

# FRAMEWORK

CONSIDERED PIECES FOR THE WORKPLACE

PRODUCT CARE &  
MAINTENANCE GUIDELINES

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### 1 Timber Veneer Surfaces

Timber Veneer is a thin layer of finely grained wood adhered to a base timber material.

#### DO:

- **Keep the timber veneered surface dry generally.** Use a wet/damp cloth for cleaning and a dry soft cloth to remove residual moisture.
- **Use heat resistance place mats under hot food and beverages to avoid heat damage.** Expansion or contraction of the timber due to extreme temperature changes may cause damage to the surface.
- **Take care with sharp objects as to not scratch or mark the surface.**
- **Clean all spillages with a damp cloth as soon as possible.** Moisture may cause damage to the coating. High humidity, steam and excessive moisture contact may cause cracking or white marking of the veneer surface.
- **Avoid prolonged exposure to light.** Veneered surfaces will change colour to a greater or lesser degree depending on exposure to artificial or natural light over an extended period of time. The degree of change will depend on the length of exposure and the type of veneer chosen.
- **Only use a dry soft cloth or feather duster for dusting.**
- **If you need to move furniture, ensure that you lift and carry the furniture (protecting your back with safe lifting principles) rather than dragging the furniture across the floor.** Dragging puts strain on the joints and joins of the furniture and can damage the structural integrity of the furniture. If your furniture is damaged due to dragging, your warranty may be void.

#### DON'T:

- **Leave wet staining materials on the surface (such as coffee/wine).**
- **Clean the timber veneer surface with harsh chemicals or cleaners.** Abrasive cleaning can scratch the surface and reduce clarity.
- **Allow hot objects to come into contact with surface finish.**

## 2 Laminate Surfaces

### DO:

- **Use a damp cloth or sponge and mild soap and detergent to clean.**
- **Use a mild household cleaner mixed with baking soda on difficult stains such as coffee and tea.** Mix to a paste consistency and use a stiff nylon bristle brush, scrubbing (approx. 15-20 strokes) the affected area.
- **Always rinse laminate surface after cleaning.** Failure to rinse after cleaning can cause damage; even if a small amount of cleaning solution remains on the surface. A dry residue may be invisible; however, moisture from cups or drinks can reactivate it, and result in permanently etched scars or stains over time.
- **Use undiluted household bleach or nail polish remover on stubborn stains that resist any of the above cleaning methods.** Use a cotton ball saturated with bleach or nail polish remover (acetone), gently rub the stain for up to two minutes. Rinse thoroughly with warm water and wipe dry using a soft cloth. This step may be repeated if the stain appears to be going away and the colour of the laminate has not been affected.
- **If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.** Toilet bowl cleaners contain harsh chemicals that can cause permanent damage. If spills occur, wipe up immediately, wash surface with soapy water and rinse several times.
- **Remember, sharp objects can damage the surface of laminate, marring its beauty and lowering wear and stain resistance.** Although laminates are somewhat resistant to scratch and marring, the surface can be damaged, even under normal use.
- **Use a non-oily furniture spray to keep the surface beautiful.** Remember to clean the spray off several times a year to prevent build-up. Furniture polish can also help hide fine scratches in the surface.

- **Do use the below recommended household cleaners:**

Colorox	Windex	Formula 409	Lestoil
Dawn	Pledge	Glass Plus Grease Relief	Fantastik
Mr. Clean	Favour	TOP JOB	Lysol Brand Disinfectant

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### DON'T:

- **Expose the laminate surface to bleach for prolonged periods as this will cause discolouration.**
- **Scrub so as to mar (damage, scratch) the surface finish.**
- **Allow acidic or abrasive cleaners to come into contact with the laminate surface** -this can damage to the surface.
- **Use drain cleaners.** If you spill a drain cleaner, wipe it up immediately and rinse several times with water.
- **Allow hair, textile and food dyes to contact the surface.** These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Allow hot objects to come into contact with surface finish.**
- **Use Steel Wool and other abrasive pads that will damage the laminate face.** Do not use them for cleaning and don't store steel wool pads on your counter top; the metal can rust and leave stains.
- **Don't use the below cleaners as they can cause damage to the surface of laminate:**

