

# General terms of product use, maintenance and cleaning

(Annex 2 to Warranty of Quality)



We entrust you with products that meet the highest standards and requirements, translating directly into their long-term and reliable use. For your complete satisfaction, please refer to the terms of proper use, maintenance and cleaning of our products. By following the guidelines provided below you can enjoy the highest quality of our products not only within the warranty period, but also for many years to come. Please keep in mind that all products must always be used for their intended purpose.

**Note:**

If improperly used, maintained or cleaned, furniture will wear much faster. Damage caused to a piece of furniture as a result of non-observance of these guidelines provides basis for rejection of any complaints.

## I. General



**Packaging and transport**

Our products are packaged very carefully, to ensure they are protected from damage. Be careful when opening packages, as the use of sharp objects may damage the furniture. Products in transport and storage should always be handled in accordance with indications on their packaging, eg. ↑, fragile etc. (if applicable). Dents and irregular folds on upholstered furniture usually occur due to handling. The problem is normally resolved after no later than a several of days from unpacking. In case of damage to new products, it is recommended that you keep the packaging to help us verify the legitimacy of your claim.



**Assembly**

For a product to be safely used for a long time it is necessary to have it assembled correctly, i.e. in accordance with guidelines provided in the assembly instruction for the product (which specifies the assembly method, the number of components and the tools needed for assembly), and later used in line with operating instructions and the guidelines that follow.



**After assembly**

- a. Furniture needs to be set evenly and levelled (failure to do so may cause malfunction of drawers and deformation of the furniture).
- b. For chairs, use of appropriate castors/glides is recommended (depending on the type of surface – soft or hard), otherwise the floor can be damaged. The Manufacturer does not bear responsibility for damage to flooring caused by improper use of products. For wooden floors, protective mats may be helpful too. It is also important to keep the floor clean, because dirt may stick or become absorbed by castors/glides, which can cause damage to the floor.
- c. Stackable conference chairs should not be stacked higher than stated in the specific product's operating instructions (safety reasons, risk of damage to products).
- d. Repair or replacement of a gas lift can be carried out only by qualified staff.

NOTE: It is dangerous to disassemble, dismantle or heat up a gas lift, and doing so may lead to its damage and oil spills.



### Optimal conditions for use

1. Furniture should be used indoors and should be protected from adverse weather conditions. It is recommended that ambient conditions should be optimal, i.e.:
  - a. air temperature of 15-30°C
  - b. relative air humidity of 40-65% (both, too dry and too humid air can cause deformation of components)
  - c. it is recommended that rooms should be aired regularly.
2. Furniture must not be placed or stored directly next to heat sources such as heaters, radiators, fan heaters etc. Place furniture at a distance of no less than 1 m from active sources of heat.
3. Furniture surfaces should be specially protected from direct heat (such as items with a temperature higher than 40°C). Avoid placing furniture in rooms with high humidity, or on a wet surface (furniture may absorb water).
4. Furniture must not be exposed to direct sunlight. Prolonged exposure of a product to UV radiation may lead to discolouration.



### Loading capacity

Furniture must be used for its intended purpose. Do not sit, stand or walk on its surface, if not designed for that purpose. Doing so may result in an accident or damage to furniture components. It is not recommended to overload furniture in excess of its maximum loading capacity. Please exercise special caution when placing a heavy object on furniture, as it may easily damage the surface. Upholstered furniture is particularly prone to deformation and denting.



### Surface scratches

Furniture can be easily damaged by objects with sharp or coarse surfaces, so never place or move such objects over product surface. Use of mouse pads and mats placed under a keyboard or other equipment which could potentially damage desktop surface is recommended. Resting user's shoes on swivel chair base during use is not recommended.



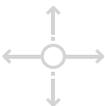
### Chemical substances

Use isolating mats when working with chemical substances (liquids, alcohol, nail polish removers, solvents etc.). Any spilt liquids must be wiped off immediately with a soft absorbent cloth. Avoid contact of lacquered surfaces with skin care cosmetics (creams, lotions etc.).



