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FURNITURE CARE INSTRUCTIONS

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1 USE YOUR FURNITURE AND FIXTURES CORRECTLY

The term “furniture” refers to a movable piece of furniture, and the term “fixture” to a piece of furniture permanently attached to one location. Both are to be used indoors.

To ensure the safety and durability of furniture and fixtures, they should only be used for the purpose for which they were manufactured.

The following must be taken into account when using furniture/fixtures:

- Do not climb on top of the furniture/fixtures.
- Do not hang onto the furniture/fixtures.
- Note that armrests are not strong enough to sit on.
- Never rock a chair on two legs.
- Make sure that the furniture/fixtures are not subjected to excessive loads.
- Follow any special instructions given by the manufacturer.
- From time to time, check that the fittings and screws have not come loose and tighten them if necessary.
- Any furniture/fixtures that have been attached onto a floor or wall must be checked at least once a year.
- Make sure that the legs of your furniture are fitted with proper covers to protect your floors.
- To avoid dents, make sure that your floor will withstand the load caused by the piece of furniture/fixture.
- Make sure that coloured pieces of furniture or a coloured protective material will not leave any marks on the floor.
- Before installing any fixtures or furniture, verify the load-bearing capacity of the walls.
- Do not place any furniture/fixtures right next to a heater or at a location where they will be subjected to strong sunlight.
- Do not place furniture/fixtures along access routes and make sure that any opening doors in the room will not damage them.
- Furniture/fixtures are not to be stored outdoors.
- Furniture/fixtures must be used in a dry and well-ventilated area.
- Make sure that the furniture/fixture mechanisms are used in the correct manner.
- When moving furniture, remove any items from inside them and detach elements from each other.
- Always move a piece of furniture by lifting it instead of pushing or dragging it along the floor.
- Using two people to move a piece of furniture – one at each end – is recommended.
- Before moving a piece of furniture, make sure that there are no obstacles, such as thresholds, on the floor. Take special care when moving a piece of furniture across a threshold.
- If you are moving a large piece of furniture, make sure that there are no people around when the piece of furniture is being moved.
- Regularly care for your furniture and fixtures. Regular cleaning with neutral detergents is a better approach than shock treatment with strong chemicals that will wear out the surfaces.
- Cleaning any wheels and removing debris and dust from them every six months or so is recommended to ensure that the wheels will not be damaged.

The seller’s and the manufacturer’s liability for defective products is only valid if the pieces of furniture/fixtures have been used and stored with care in compliance with the intended use and the user/care instructions, as well as correctly installed.

2 HOW TO CARE FOR YOUR FURNITURE/FIXTURES?

All instructions on the care of your furniture/fixtures should be followed.

- Use methods suited for the material and surface treatment of each piece of furniture/fixture.
- Follow the instructions provided by cleaning product manufacturers.
- Remove any stains and wipe off any spills as soon as possible.
- If in doubt, use a cleaning product at a location that is not clearly visible first. Starting with a mild detergent is always the best approach.

- Gently dab furniture upholstered with fabric with a cleaning tool, because rubbing or brushing will cause the fabric to pill.
- Use holders made from a material that does not heat up under hot dishes and candles.
- Please note that white fabric or leather will get dirty very easily, and this is not a manufacturing defect.
- Dust and fingerprints are highly visible on dark and shiny surfaces.

The pH value of detergents varies. In most cases, the best option is a neutral or slightly alkaline detergent.

2.1 Concepts

a) pH values of detergents

- Neutral detergent
A detergent with the pH value of the diluted detergent being between 6 and 8
- Alkaline detergent
A detergent with the pH value of the diluted detergent being between 8 and 14
Slightly alkaline: pH 8.1–10.0
Alkaline: pH 10.1–11.0
Strongly alkaline: pH 11.1–14
- Acidic detergent
A detergent with the pH value of the diluted detergent being between 0 and 6
Slightly acidic: pH 5.0–5.9
Acidic: pH 2.0–4.9
Strongly acidic: pH 0–1.9

b) Cleaning methods

- Brushing
- Hoovering
- Dry wiping
- Damp wiping
- Moist wiping
- Wet wiping
- Pressure flushing
- Steam cleaning

c) Protection methods

- Waxing
- Oiling
- Protective chemicals for textile surfaces

3 CLEANING HARD-SURFACED FURNITURE/FIXTURES

These instructions refer to furniture/fixtures made from wood, metal, glass, plastic or laminate.