<b>Chemical Ingredient</b>	<b>Synonymous Names</b>
Hydrochloric Acid Muriatic Acid	Hydrogen Chloride
Sulfuric Acid Oleic Acid	Oleum
Hydrofluoric Acid	Rust Remover
Phosphoric Acid	Rust Remover
Sodium Hydroxide	Caustic Soda
Caustic Lye	Soda Lye
Pumice (abrasive)	

## 3 Powder Coat Surfaces

### DO:

- **Protect your powder coating from the environment, where practicable do not expose your powder coat surface to ultra violet light.**
- **Clean your powder coat surface a minimum of every twelve months. Environmental factors such as salt levels, humidity, pollutants, dirt and grime will have an impact on the frequency of cleaning required.** In areas where salts, pollutants and high corrosivity levels are prevalent, e.g. beach front houses or industrial areas, it is recommended a cleaning program should be carried out more frequently at a minimum of every six months. Sheltered areas can have a higher risk of coating degradation as wind-blown salt and other debris or pollutants may adhere to the surface and not be removed when it rains. These areas may require more frequent cleaning.
- **Clean in mild conditions.** Clean powder coated surfaces when the surface temperatures are below 25°C
- **Remove any loose deposits with a wet sponge rather than risk micro scratching the surface by dry dusting.**
- **Follow the three easy steps to cleaning:**
  1. *Carefully remove any loose surface deposits with a wet sponge by gently rubbing.*
  2. *Using a soft brush and mild detergent in warm water, clean the powder coating to remove any dust, salt or other deposits. Wipe thoroughly with damp clean cloth to remove any remaining detergent etc. Wipe dry with a clean soft cloth. Clean by gently rubbing the surface with a soft brush (non-abrasive) and a dilute solution of a mild detergent, e.g. pH-neutral liquid hand or dish washing detergent in warm water to remove dust, salt and other deposits. For stubborn stains use only recommended solvents on the affected area, e.g. Isopropyl alcohol (IPA) or methylated spirits and rinse off with clean water. Do not use other aggressive solvents.*
  3. *Rinse the surfaces with clean fresh water after cleaning to remove all residues.*

To comply with Dulux Alumi Shield™ and Steel Shield™ powder coating warranties the recommended care and maintenance schedules must be adhered to:

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### DON'T:

- **Use any solvent based cleaning fluids or abrasive cleaners.**  
Use only recommended solvents for stubborn stains only. Use only Isopropyl alcohol (IPA) or methylated spirits and rinse off with clean fresh water. Non approved solvents can cause damage that may not be visible immediately and may take up to twelve months to appear
- **Rub powder coated surfaces excessively, especially metallic finishes.** Use aggressive solvents. Do not use turpentine, white spirits, thinners, citrus based cleaners or other aggressive solvents on powder coating.
- **Allow sunscreen to come into contact with coated surfaces.** It is universally recognized some sunscreens adversely affect powder coated finishes.
- **Allow hot objects to come into contact with surface finish.**
- **Neglect recommended care and maintenance schedules.**  
Inspect your powder coating often and clean more regularly if required.

### 4 PVC Surfaces

#### DO:

- **Clean all PVC surfaces are using a soft cloth and warm soapy water and towel dry the surface afterwards.**
- **Attend to stains and marks as soon as possible by gently wiping the surface with methylated spirits.**

#### DON'T:

- **Use solvent based abrasives or cream cleansers.**
- **Expose surface to direct sunlight for long periods of time.**
- **Allow hot objects to come into contact with surface finish.**
- **Scrub so as to mar (damage, scratch) the surface finish.**
- **Allow acidic or abrasive cleaners to come into contact with the PVC surface** -this can cause surface damage.
- **Allow hair, textile and food dyes to contact the surface.**  
These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Use Steel Wool and other abrasive pads that will damage the PVC face.** Do not use them for cleaning and don't store steel wool pads on your counter top; the metal can rust and leave stains.



