

Operations & Maintenance Manual

Advice, tips and instructions on operating and maintaining:

Plastic mouldings, including polypropylene / abs plastic

Research shows that plastics have a limited life span which varies from material to material and article to article, but the exact limits are not yet known. It is on this basis that our products are sold. Cleaning of plastic furniture should generally be kept to soap and water as many cleaning agents readily attack plastic. To reduce the build-up of static, plastic furniture should be rinsed with mild detergent solutions and allowed to air dry. Polypropylene also contains an anti-static additive to minimise this problem. In case of abrasion or scuffs, these can be removed with metal polish. As a rule, wax and silicone polishes should never be used on any plastic finish.

Textiles

The key to any successful cleaning is in the proper identification of the fibre content. There are many commercial products available for general and spot cleaning purposes and when the manufacturer's instructions are followed carefully, they produce excellent results. Cleaning instructions are normally issued by the textile manufacturer as many fabrics need specialist care and cleaning processes.

Wool

Care instructions for wool - Daily care and immediate stain removal will ensure that your wool upholstery will keep looking good for many years to come. It is normally sufficient to regularly vacuum and air furniture upholstered in wool fabric. However, it is a good idea to clean the wool fabric occasionally. Use an approved wool shampoo and follow the instructions carefully. Take care never to saturate the wool fabric.

Never use undiluted cleaning agents, bleaching agents, ammonia or soap intended for hard surfaces. Stain removal - If you act quickly, it is not difficult to remove a spill and thus avoid staining. First, soak up the liquid with an absorbent napkin or cloth and roughen the surface of dried stains using a spoon. The treatment is undertaken from the edge of the stain towards the middle to avoid the stain spreading further.

Then, treat the stain with the below option according to the following guide:

1. Mineral turpentine, vegetable turpentine.
2. Stain remover for fat or oil.
3. Water with furniture shampoo added.
4. Acetone or nail varnish remover - oil-free.
5. Cold water.
6. Surgical spirit.
7. Borax: 1 tsp in a little hot water in a cup.
8. Table salt: 1 tsp in a cup of warm water, topped up with cold water.
9. Use no. 3, adding a dash of spirit vinegar.
10. 1 tsp of detergent in 1 cup of hot water.
11. Surgical spirit diluted with water 1:5.
12. Disinfectant; 1 tsp 1 litre of water.
13. Use no. 7, adding a dash of spirit vinegar.
14. Cool with ice cubes in a plastic bag, break the chewing-gum/candle wax and carefully remove the loose pieces.
15. Run a hot iron over layers of absorbent paper.
16. Contact a specialist.
17. Vacuum thoroughly.

Type of stain and order of treatment:

Alcohol 9 11 7	Coffee (black) 13 11 3	Jam 3 7	Paint (water based) 5 3 16
Ballpoint pen 6 4 10	Cream 3 1 7	Juice 7 3 6+3	Shoe polish 1 2 3 Soot 17 3 1
Blood 5+8 3 7	Drinks based on syrup 7 3 6+3	Lipstick 1 2 3	Tea 3 11 7
Butter 14+15 1+2 3	Fizzy drinks 9 7	Milk 8 3 7	Urine 3 12 16
Candle wax 14+15 1+2 3	Furniture polish 1 3 2	Nail varnish 4 16	Vomit 3 12 16
Chewing gum 14 2+4 16	Gravy 3 1 7	Oil and grease 1 2 3	Wine 3 13 11
Chocolate 3 1	Ink (writing) 3 16	Paint (oil) 1 3 16	

PVC

Wash with soap and water to remove surface grease and dirt. A soft brush can be used. Under no circumstances should detergents, chemical cleaners or furniture polishes be used.

Hide

Grain leather

Sponge lightly with soapy water using a good quality soap, leather soap or mild washing up liquid. Do not use powdered detergents. Follow with a clean damp cloth and finish with a clean dry cloth.