### Operation:

- a. A chair is intended to be used by one person at a time (with a body weight of no more than 110 kg<sup>1</sup>, as specified by the standard, for no longer than 8 hours per day<sup>2</sup>).
- b. A sofa is intended to be used by the number of people the given model is designed for or fewer (e.g. a 3-seater sofa must not be used by more than three people at a time).
- c. Screw connections in furniture may become loose during usage; loose connections must be fixed immediately by tightening the appropriate screws and connectors. It is recommended that screw connections are checked regularly (once every six months) and tightened, if necessary.



### Moving furniture

The most convenient way to move a piece of furniture is to hold it by its vertical walls. It is not recommended to hold furniture by fittings, handles or small upholstered parts (such as headrest) not intended for carrying, as this can damage the product; lift a desk or table by holding its supporting structure, not its desktop. Move fixed furniture by lifting it up – sliding may cause damage to the furniture or the floor. Before moving cabinets, remove their contents and lock doors and drawers. At least two people are required to move a piece of fixed furniture, unless stated otherwise in the assembly instruction. Mobile furniture can be moved by one person. To move modular seats forming a set, first detach all components of the set. By moving individual components of a system separately you make sure they stay undamaged. It is recommended that a piece of furniture should be re-levelled after it has been moved.

<sup>1</sup> Not applicable to chairs approved for use by user of weight up to 150 kg

<sup>2</sup> Not applicable to chairs dedicated for 24/7 use

## II. Detailed terms of use, cleaning and maintenance of furniture

### Melamine faced chipboard (MFC)

Due to its characteristics, melamine faced chipboard is very often used to produce office furniture. It has good mechanical properties and it is scratch and stain-resistant. To clean MFC, simply use a moist, soft cloth. For greater stains, add a mild detergent, e.g. soap or dishwashing liquid to water. After cleaning, wipe the surface with a dry cloth. Do not use steam cleaning devices. Remove dirt immediately. Long exposure can cause permanent damage to the surface.



#### USE

- temperatures of 15-30°C
- at least 1 m distance from active sources of heat
- do not exceed the maximum loading capacity



#### CLEANING AND MAINTENANCE

- clean with a moist cloth
- a gentle detergent is acceptable (e.g. soap or dishwashing liquid)
- DO NOT use aggressive detergents (for cleaning and polishing), bleaching agents, acid and acid salts based detergents
- wipe with a dry cloth
- DO NOT use steam cleaning devices

### Laminates

Laminates are used in furniture products intended for heavy use. They are characterized by high resistance to abrasion and temperatures. The antistatic surface prevents dirt and dust from sticking. Laminates should be cleaned with a moist cloth. For larger stains, a gentle detergent can be used. After laminate surface is cleaned, it should be wiped with a dry cloth.



#### USE

- temperatures of 15-30°C
- air humidity of 40-65%
- at least 1 m distance from active sources of heat
- protect from direct sunlight
- do not exceed the maximum loading capacity



#### CLEANING AND MAINTENANCE

- clean with a moist cloth
- gentle detergent is allowed
- wipe with a dry cloth

## Fenix NTM®

FENIX NTM surfaces have a unique non-porous external layer, allowing you to keep it neat with simple, everyday care and cleaning methods. The surface should be cleaned regularly. Almost all regular household cleaning products can be safely used. For the most common stains, you can simply clean the surface with warm water using a non-abrasive cloth. Tougher stains can be removed with non-abrasive household cleaners or solvents. For older, dried or caked-on stains, use a magic sponge or soft cloth to remove them. After using any solvents, we recommend rinsing the surface with warm water and a detergent. Always rinse thoroughly to remove the detergent with clean water, preferably warm.

### To clear micro-scratches:

1. With an iron:
  - a. Place a dampened sheet of kitchen roll over the area where the micro-scratches can be seen.
  - b. Place the hot iron on the surface, that needs repairing. Do not leave the iron on the surface for more than 10 seconds at a time.
  - c. Rinse the repaired area with lukewarm water and a microfiber cloth.
2. With magic sponge:
  - a. Rub the magic sponge on the area where the micro-scratches can be seen. The sponge can be used dry or slightly damp.

Protect from deep scratching and other mechanical damage.



