

Care & Maintenance Manual

The following guidelines have been prepared by ownworld to support the best performance and longevity of your products purchased through the company. Adherence to these guidelines relate back to the terms of our Warranty Statement.

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Upholstery Fabric

GENERAL CARE

Dust and dirt can deteriorate fabric and reduce any fire-retardant properties, therefore regular cleaning is recommended to maintain the textile's appearance and ensure longevity.

- Vacuum frequently, using low suction and a soft brush attachment
- Where possible, rotate cushions regularly
- Treat spills and stains as soon as they occur, according to the manufacturer's instructions
- It is recommended that upholstered furniture, suited to normal commercial use, be cleaned 2-3 times per year by a professional cleaning institute

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the relevant fabric supplier as varying fabric compositions will require different methods of maintenance.

- Avoid direct sunlight
- Do not scrub or rub fabric hard as this may result in colour loss or possibly damage the nap
- Do not saturate the fabric with water or cleaning liquids
- Never use unconcentrated detergents, bleach, ammonia or soap intended for hard surfaces
- If spot cleaning, gently remove any residue and mop any liquid from the surface with an absorbent cloth
- Avoid wetting the inside filling
- Dry fabric fully in shade, away from direct sunlight before use
- Only use appropriate fabric or dry-cleaning solvents, carefully following instructions
- If further cleaning is required, contact a professional dry-cleaner, stating whether the stain has already undergone treatment
- Do not remove cushion covers for separate cleaning unless advised

Complete stain removal cannot be guaranteed however, acting quickly will make it easier to remove spills and prevent stains from forming.

Please refer to manufacturer's instructions regarding care and maintenance of all upholstery fabrics, especially Velour and Trevira fabrics.

Leather

GENERAL CARE:

Leather care varies depending on which category the leather falls into: Aniline, Semi-Aniline or pigmented. Natural salts and body oils from human skin can deteriorate the leather surface if left on the surface for extended periods, therefore regular cleaning is recommended, especially in warm or humid weather.

- Vacuum frequently, using low suction and a soft brush attachment to remove dust and grit
- Treat spills and stains as soon as they occur, according to the manufacturer's instructions
- To clean leather, wipe with a soft colour-fast cloth dampened with plain water. It is recommended that this is done as often as necessary or at least every 2-3 weeks

RECOMMENDATIONS:

ownworld recommends obtaining specific care and maintenance information from the relevant leather supplier.

- Avoid sharp objects
- Avoid positioning upholstered items in direct sunlight and protect from heat sources, specifically heating vents
- Prevent clothing that is not colour-fast eg. dark denim jeans, from coming in to contact with lighter coloured leather
- Do not dry clean or machine wash
- Do not scrub or rub leather hard as this may result in colour loss
- Do not wet excessively
- Do not use detergents, solvents, abrasives, sulphonated washing and cleaning detergents or fats including those contained in some leather or suede cleaners, saddlery and shoe polishes
- Absorb any spilled liquid with a clean, dry cloth. If stain removal is required, wipe the surface with a soft soapy cloth, submerged in a tepid pure soap solution (1/2 cup LUX soap flakes to every 1 litre water) and wrung of excess water. Ensure the full surface is wiped to avoid shield edges. Dry fabric fully in shade, away from direct sunlight before use
- Always clean along creases that have developed in the leather, paying attention to areas that come into contact with skin and hair, such as head-rests, arm-pads and seat cushions
- Aniline and semi-aniline leathers will absorb liquids easily. Only try and remove the stain as a last resort to avoid damage from cleaning attempts
- Contact a professional if further cleaning is required

Complete stain removal cannot be guaranteed, however acting quickly will make it easier to remove spills and prevent stains from forming. Scars and scratches existing on hide do not impair the wearing qualities of the leather. These marks enhance the natural appearance of the leather and are proof of genuine leather. Deterioration due to incorrect or inadequate care cannot be considered a fault of the leather.

Please refer to manufacturer's instructions regarding care and maintenance of all leathers.