Suede

Brush up the nap with a soft natural rubber. Do not use a wire or hard bristle brush. In cases of severe staining, consult a specialist cleaner.

General points to note

DON'T put upholstered furniture near radiators or direct sources of heat for long periods of time.

DON'T expose upholstered furniture to long periods of sunlight as ultra-violet rays not only bleach colour, but also deteriorate the fabric itself, reducing durability.

DON'T pull loose threads - always cut with a sharp pair of scissors.

Above all, DO inspect and clean furniture regularly. Accumulated dirt contributes more to permanent damage more than any other single factor.

Solid wood / wood veneer / reclaimed scaffolding surfaces

There are many natural and synthetic finishes applied to wood, each of which requires special treatment, but wood and veneer surfaces actually require much less maintenance than is generally thought necessary. Over enthusiastic use of wax polish on a matt finish will downgrade the surface resistance as well as develop a gloss look. Wood surfaces should be dusted frequently using a soft cloth. Unless fine particles of dust are removed they act as an abrasive and cause minor scratches to appear. Always follow the line of the grain while dusting as wiping across the grain causes the grit in the dust to scratch. A damp cloth and a little mild washing up liquid should be used for cleaning, followed by a soft, dry, clean cloth. Do not leave surfaces in a damp condition.

Care and maintenance of veneer tables & credenzas

Highest quality veneers are selected by New Design Group and are treated with A/C (acid catalysed) lacquer. While this finish gives a good level of protection against damage it is nonetheless important to note that veneer is a natural material and is subject to the effects of atmosphere, heat and light. In heavily air-conditioned or over-heated areas, veneers will suffer and after a period of some months may show signs of stress. Veneers react differently to heat placed directly on the surface but in any event no items such as hot cups of coffee should be placed directly on a veneer, table-top mats must always be used. Ring marks from heat damage can often be rectified by specialist repair. The cleaning of veneer tables and credenzas is important. Wax silicone polishes must not be used as these eventually build up a layer of wax residue, which is hard to remove. Surfaces should be cleaned only by a soft cloth very well wrung out in warm water. No abrasives should be used.

Mobile Credenzas

When credenzas are requested to be mobile, great care must be taken when moving them. It requires two people to move the unit; one to push from the short end whilst the other guides from the other end. The units must never be moved by one person or pushed from the front or the rear.

General points to note

DO dust furniture regularly

DO follow the grain of the wood when dusting

DO use coasters / mats under plates, mugs, plants etc. to prevent ringing and staining

DON'T use silicone polishes or self-polishing waxes on furniture

DON'T use rubber mats unless they are felt backed - some rubber compounds may stain or soften veneered surfaces

DON'T allow water to remain on veneered or wood surfaces - very few finishes are completely water resistant

DON'T place furniture in badly ventilated rooms - woods absorb or give off moisture depending on the atmospheric conditions

Glass

Glass top tables can be cleaned with a soft moist chamois leather followed with a dry lint-free cloth. Persistent greasy smears can be removed by rubbing with damp newspaper.

Marble

Polished marble tops do not readily soak up liquid but they are damaged by the action of acid and alkalis; coffee, tea, vinegar, wine, spirits, milk, butter etc. The use of table mats and coasters reduces the possibility of damage. Spilt liquids should be wiped off immediately and the table surface cleaned with a soft cloth and warm water and mild washing up liquid. Soap should not be used.

Plastic laminate

Laminates are tough and require less maintenance than other surfaces. Do not abuse them - they are not intended for use as a cutting or chopping surface. They do scratch. To clean, wash with soap or washing up liquid and a little water to remove surface grease and dirt and finish with a dry cloth.

MFC / MFMDF

Light, fresh soiling: Clean with a slightly damp, soft clean cloth. Dry the surface with an absorbent paper towel or microfibre cloth.