#### USE

- at least 1 m distance from active sources of heat
- use mats under hot dishes
- do not exceed the maximum load bearing capacity



#### CLEANING AND MAINTENANCE

- clean with perfectly clean soft cloth
- marks may be removed by rinsing with hot water
- wipe dry gently after cleaning
- never use abrasive cleaners, strongly acidic or alkaline products, bleach and heavily-chlorinated products

## Linoleum

Linoleum is a fully organic and decorative furniture finish. The coating is matte, pleasant and natural to the touch. The antistatic surface prevents dirt and dust from sticking. Small colour variations in furniture from various deliveries are unavoidable and show the natural origin of the materials. Linoleum surface should be cleaned with a moist cloth. For larger stains, a pH-neutral detergent can be used. If this way does not give results, moisten the surface for a few minutes with a universal cleaning agent with a neutral pH dissolved in water (e.g. Forbo Cleaner diluted to 5% with water). Gently scrub the surface with a white pad or an equivalent. Wipe the dirty water with a cloth. Use of mats under flower pots, vases or dishes is recommended. Stains from ink, coffee, tea and red wine must be removed immediately. Some discolorations may be removed or made less visible with turpentine or similar oil solvent. Do not use cleaning or conditioning agents which contain silicone and wax derivatives or abrasive substances. Avoid the use of furniture cleaning and conditioning chemicals which may result in stains or persistent streaks on the surface of linoleum. Do not use alkaline cleaners and alcohol-based agents as they may damage the surface.



### USE

- temperatures of 15-30°C
- air humidity of 40-65%
- avoid contact with water
- at least 1 m distance from active sources of heat
- use mats under hot dishes
- protect from direct sunlight
- do not exceed the maximum loading capacity



### CLEANING AND MAINTENANCE

- clean with a moist cloth
- pH-neutral detergent is allowed
- DO NOT use alkaline cleaners and alcohol-based agents.
- DO NOT use cleaning agents containing silicones and waxes

## Lacquered MDF boards

Lacquered MDF boards should be dusted with a dry, soft cloth. For more difficult stains use a moist cloth. Do not use cleaning or conditioning agents containing silicone and wax derivatives, abrasive substances or solvents (such products may cause permanent damage to furniture surface).



### USE

- temperatures of 15-30°C
- air humidity of 40-65%
- avoid contact with water
- at least 1 m distance from active sources of heat
- use mats under hot dishes
- protect from direct sunlight
- do not exceed the maximum load bearing capacity



### CLEANING AND MAINTENANCE

- dust with a dry, soft cloth
- clean with a moist cloth
- DO NOT use cleaning agents containing silicones, waxes, abrasives or solvents

## Topalit®

Topalit® table tops are characterized by exceptional resistance to high temperatures, scratching, changeable weather conditions and of high loading capacity. They are relatively easy to keep clean. Topalit® table tops should be cleaned with a soft sponge or cloth using warm water with dishwashing liquid. After washing, wipe the top with a dry cloth. Repeat if necessary. When cleaning Topalit® table tops, do not use sharp materials/scourers or acid-based detergents.



### USE

- resistant to high temperatures, scratching, changeable weather conditions, with high loading capacity



### CLEANING AND MAINTENANCE

- clean with a moist sponge or cloth using warm water with dishwashing liquid
- wipe with a dry cloth
- for considerable stains, a stronger detergent can be used

## Solid wood, plywood, veneer (finished with lacquers or enamels)

Furniture made from solid wood, plywood and veneer shows the natural beauty and structure of the material used. Natural variations in the look of individual components of a piece of furniture or between furniture sets are acceptable, making every product different, unique and original. They show the natural origin of the material, which additionally emphasizes the value of a piece of furniture made with these materials. The surfaces of such furniture should be dusted with a clean, moist cloth, moving along the grain. Then, the surface should be dried immediately by wiping with a dry cloth. Do not use cleaning or conditioning agents which may contain silicone and wax derivatives, abrasive substances or solvents. Avoid using chemical furniture cleaning and conditioning detergents as those may have adverse effect on the look of lacquer coatings, leading to permanent damage of the surface, for which the manufacturer bears no liability.



### USE

- temperatures of 15-30°C
- air humidity of 40-65%
- avoid contact with water
- at least 1 m distance from active sources of heat
- do not place hot dishes on furniture
- protect from direct sunlight
- do not exceed the maximum loading capacity
- avoid contact of surfaces with skin care cosmetics (creams, lotions etc.)



