



Maintenance & Care

User instructions



Contents

Find below information about the materials and finishes used in the collection as well as guidelines for daily care, cleaning and maintenance.

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Oiled oak & walnut

Oiled oak & walnut, whether solid or veneered, is a fundamental material in the &Tradition collection.

To a greater extent than lacquering and staining, oiling leaves the wood feeling and looking natural and still offers a good surface protection. Oiled wood will develop a natural patina and character over time which will only enhance the beauty of the material.

Solid oak and oak veneer is oiled using either white pigmented oil or a dark smoked oil. The white pigmented oil allows the oak to maintain its original and natural light colour for longer and thereby protects the wood from premature darkening and turning yellow. The smoked oil offers a unique dark finish and character. Variations in wood structure and colour are natural characteristics of solid oak. This feature is further enhanced when applying the smoked oil and should be seen as part of the overall product.

For daily care, dust oiled furniture with a soft dry cloth. Cleaning can be done using a soft cloth wrung in lukewarm water following the wood grain and dried immediately with a soft cloth following the wood grains. For more severe cleaning, a soap specifically developed for oiled wood can be used. Follow the instructions on the packaging of the cleaning product.

Solid walnut or walnut veneer is oiled using a natural coloured oil to maintain its original colour for longer and thereby protect the wood. To maintain the look and silky feeling of oiled wood, regular re-oiling is recommended. Re-oiling should be done when the wood starts to appear dry or faded. Usually, re-oiling once a year is sufficient. Re-oiling of white oiled oak can be done by applying standard white pigmented oil for indoor wood products. Re-oiling walnut can be done by applying standard natural oil for indoor wood products.

Avoid use of cleaning detergents and abrasive cleaning agents as they may damage the surface of the oiled wood. Avoid placing wooden furniture in direct sunlight, excessive heat or humidity.

Soaped oak

For daily care, dust soaped furniture with a soft dry cloth. When cleaning, use a soft cloth wrung in lukewarm water following the wood grain, and dry immediately with a soft cloth following the wood grain.

For more thorough cleaning due to stains, marks or other damage, you may lightly sand the surface with a 180 - 240 grit sanding sponge. Then wipe the surface with a soft, dry cloth to remove any dust. Afterwards, wipe the sanded surface with a soft, dry cloth to remove any dust.

To maintain the look and smooth feeling of soaped wood, regular re-soaping is recommended. Re-soaping should be done when the wood starts to appear dry or faded. Usually, re-soaping one to two times every year is sufficient. We recommend 25ml organic white soap flake solution for every 1 litre of lukewarm water. Before application, ensure that all soap flakes are completely dissolved. Apply the soap solution to a damp sponge and cover the wooden surface with long, even strokes following the natural grain direction. Always ensure that you are not over-soaking the surface as this may cause permanent damage.

Avoid the use of cleaning detergents, abrasive cleaning agents or steel wool as they may damage the surface of the soaped wood. Avoid placing wooden furniture in direct sunlight, excessive heat or humidity.

Lacquered or stained wood

Lacquered or stained wood offers a stronger surface than oiling and is also effective when coloured surfaces are desired. Compared to oiled wood, lacquered and stained wood is easier to clean and requires minimal maintenance.

For daily care it is recommended to dust the furniture with a soft cloth. Lacquered and stained wood can be cleaned with a soft cloth wrung in a mild solution of lukewarm water and a universal cleaning detergent. Always follow the wood grains and always dry with a soft dry cloth immediately after cleaning.

Avoid use of abrasive cleaning agents and aggressive cleaning detergents as this will damage the surface of the lacquered or stained wood. Avoid placing wooden furniture in direct sunlight, excessive heat or humidity.

Linoleum

Tabletops with linoleum offers a soft touch surface that does not feel as cold and hard as laminate. Regular cleaning is done with a soft cloth wrung in a mild solution of lukewarm water and a universal cleaning detergent.