Normal soiling – extended contact time: Clean with warm water, a clean rag or microfibre cloth, a soft sponge or soft brush. Use normal domestic cleaners or soaps that have no abrasive ingredients. Then wipe with fresh water, removing all traces of the cleaning agent to prevent streaks. Dry the surface with a clean, absorbent cloth or paper towels.

Paint/lacquer surface

Paint surfaces should be cleaned with a soft cloth and warm water to which a little washing up liquid has been added. Dry immediately with a clean, dry cloth.

Epoxy resin coating / nylon coating

Clean off grease and dirt deposits using soap or mild detergent and dry well. Do not allow to air dry. These surfaces are chemically resistant to dirt but when cleaning is necessary, the following cleaning agents should be avoided; solvents, strong acids, ammonia, bleaches and all abrasives.

Bright chrome plating & stainless steel

Chrome sometime becomes dull in poor atmospheric conditions but can be restored with a suitable furniture chrome cleaner. A soft cloth often removes topical finger prints and marks from chrome plating or stainless steel.

Keys

All lockable furniture items in our range are supplied with 2 keys. We suggest our clients establish a key box method where one key for each lockable item is safely stored and labeled. Master keys may be available from some manufacturers on application.

General

The above cleaning and maintenance suggestions are provided as guidance only. Both natural and synthetic materials used in the construction of furniture are complex and may be used in conjunction with many other materials, adhesives and fibres. The information contained here provides suggestions only and is by no means exhaustive. Any person following these suggestions does so entirely at their own risk and New Design Group accepts no liability for damage which may occur as a result.

CLEANING INSTRUCTIONS

The external surface of FENIX NTM[®] involves the use of nanotechnology and it is characterized by next generation acrylic resins, hardened and fixed with Electron Beam Curing process. With low light reflectivity, its surface is extremely opaque, anti-fingerprint and features a very pleasant soft touch. Besides the main features, such as the thermal healing of microscratches, this innovative material stands out for specific properties which facilitate normal cleaning and do not require particular maintenance. In fact, it is extremely easy to clean and is resistant to mold, it has enhanced anti-bacterial properties, it is resistant to rub, scratches and abrasion, as well as to acid solvents and household reagents.

GENERAL PRECAUTIONS

For best results in cleaning FENIX NTM, it is important to remember certain precautions:

- although very durable, the surface of FENIX NTM must still never be treated with products containing abrasive substances, abrasive sponges or unsuitable products, such as sandpaper or steel wool;
- products with a high acid or very alkaline content should be avoided because they can stain the surface;
- when using solvents, the cloth used must be perfectly clean so as not to leave marks on the FENIX NTM surface.
- avoid furniture polishes and wax based cleaners in general, because they tend to form a sticky layer on the dense FENIX NTM surface, to which the dirt adheres.

Type of dirt



Syrup, fruit juice, jam, spirits, milk, tea, coffee, wine, spirits, soap and ink.



Recommended cleaning instructions



1. REMOVE any stain with a degreaser and coarse microfiber cloth.

2. RINSE thoroughly using a fine microfiber cloth and warm water.



Animal and vegetable fats, sauces, blood, eggs, smoke, gelatine, vegetable and vinyl based glues, organic waste, gum arabic.



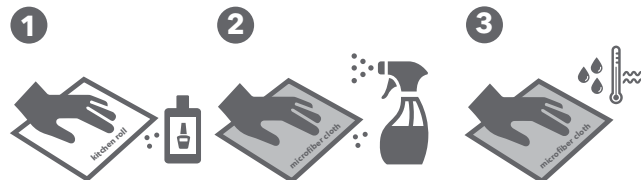
1. REMOVE with kitchen roll.

2. REMOVE any stain with a degreaser and coarse microfiber cloth.

3. RINSE thoroughly using a fine microfiber cloth and warm water.



Hair spray, vegetable oil, biro and felt tip, pens, wax, foundations and greasy make-up, residual solvent marks, nail polish, spray lacquer, linseed oil, neoprene glues, traces of silicone, lime deposits.



