

HAWORTH

# Care and Maintenance Standards

Haworth International

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In order to preserve the integrity and longevity of our product, Haworth has established certain care and maintenance standards for our fabrics and finishes.

Haworth does recommend Cleaning on a regular base. Towards Disinfecting is necessary unregular to remove bacteria, fungi and virus.

## General Information

### Cleaning

Cleaning is used to remove dirt from surfaces for general hygiene and maintenance.

Cleaning tools include soap, water, and a damp cloth or other non-disinfectant cleaners.

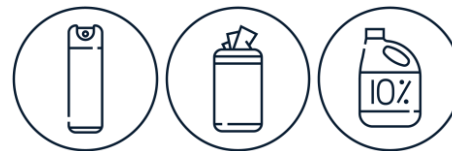


*Soap, water and non-disinfectant spray*

### Disinfecting

Disinfecting removes up to 100% of bacteria, fungi and viruses from surfaces. Used primarily for hygiene reasons in homes, offices and medical settings.

Disinfecting tools include various disinfectant solutions depending on the material of the surface being cleaned.



*Disinfectant wipes, aerosol disinfectant, bleach solutions*

### Tips

When using any cleaning agent, we recommend that a small, inconspicuous area be pre-tested for colorfastness before cleaning the stain. In the case of overall soil condition or a large-scale stain, you should contact a professional furniture cleaning service for cleaning recommendations.

**Important!** Improper cleaning and maintenance of any material may result in the voiding of the material warranty.

## General Recommendation for Environmental Cleaning Procedures to Reduce Interior Environmental Impacts

- Minimize the amount of cleaning chemicals used since excess chemicals result in rapid re-soiling.
- Use of Green Seal Certified Cleaning Products. Green Seal is awarded to products that work well and have less impact on the environment.
- For general maintenance cleaning, consider using vacuums with high efficiency particulate air (HEPA) filtration to trap airborne particles and keep them from affecting the indoor air quality.
- Use no or low VOC cleaning products. Consider detergent based products compared to those containing solvents, where possible
- Consider extraction processes where appropriate to remove excess chemicals and water to maximize cleaning results. Extraction can also help reduce chemical levels in the indoor environment. Spot extraction may also reduce the chances for over-wetting of fabrics and resulting water stains.
- Choose cleaning products with no or low levels of dyes or fragrance. Dyes and fragrance do not generally improve cleaning results and can cause allergic reactions in people with sensitivities to chemicals. Some dyes could cause staining on fabrics.
- Consider choosing biodegradable cleaning products.
- Environmentally preferable ingredients for cleaners include surfactants containing terms such as lauryl, amides and glycosides.

## Maintenance for Any Material

- No material is immune from stains or soiling.
- Lack of cleaning or improper cleaning will shorten the life span of items such as fabrics, faux leathers, and leather.
- Treatments such as Alta do not eliminate the need for routine cleaning and proper maintenance.
- The Longer a stain remains on any surface, the more difficult it will be to remove. Address any stain as quickly as possible.
- Removing any cleaning residue is an important part of the cleaning process, and one that is often overlooked. All cleaners, even mild ones, leave behind a residue that can be harmful to the surface if not thoroughly removed (usually through clean water).

**Note:** Improper cleaning and maintenance of any surface or material may result in the voiding of that product's warranty. A small inconspicuous area should always be tested before large scale cleaning

## Disinfection Guidelines

These recommendations are for the purposes of disinfection only.

Most workplace surfaces can be cleaned with these three cleaning solutions:

### Disinfecting Wipes (containing Quaternary compound disinfectant)

- Look for products whose active ingredient is a Quaternary Ammonium Compound or "Quat" disinfectant
- Make sure the wipes do not include bleach

Recommended for the following materials, surfaces:

- Metal Trim: Smooth, textured, metallic
- Plastic trims
- Laminate: Solid, Wood grain, or patterned
- Edge Banding
- Acrylic (translucent)
- Glass (clear only)
- Nylon seating parts
- Polypropylene Seating Parts
- PU/TPU
- Seating upholstery\*
- Leather
- Wood and painted wood
- Electrical components

### Alcohol disinfectants

- 70% medical alcohol (70% is minimum recommended by CDC)
- 60% isopropyl alcohol or ethanol (recommended for Acrylic plexiglass)
- Disinfecting spray without bleach

Recommended for the following materials, surfaces:

- Plastic trims
- Laminate: Solid, Wood grain, or patterned
- Glass (clear only)
- Nylon seating parts
- Seating upholstery\*

### Cleaners containing Hydrogen peroxide

Recommended for the following materials, surfaces:

- Acrylic (translucent)
- Glass (clear only)
- Polypropylene Seating Parts

*\*For upholstery fabrics please refer to fabric manufacturers guidelines on appropriate methods of cleaning and disinfecting.*

## Seating / Lounge

### Polyester Fabrics

- These fabrics are colorfast when using standard wet and dry processes and are also resistant to most spot-cleaning solvents.
- Oil or grease spots will respond to mild solvent or dry-cleaning agents. A blotting technique should be sufficient to remove most spots.
- Accumulated dirt and grime spots can be removed with a mild detergent or upholstery shampoo. Rinse well with a clean sponge to remove traces of the water-based cleaning agent, but do not soak the substrate, if possible. Fabric will dry very quickly.
- Avoid excessive brushing or rubbing to prevent pilling of the fabric surface.