Avoid placing sharp objects on the surface as this may scratch the tabletop. It is recommended to use trivets or coasters under flowerpots, vases, cups etc.

Fenix nano laminate

Fenix NTM Nano laminate is a soft touch laminate based on nano technology and is used for tabletops as an alternative to linoleum and standard laminate. The nano laminate offers unique features such as scratch resistance, soft touch, low light reflectivity, anti-fingerprint and much more.

For more details about the unique properties of nano laminate, as well as cleaning and maintenance refer to: www.fenixntm.com/en

Lacquered & powder coated metal

The majority of the lighting products in the &Tradition collection have a lacquered or powder coated surface.

The True Colour vases have a protective lacquered finish and some furniture has powder coated parts. These surfaces are durable, require no maintenance and offer an endless palette of colours, textures and gloss.

It is recommended only to use a soft, dry cloth to clean lacquered and powder coated surfaces but in case more severe cleaning is necessary, a soft cloth wrung in lukewarm water can be carefully applied. Always dry immediately after cleaning with a soft, dry cloth. Avoid using abrasive cleaning agents or aggressive cleaning

detergents on lacquered or powder coated surfaces as this may permanently damage the surface.

Stainless steel

Stainless steel is used on both lighting products and furniture in either a mirror-polished or satin-polished finish. Stainless steel is a classic strong corrosion resistant material that requires no surface protection and will not change appearance over time.

Dust stainless steel products for daily care using only a soft, dry cloth. Cleaning of stainless steel should be done only by using a cleaning detergent specifically for stainless steel. Follow the instructions on the packaging. Cleaning agents not developed specifically for stainless steel may permanently damage the surface of the stainless steel and should never be used.

Brass & copper

Brass and copper is used for both lighting products and furniture in either a mirror-polished or satin-polished finish. Depending on the product, the brass and copper may be coated using a transparent lacquer or left untreated. Coated brass and copper will not change appearance over time whereas uncoated brass and copper will develop a unique and beautiful patina, over time adding character to the product.

For daily cleaning of coated brass and copper it is recommended only to use a soft dry, cloth. For removal of stains, a soft cloth wrung in lukewarm water can be carefully applied. Always dry immediately after with a soft dry cloth. For daily cleaning of uncoated brass and copper it is recommended only to use a soft, dry cloth. In case a patina of the material is not desired, the material can be regularly cleaned and polished using a detergent specifically for brass and copper.

Avoid using abrasive cleaning agents or aggressive cleaning detergents on coated and uncoated brass and copper as this will permanently damage the surface.

Anodised aluminium

The aluminium used on the column shelves is either anodized black or in a natural hand polished finish which is treated with a protective wax. Both versions can be cleaned using a soft cloth wrung in lukewarm water. Always dry immediately afterwards with a soft cloth. Avoid use of abrasive cleaning products such as steel wool or polish. Never use aggressive or abrasive cleaning detergents for any parts of the shelf, as this will cause irreparable damage.

Marble & travertine

Marble and travertine are used in the &Tradition collection on both lighting products and furniture.

The natural material offers a distinctive and exclusive look and two items will never look the same.

The marble and travertine used on &Tradition tabletops are treated with a sealer which makes the tabletop more resistant than when left untreated. However, it is strongly recommended to always use a trivet and not to place glasses or cups with liquids directly onto the tabletop. As natural materials, marble & travertine are sensitive to liquids and if not removed immediately, spilled liquids will leave a permanent stain on the tabletop.

For daily care and cleaning it is recommended to use a cleaning agent specifically developed for stone or marble.

It is also highly recommended to do a re-sealing of the tabletop approximately every second month using an appropriate sealer developed specifically for stone or marble.

The marble used on lighting products has no surface protection and is therefore more exposed to stains and marks. If possible, it is recommended only to clean marble on lighting products with a soft, dry cloth. In case more severe cleaning is necessary, use a cleaning agent specifically developed for stone or marble. Avoid using abrasive cleaning agents or aggressive cleaning detergents on marble as this will permanently damage the surface.