The surface of most wooden pieces of furniture/fixtures has been lacquered or painted, others have been oiled or waxed, and there are also untreated furniture. You can Hoover such furniture with a dust nozzle or regularly wipe them with a damp cloth. Hoovering is the easiest way to clean furniture legs and decorative surfaces. Wiping with a damp cloth is the easiest way to clean large, flat surfaces. High-shine surfaces should be dried off to make them shine again.

3.1 Solid wood, wood panels and veneered wood panels

The wood in a wooden piece of furniture can be solid wood or veneered wood panels.

Solid wood can easily swell up or shrink, which can cause flat surfaces to become slanted, curved or dented. Major temperature and humidity fluctuations should be avoided.

The term “veneer” refers to a thin sheet of wood that can be used to coat chipboard or fibreboard (e.g. MDF). The durability of veneer depends on the type of wood used, the thickness of the sheet and the underlying material.

Wooden surfaces are usually treated in some manner, because untreated wood will be easily soiled. The manner in which a wooden piece of furniture should be cared for depends on how it has been treated.

a) Untreated wood

Untreated wood can be cleaned with abrasive chemicals. The surface should first be cleaned with rotating movements and then finished parallel to grain, and finally be rinsed with plenty of cool water, as hot water will make the wood swell. Once washed, the surface can be protected with oil.

b) Painted wood

Paint covers the wood grain and protects the surface. The hard painted surface can crack because of the movements of the wood beneath.

Care and protection

- Wipe with a damp or moist cloth and neutral detergent.
- If you use a moist cloth, dry the surface afterwards.
- High-shine surfaces should be treated with furniture wax from time to time. Any devices to be placed on top of the piece of furniture should have felt pads under them.

Removing stains

- First, treat the stains with a neutral detergent solution.
- If the dirt is not water-soluble, carefully treat the stain with white spirit, for example. You should first test whether the chemical is suited for the type of surface.
- Finish by wiping the surface with a moist cloth and drying it.

Beware of the following:

- Abrasive chemicals or tools
- Rubbing the surface if it is supposed to be matte
- Strong detergents
- Strong solvents
- Any chemicals that can discolour the surface
- Long-term exposure to a copious amount of any liquid
- Hot objects and liquids

c) Lacquered wood

Lacquer is transparent and creates a film on top of the wooden surface. It prevents small dents from being visible. The surface of the wood can be stained before lacquering.

Care and protection

- Wipe with a damp or moist cloth and neutral detergent.
- If you use a moist cloth, dry the surface afterwards.
- Do not leave chemicals on the surface for a long period of time.
- Surfaces that are supposed to be matte are the most sensitive.
- Any devices to be placed on top of the piece of furniture should have felt pads under them.

Removing stains

- First, treat the stains with a neutral detergent solution.
- If the dirt is not water-soluble, carefully treat the stain with white spirit, for example. You should first test whether the chemical is suited for the type of surface.
- Finish by wiping the surface with a moist cloth and drying it.
- In case of persistent dirt, you can carefully rub the surface with furniture wax.

Beware of the following:

- Abrasive chemicals or tools

- Rubbing the surface if it is supposed to be matte
- Strong detergents
- Strong solvents
- Any chemicals that can discolour the surface
- Long-term exposure to a copious amount of any liquid
- Hot objects and liquids
- Deep scratches

d) Oiled wood

A wooden surface can be treated with oil to even out the colour of the surface and increase the humidity resistance of the wood. If you use varnish or linseed oil to treat wood, the oily rags must be either burned or immersed in water, because they can spontaneously combust.

