
Care & Maintenance

Thank you for purchasing your new furniture piece from Cult.

A great deal of care, experience, innovation and craftsmanship has gone into the furniture we produce. The following Care and Maintenance Manual will help prolong the life of your furniture, ensuring your enjoyment of the product for a long time to come.

To ensure the longevity of your furniture, we recommend that it should be checked regularly for scratches, stains and any other damage to ensure repairs are minimal and manageable.

If you have any queries please contact your closest Cult Sales Consultant.

Care & Maintenance

Aluminium

- Use a duster or soft brush to clean the surface of any dust or dirt.
- Clean with a soft cloth or sponge using warm, soapy water. Remove non washable deposits using approved cleaners (stainless steel cleaners, light detergents, thinners).
- Do not use any abrasive products , as these will gradually erode the finish. Do not use abrasive sponges as they may leave scratches.
- Wipe in one direction only, along the original polish lines.
- Rinse well with clean water and wipe dry with a soft rag or chamois leather.
- Never leave water or other liquids to sit on metal parts. Avoid contact with all acidic substances.
- Products not specifically marked with the words Suitable for Outdoor Use must not be used outside because they would be subject to permanent damage by the elements.
- We advise you to consult with our company before using outdoor products in extreme weather conditions.
- For the Magis Al Bombo stool (in die-cast aluminium) we recommend using the special Al Bombo Cleaning Kit.

Ceramics

- Clean with mild soap and water and a soft cloth. Because of the ceramic surface, scratching it is unlikely, but it is still wise to avoid unnecessary abrasive cleaners.

Concrete

- Cleaning concrete periodically will extend its service life and enhance its beauty. It can be difficult to tell when concrete is in need of cleaning because the dirt and grime can build up so slowly. However, once the process is done, the results of freshly cleaned concrete are very noticeable.
- Avoid abrasive soaps or cleansers. Use a mild, non-abrasive, non ammonia based soap and simply wipe down with a damp cloth.

Felt

- Use a duster or soft brush to clean the surface of any loose dust and dirt.
- If necessary, use a vacuum cleaner fitted with a soft brush.
- Water based stains can be removed by dabbing the stain with a clean, damp cloth wrung in a mild solution of water and washing detergent.

Glass

- Glass table tops should be wiped with a clean, dry cloth.
- Clean with household ammonia when required.
- Never use abrasive or sharp edged tools.
- To avoid chips and scratches, avoid abutting the glass against hard or abrasive surfaces such as concrete or other glass products.
- Allow to dry completely before using.

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Indoor Upholstery

Maintenance

- Protect from direct sunlight
- Vacuum regularly using low suction
- Rotate reversible cushions regularly

- Freshening
- Do not remove cushion covers for separate cleaning
- Professional cleaning is recommended
- Do not wet the inside filling
- Dry in shade, away from direct sunlight
- Allow to dry completely before using again

Stain Removal

- Firstly, we recommend contacting the relevant fabric supplier if staining occurs as treatment will differ depending on the fabric.
- Treat stains as spills as soon as they occur
- Gently scrape away any oil or draw out any liquid from the surface of the fabric
- Do not scrub
- Do not saturate the fabric with water or any other cleaning liquids
- Dry in the shade, away from direct sunlight
- Allow the furniture to dry completely before using again

Laminates

- Never place hot or very cold items directly onto the table top.
- Extension leaves, which for certain table models can be stored under the table top, must be clean and completely dry before storage.
- No cleaning detergent is able to remove all stains. The following recommendations only apply where stains are superficial and do not apply where the laminate has been penetrated: Wipe the table top with a clean cloth wrung in a solution of water and a household cleaning detergent (ammonia acceptable). Finally, wipe off with a clean, dry cloth.
- Never use abrasive cleaning products such as steel wool or polish. Always use as mild and gentle cleaning detergents as possible with a soft damp cloth.

Stain removal

- Wipe off dirt and dust. Wring a clean cloth in a solution of water and a household cleaning detergent. Pour a little extra detergent on to the cloth and wipe the table top until all stains are dissolved.
- Alternatively, the cleaning detergent can be applied directly onto the stain. Leave it for a while to take effect, before wiping it off again. Wipe off with clean water. To avoid stripes/blotches, wipe the table top with a clean, dry cloth until it is completely dry.