Vinyl

GENERAL CARE

Dust and dirt can deteriorate the fabric and reduce any fire-retardant properties therefore, regular cleaning is recommended to maintain the textile's appearance and ensure longevity.

- • Vacuum frequently, using low suction and a soft brush attachment
- • Where possible, rotate cushions regularly
- • Treat spills and stains as soon as they occur, according to the manufacturer's instructions
- • It is recommended that upholstered furniture suited, to normal commercial use, be cleaned 2-3 times per year by a professional cleaning institute

RECOMMENDATIONS:

ownworld recommends obtaining specific care and maintenance information from the relevant fabric supplier as the varying fabric compositions will require different methods of maintenance.

- Avoid direct sunlight
- Do not scrub or rub fabric hard as this may result in colour loss or possibly damage the nap
- Do not saturate the fabric with water or cleaning liquids
- Never use unconcentrated detergents, bleach, ammonia or soap intended for hard surfaces
- If spot cleaning, gently remove any residue and mop any liquid from the surface with an absorbent cloth
- Avoid wetting the inside filling
- Dry fabric fully in shade, away from direct sunlight before use
- Only use appropriate fabric or dry-cleaning solvents, carefully following instructions
- If further cleaning is required, contact a professional dry-cleaner, stating whether the stain has already undergone treatment
- Do not remove cushion covers for separate cleaning unless advised

Complete stain removal cannot be guaranteed, however acting quickly will make it easier to remove spills and prevent stains from forming.

Please refer to manufacturer's instructions regarding care and maintenance of all upholstery fabrics.

Veneer

GENERAL CARE

All timber veneers change colour over time when subjected to direct and indirect light, both natural and artificial. Heat and humidity will accelerate the ageing process. The finished colour can also be affected by polish and other chemicals. No two timber colours are the same and some will change more than others. Toners and UV inhibitors are used during the manufacturing process however, no timber product will withstand prolonged exposure to light without exhibiting some change over time.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth, in the direction of the natural grain. A mild detergent such as mild soap flakes, diluted with water may also be used if necessary. Remove excess soap or residue with a damp cloth
- Treat spills and stains as soon as they occur, according to the manufacturer's instructions

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the relevant veneer manufacturer.

- Protect from direct sunlight
- Do not excessively wet the veneered surface
- Do not place extremely cold or hot objects on to the veneered surface
- Do not drag heavy objects or earthenware across the veneered surface or write directly onto it. In the case of tables, scratches can be avoided by using placements, coasters and pads
- Do not use scourers or abrasive pads when wiping
- Do not use powder, scouring creams, concentrated detergents, detergents that contain bleach or acid, or silicone or wax based furniture polishes
- Do not expose surface to alcohol
- Marks may be removed by rubbing a wax paste evenly on to the surface in a circular motion, over the mark. To ensure an even finish, rub down the entire table with a soft cloth in the direction of the grain
- Superficial scratches can possibly be restored with the use of a commercial scratch repair product such as 'Scratch Out'. Use selected product in accordance with the manufacturer's instructions
- Minor dents may be repaired with the use of coloured wax sticks. Again, follow the manufacturer's instructions carefully. More prominent dents may need to be removed professionally by stripping back and re-lacquering

Solid Wood (natural or lacquered finish)

GENERAL CARE

All timber will change colour over time when subjected to direct and indirect light, both natural and artificial. Heat and humidity will accelerate the ageing process and finished colour can also be affected by polish and other chemicals. No two timber colours are the same and some will change more than others. No timber product will withstand prolonged exposure to light without exhibiting some change over time.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth, in the direction of the natural grain. A mild detergent such as mild soap flakes, diluted with water may also be used if necessary. Remove excess soap or residue with a damp cloth
- Treat spills and stains as soon as they occur, according to the manufacturer's instructions
- Partially covering the wood with throws or skins will result in uneven discolouration

RECOMMENDATIONS

Ownworld recommends obtaining specific care and maintenance information from the relevant timber or table manufacturer.