Care and protection

- Wipe with a dry or damp cloth.
- Oil the wooden surface a couple of times per year.

Removing stains

- Treat with a neutral detergent.
- Especially persistent stains: carefully treat the stain with white spirit or sandpaper and oil.
- If abrasive cleaning methods are used, the surface must be treated afterwards.

Beware of the following:

- Abrasive tools
- Strong detergents
- Large amounts of water
- Sharp objects
- Any chemicals that can discolour the surface

e) Waxed wood

Wooden surfaces are treated with furniture wax or beeswax. Surfaces treated with wax are extremely susceptible to discolouration.

Care and protection

- Wipe with a dry or damp cloth.
- Wax.

Removing stains

- Stains must be removed with wax.

Beware of the following:

- Any chemicals that can discolour the surface
- Heat

3.2 Metal

- In most cases, the metal is steel, copper or brass.

a) Powder coated surface

Powder coating is a method where a durable painted surface is created by applying paint to a chemically roughened surface.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent solution, and then dry it.

Removing stains

- Use undiluted neutral detergent followed by damp wiping and drying.

Beware of the following:

- Acidic detergents
- Strong solvents

b) Lacquered surface

Copper and brass surfaces are often treated with lacquer.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent solution, and then dry it.

Removing stains

- Use undiluted neutral detergent followed by damp wiping and drying.

Beware of the following:

- Abrasive chemicals or tools
- Acidic detergents
- Strong solvents

c) Chrome plated surface

A chrome plated surface is created from nickel and copper with an electrochemical reaction.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent solution, and then dry it.
- Use chrome wax.

Removing stains

- Use undiluted neutral detergent followed by damp wiping and drying.

Beware of the following:

- Abrasive chemicals or tools
- Acidic chemicals
- Strong solvents

d) Uncoated metal surface

Care and protection

- Use metal polishes.
- Just washing suffices in many cases.
- Use a neutral or slightly alkaline detergent followed by rinsing and drying.
- The surface should not be washed again after polishing. In many cases, a surface can be polished by simply rubbing it vigorously.
- If the surface is stainless steel, use a neutral or slightly alkaline detergent.
- If the surface is greasy, use an alkaline detergent and window cleaner from time to time.
- If you use a moist cloth, dry the surface afterwards.

Removing stains

- Use an undiluted neutral or slightly alkaline detergent solution.
- In the case of stainless steel, you can use laundry detergent for whites, chemicals containing chlorine or dishwasher detergent, for example.
- Remove any oxidization with a metal-buffing compound.

Beware of the following:

- Abrasive chemicals or tools
- Acidic detergents

- Heat and hot objects

3.3 Glass

Different types of glass are used in furniture/fixtures, such as antique flat glass, float glass, hardened glass, laminated glass and figured rolled glass.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent solution, and then dry it.

Removing stains

- Special detergents must be used to remove stains and clarify the surface.
- Persistent stains can be removed with a scraper.

Beware of the following:

- Abrasive chemicals or tools
- Strongly alkaline chemicals
- Shocks
- Placing heavy objects on glass shelves

3.4 Plastic and laminate

Plastic can be treated with lacquer, painted or chrome plated, for example. Both high- and low-pressure laminate is used in furniture and fixtures.

a.) Furniture made entirely from plastic

Furniture/fixtures that are made entirely from plastic are either cast, injection moulded or vacuum moulded. The plastic may be polyurethane, polypropylene or polyamide, for example.

b.) Coated plastic furniture

The coating may be plastic or plastic resin. High-pressure laminate is extremely resistant to wear and chemical stress, but it does not deal well with hot kitchen implements, for instance, which is why a pad or coaster must be used. Low-pressure laminate is not as resistant to wear as high-pressure laminate.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent, and then dry it. Electrostatic charge of the plastic surface can be lessened by not rinsing and drying the surface.
- Persistent dirt can be removed with an undiluted neutral detergent.
- Bleach can be used if the surface is light in colour.
- If the chemical used contains chlorine, lukewarm water must be used.
- No other chemicals are to be mixed in with disinfectants.
- Bleaching chemicals are not recommended for high-pressure laminate surfaces.