### CLEANING AND MAINTENANCE

- clean with a moist cloth, moving along the grain direction
- DO NOT use cleaning agents containing silicones, waxes, abrasives or any kinds of solvents
- dry with a dry cloth

## Glass surfaces

Glass is an extremely durable material, but it requires proper care. Avoid moving objects made from hard materials (e.g. ceramics or metal) on glass surfaces, as they can scratch the surface of the glass. Glass is prone to rapid changes of temperature, therefore insulating mats should be placed under hot dishes. Glass components should be cleaned with a soft cloth and special glass cleaning products.



### USE

- protect from scratching
- do not place hot dishes on glass surfaces
- do not hit with hard objects



### CLEANING AND MAINTENANCE

- clean with a soft cloth
- gentle detergent is allowed

## Metal surfaces: powder-coated, chromium plated, polished

In the process of powder coating, a special powder paint is evenly distributed (sprayed) on a metal surface. The coating is extremely smooth and durable, but it is not resistant to scratching or other kinds of mechanical damage (its function is more of a decorative nature, the same as chromium plated and polished surfaces, however, they have higher anti-scratch properties). After washing, wipe the metal surface of furniture dry. Metal elements should be cleaned with generally available non-scratching detergents intended for this type of finishes. The surfaces of furniture should be cleaned with a soft cloth.



### USE

- protect from scratching and other mechanical damage



### CLEANING AND MAINTENANCE

- clean with a soft cloth
- generally available, non-scratching cleaning products

## Plastic elements

Plastic elements are normally resistant to chemicals and moisture, but sensitive to strongly oxidizing agents and high temperatures; plastic components should not be exposed to strong sunlight, frost or heavy rain. They should be cleaned with warm water with an addition of generally available detergents such as soap or dishwashing liquid. Do not use sharp or abrasive sponges, brushes or scouring pads.



### USE

- temperatures of 15-30°C
- protect from scratching



### CLEANING AND MAINTENANCE

- clean with a soft, moist cloth
- generally available, non-scratching cleaning products

## Thermoformed felt

Building sound absorbing structures is one of the many uses of felt. Felt is rigid, yet pleasant to the touch. Felt is made of polyester and consists of 2 types of fibers. The penetrating fibers have different colors, giving the products an attractive texture (differences in the colours of products ordered successively, resulting from different production batches of the materials used, are natural). As a result of long-term use, the surface structure may become rough or smooth. This material is not resistant to strong mechanical impact concentrated in one place. Elements of products made of thermoformed felt should be regularly vacuumed and, if necessary, cleaned with a soft, damp cloth, without the use of detergents.



### USE

- avoid: frequent rubbing and touching other objects against felt, sudden changes of temperature and soaking



### CLEANING AND MAINTENANCE

- regular vacuuming and/or cleaning with a soft brush
- soft, moist cloth
- do not use detergents

## Leather, imitation leather

If properly cared of, leather products can be preserved in a perfect condition for many years. Leather/imitation leather should not be soaked, greased or treated with abrasive agents; they should always be protected from direct sunlight. All stains should be removed immediately. Leather/imitation leather should first be cleaned with a cloth slightly moistened with a mild cleaning solution of water and soap. Then, the surface should be wiped dry delicately. Use of vacuum cleaner is not recommended as it may scratch the surface of leather/imitation leather. If special leather/imitation leather care products are used, it is recommended to carry out a test on an unseen part of upholstery first to check if it does not cause any damage to the surface.



### USE

- do not soak or grease
- protect from scratching (do not use vacuum cleaner)
- protect from direct sunlight



### CLEANING AND MAINTENANCE

- clean with a soft cloth
- mild cleaning solution of soap and water
- wipe dry gently after cleaning

## Fabrics

Furniture with upholstery must always be protected against direct sunlight to avoid fading of fabrics. All stains should be removed immediately. When removing stains and dirt from upholstery, it is recommended to use a moist cloth soaked with warm water or delicate cleaning products/shampoos, dedicated to the particular type of stains. The effect of a detergent should be tested on a piece of an unseen area of upholstery first, before cleaning. Upholsteries must be vacuumed regularly.



### USE

- protect from UV radiation
- all stains should be removed immediately



### CLEANING AND MAINTENANCE

- clean with a soft, moist cloth soaked with warm water with an addition of a delicate cleaning agent/shampoo dedicated to furniture upholsteries
- vacuum regularly