- Protect from direct sunlight
- Do not excessively wet the solid wood surface
- Do not place extremely cold or hot objects on to the wood surface
- Do not drag heavy objects or earthenware across the wood surface or write directly onto it. In the case of tables, scratches can be avoided by using placements, coasters and pads
- Do not use powder, scouring creams, concentrated detergents, detergents that contain bleach or acid, or silicone or wax based furniture polishes
- Do not expose surface to alcohol
- Marks may be removed by rubbing a wax paste evenly on to the surface in a circular motion, over the mark. To ensure an even finish, rub down the entire table with a soft cloth in the direction of the grain
- Superficial scratches can possibly be restored with the use of a commercial scratch repair product such as 'Scratch Out'. Use selected product in accordance with the manufacturer's instructions
- Minor dents may be repaired with the use of coloured wax sticks. Again, follow the manufacturer's instructions carefully. More prominent dents may need to be removed professionally by stripping back and re-lacquering

Plastic (polypropylene, polyethylene & polyurethane)

GENERAL CARE

Regular cleaning will help maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Clean with a damp, soft cloth or sponge using lukewarm, soapy water. Wipe with clean dry cloth
- Products deemed suitable for outdoor use will be referred to as 'UV stable' however, for items not categorised as UV stable, prolonged exposure to sunlight will cause the fading of colours

RECOMMENDATIONS

Plastics can be prone to scratching and in some instances, cracking when mishandled. Incorrectly stacking chairs is the most common cause of this. Be sure to take care when stacking chairs and avoid stacking upside down on table tops. In many cases, trolleys are available for stacking. Castor bases are also available for mobility

- Neutral diluted detergent is recommended. Avoid strong detergents which contain bleach, ammonia, acid or have an abrasive effect (such as scouring creams)
- Do not use abrasive sponges or scourers

Laminate

GENERAL CARE

Regular cleaning will help maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Clean with a damp, soft cloth or sponge using a commercial cleaning spray such as 'Windex' or 'Spray and Wipe'
- Darker colours will show scratches more obviously than lighter colours. In general, dark colours and high gloss surfaces require more care and maintenance than lighter and lower gloss colours
- Do not drag objects across the laminate surface

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Avoid constant exposure to direct sunlight and moisture
- Streaky marks can sometimes show on dark colours after cleaning. A good all-purpose cleaner will usually remove these
- Avoid strong detergents which have an abrasive effect, such as scouring creams
- Avoid acidic, alkaline cleaners or bleach for normal cleaning as they may etch the surface
- Do not use abrasive sponges or scourers
- Do not use waxes and polishes as they dull natural shine
- Do not cut directly on a laminate surface
- Do not place hot objects, electrical appliances or pots straight from an oven or cooker onto a laminate surface

Complete stain removal cannot be guaranteed, however, acting quickly will make it easier to remove spills and prevent stains from forming. No cleaning detergent will be able to remove all stains, particularly those where the laminate has been penetrated.

Glass

GENERAL CARE

Regular cleaning will help to maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Clean glass surface using a commercial cleaning spray, specifically designed for glass
- Use a clean cloth, sponge or chamois

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Do not use abrasive sponges or scourers
- Avoid chips and scratches by not butting glass against hard or abrasive surfaces

Aluminium

GENERAL CARE:

Regular cleaning will help maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth and mild, non-abrasive cleanser such as dish-washing liquid or a commercial cleaning product specifically suited to aluminium
- For persistent marks, clean with a damp, soft cloth or sponge using a commercial cleaning spray such as 'Windex' or 'Spray and Wipe'

RECOMMENDATIONS:

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Avoid strong detergents that contain bleach, acid or any that have an abrasive effect, such as scouring creams
- Do not use stainless steel cleaner
- Do not use abrasive sponges or scourers
- Treat dirt or oil stains with hot, soapy water, lightly scrubbing in the direction of the grain with a soft bristled brush or Scotchbrite pad. Use an appropriate aluminium cleaner to treat stains, following instructions
- Do not let cleaning product dry on the surface. Remove any residue with a damp, clean cloth wrung in hot water
- Always wipe in the direction of the polish lines