Glass

Glass, in various colours and shapes, is an important material in the &Tradition lighting collection. All glass is mouth-blown and hand crafted which ensures that each item is unique and displays individual characteristics. Examples of characteristics of mouth-blown glass are minor air bubbles and variations in form and thickness.

A number of the glass products in the lighting collection are coloured in silver and gold tones using a traditional luster painting technique. Luster is applied with a brush to the clear glass by skilled craftsmen and the glass is subsequently burned at +450°C to melt the luster colour into the glass mass. The process ensures a very smooth and highly scratch resistant surface. Since the entire process of applying the luster is performed by hand, slight deviations in color may occur from item to item.

Daily cleaning of glass is best done using a soft, dry cloth. If more severe cleaning is necessary, it is recommended to use a soft cloth with a standard glass cleaning detergent and then to follow by drying with a soft, dry cloth. Avoid using abrasive cleaning agents on the glass as this will damage the surface.

Collect glassware

Normal dishwasher liquid can be used and all items are dishwasher safe (max. 50°). Do not use any cleaning detergents with harsh chemicals or abrasives.

For more severe cleaning, soaking the product overnight in water and vinegar is recommended.

Mirror

Use household glass cleaner for the mirror. To avoid damaging the surface of the mirror frame, always spray the glass cleaner onto a soft cloth and clean the mirror.

Plastic

For daily cleaning it is recommended to use a soft cloth wrung in lukewarm water. For more severe cleaning a mild detergent can be used. Always dry immediately after.

Upholstery webbing

We recommend maintaining braided upholstery webbing regularly, as dirt and dust etc. will cause wear and tear on the material through use.

General Maintenance

We recommend that you vacuum upholstery webbing once a week using the soft nozzle attachment of your vacuum cleaner (used for textiles and softer furnishings) in order to ensure the longest possible life of the product.

It should not be necessary to clean upholstery webbing often as the material has a slightly dirt-repellent surface.

Stain removal

If an accident occurs and cleaning or stain removal is necessary, the following applies:

- The faster a stain is treated, the greater the possibility that the stain can be removed.
- Spilled liquids should be dabbed – not scrubbed – with a clean, lint-free cloth wrung in clean and lukewarm water, as soon as possible.
- Regardless of the size of the stain, it is important that you clean it working from the outer edge of the stain and move in towards the centre of the stain, so that the damaged area is reduced as much as possible.
- You should not rub or scrub the material as this can damage the material's colour, structure and strength which can worsen the state of the stain.
- If a stain has dried, is from a firmer substance, or has greasy contents, it may be possible to scrape off the stain residue with a blunt knife or a spatula, before continuing any necessary treatment with a suitable stain remover.
- When using a suitable stain remover on a small area, you should carefully follow the manufacturer's instructions for

use. It is recommended to test the stain remover on a less visible area of the material first – before cleaning the affected area – to see if the product works as intended, or to see if the product damages the webbing.

- If a stain is very big or has soaked into and through the material, it is recommended to contact a professional furniture cleaner before trying to remove the stain yourself, as it may require a special treatment depending on the nature and location of the stain.

Disclaimer

- Do not use solvents, undiluted detergents, soaps, bleaches or ammonia on the material.
- Please be aware that especially new non-colourfast clothing and dark jeans can potentially leak colour onto the webbing. Any such leakage may not be possible to remove, as the excess colour can soak deep into the material.

Handloomed-woven rugs

The rugs in the &Tradition collection are handmade in India by skilled craftsmen using carefully selected natural materials. Being handmade, each rug will have its own unique character and therefore the patterns and colours of two rugs will never be identical.

A new rug will shed excess fibers that were not fully spun into the yarn during spinning. This is normal and over time, the shedding will lessen and eventually stop.