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Leather

- Avoid exposing leather to direct sunlight
- Avoid placing leather furniture close to sources of heat
- Avoid air drying of rooms in which leather furniture is placed
- Avoid spilling liquids/oils and fats on leather furniture
- Wipe leather furniture with a clean, dry cloth
- Never apply chemicals, sulphonated washing and cleaning detergents or fats (leather polish/oil)
- Maintain a regular level of moisture of the atmosphere in rooms in which leather furniture is placed.
- Natural coloured leather is a very delicate type of leather and will absorb liquids, e.g. spilled drinks/oils and fats. Only try to remove the stains as a last resort, as the leather is easily damaged by cleaning attempts.

Stain removal

- Absorb the stain with a clean, dry cloth. Never rub off the stain, but dab it up.
- If the stain does not disappear when being sucked up with a clean, dry cloth, then try with a clean cloth wrung in boiled, cooled water or in a tepid pure soap solution (1/2 cup pure LUX soap flakes for every litre of water.)
- The leather should, in this case, be wiped over the whole furniture surface to avoid shield edges. Leave the leather to dry completely before using again.

Freshening

- Wipe over the whole furniture surface with a clean cloth wrung in a tepid solution of 1/2 cup pure LUX soap flakes per litre of water. This will help with the removal of dust and dirt and replenish the moisture levels in the hide.
- Make sure that the furniture is wiped homogeneously all over the surface to avoid shield edges.
- Leave the leather to dry completely before using again.

Marble

- Apply a generous amount of soap solution (1/2 cup soap flakes per litre of warm water) to the table top with a hard brush. Leave the solution for approximately 1 hour to the table top absorb as much soap as possible. Wipe off the table top with a clean cloth which has been wrung in clean, warm water. Repeat cleaning as required.

The following marks and natural marks which characterise genuine marble and may appear as:

- Calciferous scar - looks like crushed crystal and stems from open water veins in the stone where the lime from the water has settled.
- Sand Pits - Small blisters, which have not been filled during the natural formation of the stone
- Dark areas/veins - caused by the natural deposit of a mineral

* These are not to be considered faults, but a characteristic of a natural material.

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Outdoor Upholstery

- Remove any loose dirt and/or debris.
- Prepare a cleaning solution of mild detergent and warm water.
- Use a sponge or a soft bristle brush to clean, use light strokes to brush on the solution in the same direction as the weave of the fabric.
- Allow cleaning solution to soak into fabric for a few minutes.
- Rinse thoroughly with clean water. Most hoses have attachments that can be very helpful during this process.
- Allow fabric to air dry.

Spot Cleaning

- Apply a light mist of cleaning solution, given above, using a misting spray bottle.
- Gently work in the solution into the stain by lightly blotting and brushing the affected area with a sponge or very soft bristle brush.
- Rinse completely with clean, cool water.

- Blot out excess moisture with a clean, soft towel or sponge. You may also use a Wet Vac to remove excess moisture.
- Repeat these steps until stain is removed.

Heavy Cleaning for Stubborn Stains and Mildew

Outdoor fabrics used in our collection are resistant to mildew growth, however, mildew may grow on dirt and other debris that are not removed from the fabric in a timely manner. To clean mildew, or other stubborn stains:

- Prepare a solution of 1 cup of bleach and 1/4 cup of mild soap 8 cups of clean water.
- Spray on entire area and allow to soak into the fabric.
- Scrub vigorously with a soft bristle brush, sponge, or clean towel.
- Rinse thoroughly with clean cool water.
- Allow fabric to air dry.

Plastic

- Use a duster or soft brush to clean the surface of any dust or dirt.
- Clean with a soft cloth or sponge using warm, soapy water. Wipe with a clean, damp cloth. Let product dry completely before using.
- Do not use abrasive sponges as they may leave scratches.
- Avoid using acidic products, solvents and products containing ammonia.
- Plastic products marked with the label Suitable for Outdoor Use can be used outside.
- However, prolonged exposure to sunlight may cause the fading of colours. This is due to the fact that there are currently no additives available on the market that protect plastics from colour fading.
- Periodic maintenance and cleaning allows the products to keep their original look and lengthens the duration of their performance.