Polished Chrome

GENERAL CARE

Regular cleaning will help to maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth and mild, non-abrasive cleanser such as dish-washing liquid
- Rub the polished chrome lightly with a clean, dry cloth until the original lustre appears

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Avoid strong detergents which contain bleach, acid or those which have an abrasive effect, such as scouring creams
- Do not use abrasive sponges or scourers
- Do not let cleaning product dry on the surface. Remove any residue with a damp, clean cloth wrung in hot water

Powder Coated Metal Surfaces

GENERAL CARE

Regular cleaning will help to maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth and a pH balanced cleaner or soap free detergent, such as mild dish-washing liquid
- For persistent marks, clean with a damp, soft cloth or sponge using a commercial cleaning spray such as 'Windex' or 'Spray and Wipe'

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Avoid strong detergents which contain bleach, acid or those which have an abrasive effect, such as scouring creams
- Do not use turpentine, white spirits, thinner or aggressive solvents. These products can be harmful to the extended life of the powdercoated surface with damage taking up to a year to appear
- Do not use abrasive sponges or scourers
- Do not rub excessively, especially metallic finishes
- Isopropyl alcohol or methylated spirits may be used on marks, provided it is rinsed away with warm soapy water
- Do not let cleaning product dry on the surface. Remove any residue with a damp, clean cloth wrung in hot water
- Scuff marks and superficial scratches can potentially be removed from LOW gloss coatings with a pre-softened wax paste, always following the manufacturer's instructions
- Scuff marks and superficial scratches can potentially be removed from HIGH gloss coatings using a commercial automotive polishing compound (liquid or paste), always following the manufacturer's instructions

Please note that cleaning recommendations are a guide only and complete stain removal cannot be guaranteed. Refer to manufacturer's instructions regarding care and maintenance.

Stainless Steel

GENERAL CARE

Regular cleaning will help maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth and a cleaning agent specifically recommended for stainless steel (eg. 'White Lily' non-abrasive cream cleanser or a s/steel cleaning spray)
- Wipe the surface dry with a clean cloth
- Surface should be wiped free of moisture daily

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Avoid strong detergents which have an abrasive effect such as scouring creams, as these will erode the surface over time
- Avoid acidic, alkaline cleaners and bleach
- Avoid using abrasive sponges or scourers as they may scratch the surface
- Always wipe in the direction of the finish lines
- Do not leave water or other liquids to sit on the metal surface and avoid contact with acidic substances

Marble & Granite

GENERAL CARE

Regular cleaning will help to maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a damp cloth and a pH balanced cleaner or soap free detergent, such as mild dish-washing liquid
- Treat spills and stains as soon as they occur
- Marble surface can be buffed with a chamois

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer as the varying stone finishes will require different methods of maintenance.

- Absorb any spilled liquid with a clean, dry cloth. If additional stain removal is required, apply a mild detergent such as mild soap flakes diluted with water, to the marble or granite surface. Leave the solution for approximately one hour to allow the surface to absorb as much soap as possible. Wipe with a clean cloth, rinse and repeat
- Do not use vinegar, citrus juice (lemon) and detergents which contain bleach, ammonia, acid or have an abrasive effect (such as scouring creams)
- Avoid using abrasive sponges or scourers

Natural marks are characteristic of stone and marble and should not be considered faults.

Ceramics

GENERAL CARE

Regular cleaning will help to maintain the original look of the product.

- To avoid scratching, dust surface before wiping to remove any residue, dust or loose grit
- Regularly clean the surface with a soft micro-fibre cloth with soapy water or a neutral detergent, diluted in water. Dry with a clean cloth

RECOMMENDATIONS

ownworld recommends obtaining specific care and maintenance information from the manufacturer.

- Do not place hot objects, electrical appliances or pots directly from an oven or cooker onto a ceramic surface
- Do not drag heavy objects or earthenware across a ceramic surface. Scratches can be avoided by using placements, coasters and pads
- Do not use scourers or abrasive pads when wiping
- Do not use alcohol, scouring creams or abrasive substances, concentrated detergents or detergents that contain bleach or acid