1. REMOVE using kitchen roll soaked in nail polish remover (acetone).

2. REMOVE any stain with a degreaser and coarse microfiber cloth.

3. RINSE thoroughly using a fine microfiber cloth and warm water.



MAINTENANCE

The use of the magic sponge is recommended, when needed, for the proper regeneration of the material.

MAINTENANCE INSTRUCTIONS

ORDINARY MAINTENANCE

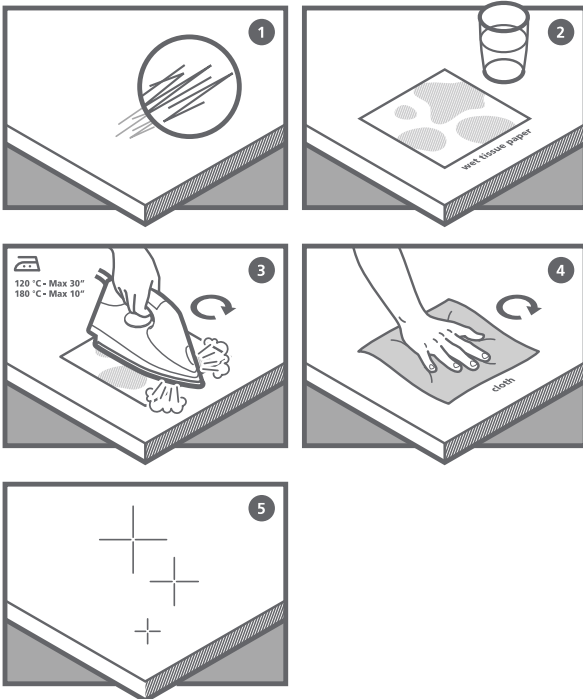
FENIX NTM[®] surface should be cleaned regularly but does not require any special maintenance, just a damp cloth with warm water or mild detergents. Almost all normal household cleaning products or disinfectants are perfectly well tolerated. When needed, it is suggested to use the magic sponge for cleaning the surface.

EXTRAORDINARY MAINTENANCE

In case of dirt which cannot be cleaned with normal household detergents, due to the irregular topography and closed surface of FENIX NTM, the use of non-aggressive aromatic solvents (acetone) is suggested. In case of micro scratches, please refer to the specific surface thermal healing instructions.

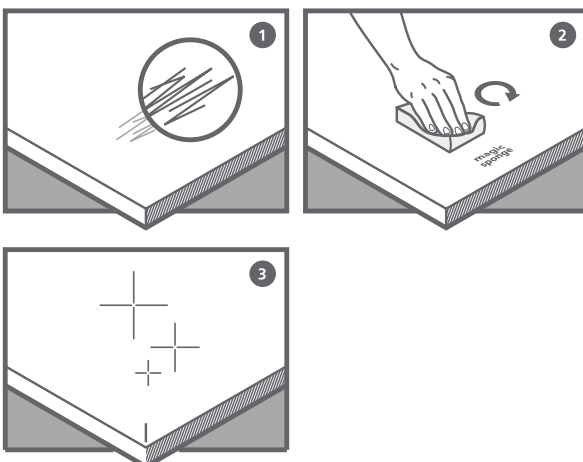
MAINTENANCE TIPS

The use of the magic sponge is recommended, when needed, for the proper regeneration of the material.



Maintenance instructions IRON

1. Superficial defects caused by micro-scratches.
2. Place a dampened kitchen roll sheet on the area where the micro-scratches can be seen.
3. Position the heated iron onto the surface that needs to be repaired. Do not leave the iron on the part of the surface for more than 10 seconds.
4. Rinse the repaired area with lukewarm water and microfiber cloth.
5. The surface should now be healed.



Maintenance instructions MAGIC SPONGE

1. Superficial defects caused by micro-scratches.
2. Rub the magic sponge on the area where the micro-scratches can be seen. The sponge can be used dry or slightly damp.
3. The surface should now be healed.