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Rattan / Wicker

- Rattan is a natural, unbleached material, made from the inner tissue of the stem of the tropical palm, Calamus Rotang. Therefore, the colour of rattan may naturally vary slightly. This is not to be considered a fault, but a characteristic of a natural material.
- Rattan will dry out and turn hard if placed in rooms with low humidity (i.e. rooms with central heating). This will increase the risk of breakages.
- Rattan should be cleaned approximately once a month. Use 1 table spoon of soap flakes to 1 litre of warm water and allow the solution to penetrate into the rattan. Any remaining water can be wiped off with a clean, damp cloth.

Steel

- Use a duster or soft brush to clean the surface of any dust or dirt.
- Clean with a soft cloth or sponge using warm, soapy water.
- Remove non washable deposits using approved cleaners (stainless steel cleaners, light detergents, thinners).
- Do not use any abrasive products, as these will gradually erode the finish. Do not use abrasive sponges as they may leave scratches.
- Wipe in one direction only, along the original polish lines. Rinse well with clean water and wipe dry with a soft rag or chamois leather.
- Never leave water or other liquids to sit on metal parts. Avoid contact with all acidic substances.
- Products not specifically marked with the words Suitable for Outdoor Use must not be used outside because they would be subject to permanent damage by the elements.
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Vinyl

- Commercial grade vinyls are extremely hard wearing, for it to last as expected the following cleaning instructions must be adhered to:
- Each few day if necessary, simply wipe the surface with a clean sponge/ cloth in soapy water.
- Wipe down using dry, clean cloth before the surface has dried.
- Regular cleaning of head rests arm and seat cushions is very important to remove perspiration and oils to insure the life span of the vinyl fabric.
- Do not machine wash, dry clean, or use abrasive powders, solvents or detergents to clean vinyl fabric.
- Do not scrub with a stiff brush.
- Treat spills and stains as soon as possible.

Textile

- Although all the textiles used by HAY are high-quality, all dyed textiles fade over time when exposed to direct sunlight and other light sources. The textile should be vacuumed regularly using the upholstery nozzle. Stains should be removed quickly to avoid permanent damage.
- Cleaning / Most stains can be removed using the lather from warm water mixed with a small amount of neutral detergent. First, mop up any excess liquid from the textile with a white paper towel.
- Then remove the stain by dabbing carefully at the textile with a clean, lint-free cloth dipped in the lather or a special textile cleanser. Avoid rubbing hard on the textile, as that may damage the fabric. We recommend following the textile manufacturer Kvadrat's instructions for cleaning and maintenance of textiles, which is found at
- <http://kvadrat.dk/products/care-and-warranty>

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Wood

- Avoid placing wooden furniture in direct sunlight or close to strong heat sources. Also avoid placing hot or wet items directly on the wood. Any stains should be removed quickly before they cause permanent damage to the surface of the wood. We recommend that you avoid partially covering the furniture with blankets or skins.
- Cleaning - Painted and stained wood / For everyday maintenance, wipe the wood with a clean, dry cloth. For cleaning, use a clean cloth wrung in water, a solution of water and a universal detergent e.g. soap flakes, or a special product for painted or stained wood. Remove soap residue immediately, using a clean, dry cloth. Stains should be removed with a damp, clean cloth wrung in warm water mixed with 1 part vinegar to 10 parts water. Afterwards, wipe down the surface immediately, using a clean, dry cloth. If the surface is dull or has scratches, you may use furniture polish. We recommend that you avoid using products containing silicone because it seals the surface with a membrane, which will make any later repairs or re-finishing more difficult.
- Cleaning - Soap-treated wood / For everyday maintenance, wipe the table with a dry, clean cloth. For cleaning, use a clean cloth wrung in clean water, a solution of water and a universal detergent fx. white pigmented lye or a special product for soap-finished wood. Any soap residue should be removed immediately with a clean, dry cloth. Remove any stains by cleaning and scrubbing with a thick solution of soap flakes allowed to stay on the wood for no more than two minutes. After this treatment, remove excess soap with a damp cloth. If the grain of the wood has risen after cleaning, sand the surface gently using fine-grit sandpaper (grit 220), always sanding with the grain.
- Cleaning - Oil-treated wood / For everyday maintenance, wipe the table with a dry, clean cloth. For cleaning, use a clean cloth wrung in water, a solution of a water and a universal detergent e.g. soap flakes or a special product for oil-treated wood. Remove any soap residue immediately, using a clean, dry cloth. For more thorough cleaning, you may use white spirit (mineral turpentine) to remove some of the oil membrane. Do not apply a new coat of oil until the wood is completely dry.