To prolong the lifetime of a rug, it is highly recommended to use a rug underlay. An underlay ensures that the rug remains in a fixed position and will also reduce the risk of staining.

For daily care, vacuum the rug regularly to keep it free from fluff and dust or sand particles which will wear and tear the rug over time if not removed. Spots can be attempted to be removed by dabbing very gently with a damp cloth soaked in carbonated

water. In case more thorough cleaning is necessary, professional cleaning is recommended.

Placing a rug in direct sunlight is not recommended as it will fade the colors of the rug over time.

Sheepskin

Easy on the eye and soft to the touch, sheepskin makes for exceptional and hard-wearing upholstery. It is defined by a dense and curly fleece that comes intact in its most natural form, where pieces are distinctly unique, and their look varies from product to product.

As with most natural materials, differences in structure, density and thickness are expected, as two pieces of sheepskin never look identical and tend to show natural variations in both curls and tones.

Please note that the wool's fibres might naturally become entangled in time. And in regards to colour, each skin's ability to maintain its original tone or absorb applied dye might vary, especially if exposure to sunlight is high. We recommend to keep sheepskin-upholstered products away from direct sunlight to avoid discolouring.

In order to preserve the skin's highly tactile, soft nature, we suggest vacuum cleaning on a weekly basis, and when stained, spots should be soaked with water as promptly as possible. For bigger stains, place a clean towel on the spill and let it absorb as much liquid as possible. For cleaning, we recommend the use of a sponge, lukewarm water and mild wool detergent.

Leather

Imperfect Beauty

High quality, natural leather is not flawless. &Tradition leather, like all other top-quality leather, may have some minor visible marks from the natural life of the animal. These characteristics give each &Tradition leather product a unique beauty and charm but do not affect the overall strength or durability of the product.

&Tradition has distinct quality standards for which these markings are acceptable. Varying degrees of markings are permitted according to how visibly they appear on the product as a whole.

The aniline leather NOBLE is surface treated with a very thin layer of wax which makes it possible for the material to 'breathe'.

The semi-aniline leather TAILOR is slightly buffed and lightly surface treated which makes the leather more durable and ensures a higher lightfastness.

Natural Characteristics

Typical natural characteristics which may be visible on the leather are:

- Fat creases
- Neck wrinkles/spine marks
- Healed scars
- Vein marks
- Insect bites
- Slight colour differences from one leather hide to another
- Variation in the natural grain from one hide to another, and sometimes even within a singular hide

Patina

Aniline leather will age beautifully, with each piece gaining its own patina. Over time, the natural leather will continue to develop a slightly different tone and as part of its unique appeal, it will not look exactly the same as on the day it was originally bought.

Before Use

Leather furniture should not be exposed to direct sunlight, positioned close to heat sources or kept in very dry or highly airconditioned environments. This is a natural material which does not perform well when put under these conditions and doing

such may result in the leather drying out and becoming stiff and inflexible.

Maintenance

To prolong the life of the leather it is important to frequently vacuum with a soft brush or gently wipe with a soft, dry cloth.

Never use cleaning detergents or sharp objects on the leather as this may damage the surface.

Instead of trying to remove minor spots or stains, they should be left untreated as over time they should fade and disappear.

Care

The natural material should be treated with a special aniline leather care cream at least four times a year.

Aniline leather gets dry over time, so it is important to keep the leather conditioned and moisturised to retain optimal softness, flexibility and seating comfort.

Follow the instructions of the special care product; apply cream on a soft, lint-free cloth, massage in light circular motions from seam to seam on the furniture component. Let dry before taking in to use.

Cleaning

Cleaning is done under customer's own responsibility

If leather is soiled, it should be wiped with a soft, clean, damp, lint-free cloth wrung in lukewarm, demineralised water. Alternatively, you can attempt to absorb as much liquid as possible from the soaked leather with a clean kitchen towel.

