

MAINTENANCE GUIDANCE – KEY POINTS

HARD SURFACES

Dust regularly. Clean hard surfaces with a damp cloth and then polish with a soft dry cloth (micro-fibre cloths are ideal for both purposes). On veneer and wood-effect MFC, wipe and polish in the direction of the grain. DO NOT use spray polishes/cleaners or waxes which may damage the finish and result in an undesirable sheen (*1) and a sticky build-up which can be difficult to remove (*2).

SENSIBLE PRECAUTIONS

Use mouse mats to prevent scratching and premature wear to work surfaces.

We recommend the use of coasters when placing drinks/mug/cups and saucers on veneered surfaces. Spillages make surfaces harder to clean, and the powerful chemicals used in dishwashers can soak into the unglazed, porous bases of crockery and cause damage to veneered surfaces.

Some – generally older – electronic equipment may have soft 'rubbery' feet containing plasticisers that can leach out and cause indelible marks on veneered surfaces over time. Such feet should be isolated from contact with the surface. Modern/hard nylon and hard plastic feet present no problem.

In the event of damage to any component please contact our customer service before attempting any repair.

**1 A highly polished work surfaces can cause excessive and distracting reflections.*

**2 Often the only way to prevent cleaners using spray polishes is to insist that such materials are removed from the cleaners' supplies.*

CLEANING GUIDANCE FOR HARD SURFACES

GENERAL CLEANING OF HARD SURFACES

(Wood, veneer, MFC, epoxy coated metal, chrome, plastic and marble)

Dust regularly. Clean surfaces with a damp cloth and then polish with a soft dry cloth (micro-fibre cloths are ideal for both purposes). On veneer and wood-effect MFC, wipe and polish in the direction of the grain. DO NOT use spray polishes/cleaners or waxes which may damage the finish and result in an undesirable sheen and a sticky build-up which can be difficult to remove.

FOR HEAVIER GENERAL SOILING AND MARKS ON HARD SURFACES

(Wood, veneer, MFC, epoxy coated/painted metal, chrome, plastic, marble and quartz)

Soak a cloth in mild solution of soapy water (e.g. a little washing up liquid), wring until damp (not dripping wet) and use to wipe the surface concerned. Then wipe with a clean (not soapy) damp cloth and finish by drying with a soft cloth.

MARBLE

Marble is a porous natural material and as such it is prone to variations in texture, density and character. It is important to wipe spills off immediately in order to ensure that the spilled item does not leave a stain on the surface.

The marble has a sealer applied to it, but this is not a guaranteed remedy for surface spills etc. The best remedy is to clean immediately. The sealer should be reapplied every 6 months to provide the maximum amount of protection possible.

List of reliable brands:

- Granite Gold
- Stone Care
- Revolution Stone Product
- Black Diamond Stone Sealer

Additionally, extra care should be taken not to cause any hard impacts with the surface as this may cause natural veins to crack and or chip off.

Marble items are very heavy and two people should be used to move them around where possible. Always take care when lifting heavy items.

CLEANING GUIDANCE FOR UPHOLSTERY

GENERAL CLEANING OF UPHOLSTERY – LEATHERS

Leathers should be dusted regularly and wiped with a soft damp cloth. For more thorough cleaning use 'leather wipes' available from all the major leather suppliers. Alternatively use a soft cloth dampened with a mild solution of pure soap flakes (not detergent or other chemicals), being careful not to soak the leather. After cleaning, polish with a soft dry cloth. Do not apply any polishes, waxes, 'leather food' or similar products: these are not required on modern upholstery leathers due to the sophisticated tanning and finishing processes used and can have a negative effect on the leather. Avoid placing leather upholstery in direct sunlight or close to heat sources such as radiators.

RELOCATING FURNITURE

All furniture should be picked up and not dragged: linked items should be separated before relocating. Tables, desks and links can all be disassembled for relocation with ease. Copies of assembly instructions for all our furniture area available on request from our Service Department.

All fixings are reusable with the exception of the (cosmetic) plastic camlock covers, which may need replacing and will be supplied on request by our Service Department. Storage units and pedestals are not designed to be disassembled – if there is a requirement to do so please contact us for guidance.

RECOMMENDED MAINTENANCE

Aside from regular cleaning following our guidance as listed elsewhere in this document our furniture requires little in the way of maintenance. Should any components appear to be loose the cause should be investigated without delay and the appropriate fixings tightened where possible. If this does not provide a solution please contact our Service Department.

Hinges, drawer runners, drawer slides and locking mechanisms may be lightly oiled if they appear stiff in operation.

STORAGE & MOVING TIPS

Most furniture is designed to be static and should not be moved without proper handling equipment and adequate numbers of experienced movers. Even furniture which is designed to be regularly moved requires careful handling to avoid damage. All furniture must be stored in temperature and humidity controlled environment or there is a serious risk of damage, which might range from wood products splintering in very dry, low humidity climates, fabric becoming moldy, and metal oxidizing in salty or high humidity climates. Some other important points worth noting are;

- Never slam the top and base together on flip top tables and do not drop, rack, or bounce on the top surfaces or edges of tables.
- Do not stand on furniture or rock backward on chairs.
- Stacking chairs should not be dropped, slammed, or dragged when being stacked, stored, or placed in use, this will damage glides, backs, seats and frames, and tear fabric.
- Freestanding booths must not be dragged across the floor; this will loosen the joints and cause instability.
- Do not drag tables across uneven or carpeted floors and do not move or reposition by pulling or lifting on the modesty panel.
- Tables over 30"x 60" long, or with wood edges, should be set up and stored by two (2) or more people.

If due care and attention is not taken and the principles of these care instructions are not adhered to then the warranty is null and void. Regular care and maintenance will ensure that the product has a long life.

CONTACT INFORMATION

FACTORY, CUSTOMER SERVICE DEPARTMENT

VIETNAM FURNITURE RESOURCES

47/4, DT 743 STREET, BINH CHUAN WARD, THUAN AN CITY, BINH DUONG PROVINCE, VIETNAM
TEL: +84 (0) 274 379 8960 - FAX: +84 (0) 274 379 8961 - EMAIL: hospitality@jc-hospitality.com

December 3rd, 2021



JONATHAN MARK SOWTER
Chief Executive Officer