Powder-coated and Aluminium steel + Stainless steel

- Clean with a damp cloth wrung in a solution of water and a neutral detergent or soap flakes. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface.
- Clean the legs using a firmly wrung cloth and mild soap. Avoid using scouring cream or scouring pads, as they may scratch the surface. Stainless steel can be cleaned using ethanol.

Linoleum

- Avoid using alkaline detergents such as soft soap, soda, lye or scouring powder, as they deplete the linoleum. We also do not recommend using linoleum in areas where it is exposed to strong chemicals or large amounts of water. To avoid permanent stains, use coasters under damp or coloured items. You should also avoid placing hot items on the linoleum tabletop.
- Cleaning / To clean the surface, use a clean cloth wrung in mix of water and a detergent made especially for linoleum. Afterwards, wipe the surface immediately, using a clean, dry cloth. Stains may be removed carefully using white spirit (minerals turpentine) or a damp nano-sponge with warm water or a linoleum product. Please note that the nano-sponge should not be used when dry.

Warranties

Furniture + Accessories

Cappellini	2 years*	Mater	1 year
Carl Hansen & Son	5 years***	Montana, shelving	10 years Δ
Coco Flip	1 year	Montana, other	5 years Δ
Cult	1 year	NAU	1 year
Dauphin	5 years	PP Mobler	5 years****
Erik Jorgensen	5 years	Poltrona Frau	2 years*
Fritz Hansen	5 years**	Softline	2 years
Goldsworthy	2 years	Thinking Works	5 years
Gubi	2 years	Tim Webber Design	1 year
Hay	2 years	VIPP, bins	10 years Δ Δ
Henry Wilson	1 year	VIPP, other	2 years Δ Δ

Lighting

Anglepoise	1 year †	Louis Poulsen	1 year †
Bestlite	1 year †	NAU	1 year †
Coco Flip	1 year †	Nemo	1 year †
Gubi	1 year †	Serge Mouille	1 year †
Henry Wilson	1 year †	Tim Webber	1 year †
Lightyears	1 year †	Vipp	2 years †

† Provided the equipment is used on proper main voltage supply. (globes/lamps excluded).

Laminate + Veneer (manufactured locally)

All 1 year

* Please register your product code in the Poltrona Frau Club to extend your product's warranty up to 4 years.
<http://club.poltronafrau.it/en/>

** Certain Fritz Hansen products can be registered on the Fritz Hansen website to receive an extended warranty of up to 20 years. <https://www.fritzhanzen.com/en/fritz-hansen/my-republic.aspx>

*** Additional care & maintenance information for Carl Hansen & Son products can be found at:
<http://www.carlhansen.com/materials/maintenance/>

**** Additional care & maintenance information for PP Mobler products can be found at:
<http://www.pp.dk/index.php?page=about&cat=6>

Δ Warranty of 10 years is provided for correctly mounted Montana shelving products, used within load recommendations only. 5 years is provided for chairs & rector wash basins. 2 years is provided for electrical & hydraulic.

Δ Δ 10 year warranty applies to Models Vipp13-17 purchased in 2008 or later only. Additional care instructions can be found at www.vipp.com.

Warranty is not offered on fabrics and leathers applied to the upholstered pieces, we recommend referral to their manufacturer's guarantees for these products. It is recommended at all times to adhere to the maintenance procedures supplied on the care labels attached to the upholstery.

Wear, tear and damage on cover, finish and the like, as well as other indirect damage to individuals or articles are not covered by this guarantee. Based on normal usage of 40 hours/week.