Do not spot clean leather - clean the entire surface from seam to seam.

Never scrub the leather in an isolated area as this will discolour and tear the material.

If extensive cleaning is needed, it is recommended to use a

solution of clean boiled water or demineralised water with a dilution of mild, natural, high-quality soap flakes:

1. Use 0,5DL soap flakes for 1L water. Whip soap flakes in the water until fully dissolved.

2. When the solution is lukewarm, the foam must be gently rubbed onto the leather surface with a soft, clean, cotton cloth using circular motions.

It is essential that **only** the foam from the solution is used.

Make sure the foam is equally distributed on the whole surface from seam to seam. Be sure to never soak the surface.

3. When the furniture is dry, the leather should be polished with a very soft, lint-free cloth.

4. After cleaning, it is necessary to apply a special leather care cream.

Large Spills or Damages

If large areas are soiled or the surface is very damaged, contact a professional cleaning firm.

Rattan

In order to retain the strength and flexibility of rattan wicker the material needs to be maintained with a soap treatment 10-12 times a year using the following solution:

- Prepare 1 teaspoon of soap flakes dissolved in 1 litre of lukewarm water.
- Spray the solution on both the front and the back of the rattan and allow it to penetrate.
- If needed, wipe away any leftover liquid with a damp cloth.

Rattan has a delicate white expression when new. This will develop over time, darkening and forming a beautiful patina.

Velvet

Dry stain and soil

On all the articles in our living environment dust and dirt will settle. So it happens also on our upholstered furniture. Do not allow the dust and dirt become to excessive, otherwise it will be more difficult to remove. The upholstered furniture should be cleaned regularly to ensure prolonged life and appearance.

The best way for regular maintenance is: Vacuum cleaning and brushing. Vacuum cleaning and brushing, with a hard cloth brush, always in the direction of the pile naps. To remove stain or in case of fundamental cleaning from your upholstery you better can contact your local upholstery cleaning specialist. You can obtain addresses from your local Consumer Enquiry Office. They have the experience in dry shampooing and that kind of cleaning processes.

Wet staining

Liquids can be removed by dabbing with paper towel, a clean tea-cloth or kitchen towel. Don't rub, only dabbing! For hot liquids you do the same, but there is less rescue time between messing and dabbing. The hot fluid penetrate much quicker in the fabric than cold liquids.

To remove food you scrape the dirt with a spoon or a knife from the fabric and dab the stain with a cold solution of water and detergent. Don't use hot cleaning liquid, because coloured components of the stain will more penetrate the fabric at higher temperature and stay there.

We can't give a general advise about removing Ink, paints, etc. This kind of staining, mostly you can use a solvent as alcohol, dry cleaning solvents ore something like that. Look in a local stain removal advisory table for the best solution.

Note: The S-finish (Teflon) is a release finish with additional a temporary repellent effect, that brings you rescue time between making the mess and removing it. It gives you a delay time, but it don't prevent staining or fouling.

Note: We don't have enough 'local knowledge' about the composition of food, drinks and other frequent used products which

may cause staining of your upholstery fabric. Please contact your local cleaning specialist or look at a local website for stain remove advisory tables.

Flatting out pile naps

On velvets, which are not regularly maintained, certain well-worn areas will be formed and will show pile tangling over a period of time. Depending on the colour, you will see it as a change of shade.

By sitting you exert a pressure on the velvet fabric forcing the pile naps in any direction. In combination with heat, the rising air humidity, the body moisture and the kind of filling material under the velvet the changes direction of the pile naps is 'partly fixed'. You can notice this as a change of shade. This is a typical property of velvet fabric and it is neither a defect or a sign of low quality.

You can treat this marks of wear and tear as follows: Take a clean, white/not coloured, warm, damp piece of cloth and lay it several hours or a night over the velvet. The moisture will restore the cotton velvet. The upholstery velvet should not be used before it is complete dry!