moistened cloth (no microfiber cloth) as needed. In case of heavier soiling, a mild household cleaning product can be added. After cleaning, dry the cleaned surface.

## LAMINATED SURFACES.

CARE AND CLEANING

### **CHARACTERISTICS OF LAMINATED SURFACES**

Laminated boards consist of several paper webs. Positioned between two steel sheets those paper webs are formed to a homogeneous and stable board with the help of high pressure, heat as well as an additional impregnation with melamine resin. Laminated boards are shock-, abrasion- and scratch-resistant. In addition to its light resistance and heat resistance, it is also stain-resistant even when it comes to cigarette ash. Laminated surfaces are easy to clean and to disinfect due to their insensitive, chemical-resistant surface.



### **BASIC CLEANING**

Clean soiling with a damp, soft cloth and rub with a dry cloth.

If cleaning with a damp cloth is not sufficient, stains might be soaked with a commercially available cleaning agent, a warm soap or detergent lye and then removed after prolonged exposure. In case of remaining residues, organic solvents such as acetone, ethanol, nail polish remover or benzene are suitable for dissolving these residues.

Important: Cleaning agents used should not contain heavily acidic or strong bleaching ingredients. Do not use scouring agents, other abrasive cleaners or abrasive sponges, since these can damage the laminated surface.



### **CLEANING OF LAMINATED SURFACES**

Type of soiling	Cleaning	
General, light soiling	Basic cleaning:	
	Clean soling with a damp, soft cloth and rub with a dry cloth.	
	If cleaning with a damp cloth is not sufficient, stains might be soaked with a commercially available cleaning agent, a warm soap or detergent lye and then removed after prolonged exposure. In case of remaining residues, organic solvents such as acetone, ethanol, nail polish remover or benzene are suitable for dissolving these residues.	
	Important: Cleaning agents used should not contain heavily acidic or strong bleaching ingredients. Do not use scouring agents, other abrasive cleaners or abrasive sponges, since these can damage the laminated surface.	
Paraffin and wax residues	Try to remove as much of the dirt as possible with the help of a wooden or plastic spatula. Be careful not to scratch the surface. After that put a blotter on the remaining dirt and iron the covered area with the blotter as intermediate layer. Then carry out a basic cleaning as described under "Basic cleaning".	
Water-soluble dispersions, paints, adhesives and varnishes	In case of fresh soiling, clean with water and a soft cloth. Soiling, which has already dried or is dry can usually be removed with the help of organic solvents, such as acetone, ethanol, nail polish remover or benzene. Then carry out a basic cleaning as described under "Basic cleaning".	
Solvent dispersions, paints, adhesives and varnishes	Ask the paint manufacturer for a suitable organic solvent. Remove fresh soiling using a clean, soft cloth and the manufacturer's recommended organic solvent. Already dried or dry soils may require a longer exposure time. Then carry out a basic cleaning as described under "Basic cleaning".	
Curing adhesives and varnishes, e.g. condensation resins based on formaldehyde and urea, melamine, phenol and resorcinol, reactive adhesives and coatings based on epoxy, unsaturated polyester and polyurethane	Ask the adhesive or paint manufacturer for a suitable organic solvent for removal. Clean the dirt immediately, as you might not be able to remove it from the laminated surface after curing.  Then carry out a basic cleaning as described under "Basic cleaning".	
Silicone or polyurethane based sealants	Try to remove as much of the dirt as possible with the help of a wooden or plastic spatula. Be careful not to scratch the surface. Apply silicone remover to the remaining contamination and clean it. If possible, avoid a longer exposure time, since this might change the laminated surface. Then carry out a basic cleaning as described under "Basic cleaning".	
Lime	Clean the affected area with 10 % vinegar or citric acid. Then rinse with warm water and wipe dry with a clean, soft cloth. Carry out a basic cleaning as described under "Basic cleaning".	
Streaks by solvents	When cleaning with solvents, streaks can occur. They can be removed by simple additional cleaning with hot water. Dry the affected area with a soft, clean and absorbent cloth or household paper towel to prevent re-streaking. Then carry out a basic cleaning as described under "Basic cleaning".	

Note: Only clean, soft brushes, sponges and cloths are suitable as cleaning aids. Do not apply care waxes or polishes, as they leave a coating on the laminated surface, which changes the typical surface characteristics.

### MANUFACTURER'S INFORMATION.

WOOD, METAL & LAMINATED SURFACES

Taking into account the criteria mentioned above, care and cleaning of wood, metal and laminated surfaces is easy to handle. If you are unsure whether a cleaning or care product is suitable for the treatment of your specific surface, please refer to the information on the product label. Get advice from a specialist or consult the manufacturer.

### STORAGE INSTRUCTIONS.

FOR FURNITURE

Proper care and storage of your furniture items is going to extend their lifespan.

- Interior furniture items should always be stored at standard room temperature, avoiding too high or too low temperature or humidity degrees.
- Your furniture items should be stored in a clean environment that meets standard space requirements.
- Please keep the furniture away from heat sources as well as chemicals, flue gases, corroding surfaces or similar.
- Protect furniture from direct sunlight (also behind glass) or other sources of ultra-violet radiation.
- The furniture should always be stored and transported in the appropriate storage or transport devices.

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