Removing stains

- Use an undiluted neutral detergent for any stains.
- If the dirt is not water-soluble, carefully treat the stain with white spirit, for example. You should first test whether the chemical is suited for the type of surface.

Beware of the following:

- Abrasive chemicals or tools
- Sharp and hot objects
- Any chemicals that can discolour the surface
- Strong detergents
- Acetone in case of polystyrene or acrylic plastic

4 UPHOLSTERY

The surface of an upholstered piece of furniture is fabric, leather or plastic-coated fabric. The upholstery should be selected based on the intended use of the piece of furniture. You should use the salesperson's expertise to find the optimal upholstery.

The upholstery must be taken into account when caring for and cleaning the piece of furniture. Many fabrics made from synthetic fibres are easier to clean than natural materials. Fabrics are treated with different chemicals to achieve different types of finishes for use, cleaning and safety purposes. All upholstery materials have been fire tested.

Instructions must be followed when washing removable upholstery. If the instructions are not followed, the fabric might shrink or fray.

4.1 Textile upholstery

The textiles used in furniture are often blended fabrics. The care instructions include the methods of care that suit all the different materials included in the blend.

Textiles that can be washed with water can also be cleaned with a carpet extraction machine or a steam cleaner. More sensitive materials can be cleaned with foaming or powder detergents.

Care and protection of fabrics

- Care instructions must be followed.
- Any removable upholstery must be hoovered with care.
- Dry clean or water wash the upholstery in accordance with the instructions.
- Hoover non-removable upholstery.
- Use upholstery shampoo.

Beware of the following:

- Any cleaning methods not specified in the care instructions
- Using bleaching chemicals for coloured textiles
- Excessive rubbing or brushing
- Sharp objects
- Excessive use of water
- Beating
- UV light

4.2 Leather

Leather types used in upholstery include aniline and semi-aniline leather, suede and nubuck, for example. In many of the leather types, only the surface layer has been treated.

a.) Aniline, semi-aniline and buffed leather

Aniline is the best quality of leather with a thin treated surface layer, which makes aniline leather more sensitive than the other leather types. Semi-aniline has been coloured and its surface – like the surface of aniline leather – may be uneven. Buffed leather includes colour layers of different thicknesses.

Care and protection

- Use only cleaning and care products designed for leather upholstery.
- Regularly Hoover the upholstery.
- Wipe it with a damp cloth.

Removing stains

- Dab with a sponge or towel dipped in mild soapy water.
- Do not rub.

Beware of the following:

- Petrol or solvents
- Alkaline or acidic chemicals
- Rubbing or abrasive chemicals
- Dry or hot air
- Sunlight
- Sitting on light-coloured leather with clothes that may transfer colour
- Allowing grease to sit in the leather for a long time
- Getting the leather wet and rubbing the wet leather

b.) Suede and nubuck

Suede has been made from split leather. The velvety surface of nubuck is the result of buffing.

Care and protection

- Use only cleaning and care products designed for leather upholstery.
- Regularly Hoover the upholstery.
- Brush it with a sponge or a suede brush.

Removing stains

- Dab with a sponge or towel dipped in mild soapy water.
- Do not rub.

4.3 Fake leather

Fake or imitation leather is plastic or plastic-coated fabric. It must be cared for in the same manner as plastics.

Care and protection

- Wipe the surface with a damp or dry cloth and a neutral detergent, and then dry it. Electrostatic charge of the plastic surface can be lessened by not rinsing and drying the surface.
- Persistent dirt can be removed with undiluted neutral detergent, followed by rinsing and drying of the surface.

Removing stains

- Use an undiluted neutral detergent for any stains.

Beware of the following:

- Solvents
- Abrasive chemicals or tools
- Strong detergents
- Sharp objects
- Any chemicals that can discolour the surface
- Detergents that are not meant for fake leather

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