### Wool Content Fabric

- Dry (solvent) cleaning methods are preferred: water-based products may cause shrinkage.
- Oil, grease, and general dirt spots should respond to a mild, dry cleaning solvent. Use a blotting technique. Rubbing the fabric may lead to surface abrasion.
- Should an unacceptable degree of surface distortion – such as pilling – result from spot-cleaning, you may realign the fabric fibers using a standard handheld steam iron. Use the ‘wool’ setting, with steam, to press the affected fibers back into place.

### Seating Meshes

- Most meshes can be cleaned with a vacuum.
- If some soiling does occur, use a mild detergent (10%) and water solution. Support the mesh with a clean towel on the back, and gently apply the cleaning solution. Use gentle circular motions. Once clean, remove any residue with clean water and a clean towel (still supporting the mesh) and a clean white cloth.
- Do not use a heavy bristle brush as this may damage the fabric.
- Do not use excessive heat while cleaning.

### Seating Faux Leather

- Wipe regularly with clean water and a damp, clean, soft white cloth.

- General cleaning can be done as needed with a mild (10%) detergent and water solution. Always rinse with clean water and dry.

- More difficult stains can be treated, but this should be occasional, not daily, cleaning. Any cleaning solution used must be removed with clean water and a clean white cloth.

### Polyurethanes

- Refer to steps listed under ‘Seating Faux Leather’. Cleaners for heavier soiling should not be used as this can damage the material.

### Noble (Faux Suede)

- Daily maintenance with a lint brush will help maintain the ‘suede’ nap on the fabric. Occasional vacuuming followed by a gentle dusting with a damp, clean, white cloth is recommended.
- Spot cleaning can be accomplished with a paper towel until absorbed. Dried-in soiling requires a light brush or vacuum of the area. If soil is still not removed, you can try wiping the area with a damp (lukewarm water), clean, white cloth working from the outside of the stained area in.
- Oil based stains should be wiped up as much as possible with a dry cloth or paper towel. Try not to spread the stain. Pat the stained area with a clean white cloth soaked in ethyl alcohol from the outside in and pat the loosened dirt and oil off with a clean, dry

### Leather

- For general maintenance, dust the leather surface just as you would furniture.
- Most stains can be removed with lukewarm water and a mild soap. Then wipe the leather with a damp cloth and dry with a soft, dry cloth.
- Saddle soaps, polish, or wax should never be use

## Furniture

### Laminate/Melamine

- For general cleaning, use mild detergent and warm water. If the surface becomes stained, use a non-abrasive cleaner. After washing, rinse with warm water and dry with a soft cloth.
- For Haworth standard laminates, use spray cleaners for Glass for general cleaning. For heavier cleaning of fingerprints or food oils, use soap and water with a soft bristle brush, rubbing in a light circular motion.

## Markerboard Laminate

- When a markerboard laminate needs to be cleaned because of erasing (ghosting) problems, we recommend that you use Haworth recommended marker (e.g. Quartet, ZEBRA) and Cleaner (e.g. Deli). The surface should then be wiped with soap and water and a clean cloth.
- Use a Standard White Board Cleaner regularly.
- Ink should be completely dry before erasing. Attempting to erase wet ink can lead to excessive smearing and ghosting.

## Wood Furniture

To maintain our wood furniture, you should pay special attention to the wood surface and finish. Careful maintenance is necessary to protect your investment.

### Special Precautions

- To protect the wood surface, protective desk pads must be placed under all writing areas and business machines.
- Extreme heat and humidity can be harmful to wood furniture. Do not place products in direct sunlight, near radiators or air conditioning vents, humidifiers, fireplaces, etc. Always use coasters under hot objects, such as coffee pots and cups.

### Regular Maintenance

- Regular dusting will help avoid build-up of dirt and grime that can dull the finish. Use a damp cloth and follow the grain of the wood. Water should not be used in excess amounts when cleaning, nor should it ever be allowed to stand on wood surfaces.

## Wood Trim and Skins

### Regular Maintenance

- Regular dusting will help avoid build-up of dirt and grime that can dull the finish. Use a damp cloth, following the grain of the wood, and wipe dry.
- Avoid using any cleaners containing any form of abrasives or corrosive agents.
- For more thorough cleaning, use a mild detergent and wipe dry with a lint free cloth.

## Painted Steel Furniture

- Files, cabinets, and pedestals require minimum maintenance. Clean all surfaces with lukewarm water and a mild soap as needed. After washing, rinse with water, and dry with a soft cloth.
- Slide mechanisms need no lubrication. All mechanisms have been pre-lubricated at the factory to last for the life of the product.

## Seating Plastics

### (shells – including arm caps and bases)

- Warm water and a mild detergent (10%) solution will remove most soiling. A soft bristle brush can be used to remove heavier dirt. Always use a clean white cloth and clean water to remove any residue.
- Do not use a hard bristle brush as this may damage the surface of the plastic.
- Do not use oil-based cleaners.

## Metal

- Warm water and a mild detergent will remove most spills and scuffs.

## Systems Glazed Glass & Walls Glass

- Glass should be cleaned and maintained regularly.
- Straight glazed systems panels have 2,5 cm tempered safety glass. Use any good glass cleaner and a soft cloth to clean the surface.
- For either systems or walls glass, you can also use a mild solution of ammonia, water, and a few drops of mild liquid soap. Apply with a soft cloth and remove excess with a squeegee or wipe dry with a clean, lint free cloth.

## Systems Acrylics

- Use warm water, mild detergent, and a soft sponge, cloth, or chamois to clean the surface.
- Do not use glass cleaning products, acetone, gasoline, benzene, lacquer thinner, chlorinated solvents, gritty abrasive scouring compounds, or alkaline cleaners to clean the surface as damage will occur.
- Remove any oil residue left behind from solvent cleaning with detergent and water.
- Never scrub the surface as damage may occur