## 5 Anodized Aluminium Coating

### DO:

- **Keep all aluminium surfaces clean by prompt removal of all dust, dirt, grime and any foreign matter using clean water and a small amount of mild detergent as required.**
- **Thoroughly wash off any residue of detergent with clean water.**

### DON'T:

- **Use any abrasive type cleaning agent (Ajax or similar) or any abrasive cleaning material such as steel wool or the like (under any circumstances).** This will severely damage the anodised surface.
- **Scrub so as to mar (damage, scratch) the surface finish.**
- **Allow acidic or abrasive cleaners to come into contact with the aluminium coating** -this can cause damage.
- **Allow hair, textile and food dyes to contact the surface.** These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Allow hot objects to come into contact with surface finish.**
- **Use Steel Wool and other abrasive pads that will damage the aluminium coating.** Do not use them for cleaning.

### 6 Fabric Screen Cloth

#### DO:

- **Use a professional cleaner.**
- **Surface dust may be removed with a soft bristle brush, or microfibre duster.**
- **Vacuum regularly using very low suction.**
- **Spot clean by sponge with either wool detergent, shampoo or dry cleaning fluid (non soap) and clean water.**
- **Patch test on a concealed area prior to applying any cleaning agent.**
- **Dry immediately and away from direct heat.**

#### DON'T:

- **Do not use dish-washing or laundry detergents.**
- **Scrub so as to mar (damage, scratch) the fabric finish.**
- **Allow acidic or abrasive cleaners to come into contact with the fabric surface** -this can cause damage.
- **Allow hair, textile and food dyes to contact the fabric.**  
These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Use Steel Wool and other abrasive pads that will damage the fabric finish.** Do not use them for cleaning.
- **Allow hot objects to come into contact with fabric finish.**

### 7 Fabric Upholstery

#### DO:

- **Use a professional cleaner.**
- **Surface dust may be removed with a soft bristle brush, or microfibre duster.**
- **Vacuum regularly using very low suction.**
- **Spot cleaning by sponge with either wool detergent, shampoo or dry cleaning fluid (non soap) and clean water.**
- **Patch test on a concealed area prior to applying any cleaning agent.**
- **Dry immediately and away from direct heat.**

#### DON'T:

- **Do not use dish-washing or laundry detergents.**
- **Scrub so as to mar (damage, scratch) the fabric finish.**
- **Allow acidic or abrasive cleaners to come into contact with the fabric surface** -this can cause damage.
- **Allow hair, textile and food dyes to contact the surface.**  
These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Use Steel Wool and other abrasive pads that will damage the fabric surface.** Do not use them for cleaning.
- **Allow hot objects to come into contact with fabric finish.**

### 8 Chrome Finish

#### DO:

- **Use a streak-free window cleaner such as Windex or similar product.**
- **Spray on cleaner and wipe off with soft clean microfibre cloth.**

#### DON'T:

- **Scrub so as to mar (damage, scratch) the surface finish.**
- **Allow acidic or abrasive cleaners to come into contact with the chrome surface** -this can damage the surface.
- **Allow hair, textile and food dyes to contact the surface.**  
These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Use Steel Wool and other abrasive pads that will damage the chrome surface.** Do not use them for cleaning and don't store steel wool pads on furniture; the metal can rust and leave stains.
- **Allow hot objects to come into contact with chrome finish.**

### 9 Chairs

#### DO:

- **Use the gas lift on chair regularly to maintain cylinder function and prevent seizing (once a week as a minimum).**
- **Adjust height through the full range regularly (once a month minimum).**
- **Check the tightness of all bolts and screws every twelve months - do not over tighten.**
- **Mechanism should be operated through their full range at least once a month.**
- **Vacuum all wheel chair castors every six months.**

#### DON'T:

- **Scrub so as to mar (damage, scratch) the surface finish.**
- **Allow acidic or abrasive cleaners to come into contact with the furniture surface** -this can damage the surface.
- **Allow hair, textile and food dyes to contact the surface.**  
These can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner. Wipe spills away promptly and rinse several times with water.
- **Use Steel Wool and other abrasive pads that will damage the furniture surface.** Do not use them for cleaning and don't store steel wool pads on your furniture; the metal can rust and leave stains.
- **Allow hot objects to come into contact with fabric finish.**





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