



HOW TO TAKE CARE OF OUR FURNITURE

About natural materials

The beauty of natural materials lies in its peculiarities and imperfections. That is what separates true beauty from the artificial. Variations in wood grain and color, knots, medullary rays and other natural characteristics are inherent in solid wood. These are far from flaws, but an intricate part of its character. Natural stone can have minor pitting or surface fissures. We believe that these imperfections contribute to the charm of Ethnicraft products.

Wood, like any other natural and porous material, continues to absorb and release humidity throughout its life. Although Ethnicraft designs furniture that adapts well to the hydrometrical conditions of its environment, some cracking or movement may occur. Please do not be alarmed, this is a normal response to the furniture's environment.

Tips & tricks

- All Ethnicraft products are intended for indoor use only.
- Recommended humidity in the room: between 40% and 60%.
- Ideal room temperature: 21°C during the day, not below 14°C at night.
- To prevent color differences: Do not place your furniture in direct sunlight, move objects placed on the furniture from time to time and open your extendable table on a regular basis.
- Avoid exposure to extreme conditions: do not place furniture near heating sources or air-conditioned spaces.
- To prevent staining we recommend that any spills be removed immediately.
- When cleaning the surface, always work in the direction of the wood grain.
- Use place mats to prevent hot pots and pans, or cold glasses and bottles, from leaving marks on the furniture.
- Do not drag the furniture along the floor, always lift the furniture when moving.
- Always ensure water and solutions used to clean the floor do not come into contact with the furniture's base, as it might leave permanent marks.
- Last but not least, we recommend to carefully read the care instructions.

*Wood and stone
are a product of nature.
We believe that their imperfections
contribute to the charm
of our creations*

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Oak furniture

OILED

Most of the Ethnicraft oak furniture is finished with a pigmented hardwax oil. This finish gives the furniture its desired natural color and forms a natural protective coating that acts as a repellent against most common substances and liquids, but is no foolproof guarantee against stains. In case of a spill, remove it immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Wipe in the direction of the grain. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

REFRESHING THE SURFACE

- To refresh your furniture or to remove superficial stains (crayons or pencil marks, wine or fruit juice stains, etc.) we recommend Osmo Liquid Wax Cleaner (3029). This product cleans and regenerates the elegant character of the wood and slightly reinforces the original protective coating. Osmo Liquid Wax Cleaner is no guarantee against stains.

THOROUGH CARE

- As time goes by, the original hardwax coating may need to be renewed. We recommend using Osmo Hardwax Oil Natural (3041). In case of discoloration, stubborn stains or to remove a superficial scratch, we advise to sand the surface first. Make sure the surface is clean and dry before applying the Hardwax Oil. It is important to spread the product evenly over the surface and remove excess product immediately after application to avoid spots after drying.

VARNISHED

Our black oak furniture, and a selection of our natural oak items, are varnished instead of oiled. You will find varnished items clearly indicated in this catalog. Varnish offers a good protection against stains. Even with this preventative and extensive treatment, spills should be removed immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Wipe in the direction of the grain. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

Teak furniture

NATURAL

Our teak range comes without any finish or protective treatment. The wood is merely polished, allowing the natural oils to rise to the surface. The high density of teak wood has the advantage that stains stay on the surface and do not penetrate the wood easily. Even with these characteristics, spills should be removed immediately.

PREVENTIVE TREATMENT

- If you want to protect the wood from the start, apply a protective coating. We recommend Occulto Oil (9911). This seals the pores of the timber and creates a natural protection. Stains and marks should still be removed immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Wipe in the direction of the grain. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

THOROUGH CARE

- To remove stubborn stains or superficial scratches, extra fine sand paper can be used. Make sure you always rub in the direction of the wood grain.

VARNISHED

Part of the teak furniture items are varnished. You will find varnished items clearly indicated in this catalog. Varnish offers a good protection against stains. Even with this preventive and extensive treatment, spills should be removed immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Wipe in the direction of the grain. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

VARNISHED AND WAXED

The carved parts of our Ancestors Tabwa collection are varnished but to achieve its signature shine a wax is applied. Even with this preventive and extensive treatment, spills should be removed immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

REFRESHING THE SURFACE

- Dust the surface first. Apply dark brown liquid beeswax using a soft cloth or a furniture brush. Allow the beeswax to dry. Buff with a clean soft cloth and/or furniture brush. Repeat until desired level of shine is reached.

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Walnut furniture

OILED

All Ethnicraft walnut furniture is finished with a tinted natural oil. This finish gives the furniture its desired natural color and forms a natural protective coating that acts as a repellent against most common substances and liquids, but is no foolproof guarantee against stains. In case of a spill, remove it immediately.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Wipe in the direction of the grain. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

REFRESHING THE SURFACE

- To refresh your furniture or to remove superficial stains (crayons or pencil marks, wine or fruit juice stains, etc.) we recommend Osmo Liquid Wax Cleaner (3029). This product cleans, regenerates the elegant character of the wood and slightly reinforces the original protective coating. Osmo Liquid Wax Cleaner is no guarantee against stains.

THOROUGH CARE

- As time goes by, the original hardwax coating may need to be renewed. We recommend using Osmo Hardwax Oil for Walnut (5063). In case of discoloration, stubborn stains or to remove a superficial scratch, we advise to sand the surface first. Make sure the surface is clean and dry before applying the Hardwax Oil. It is important to spread the product evenly over the surface and remove excess product immediately after application to avoid spots after drying.

Upholstered furniture

LEATHER

The upholstery of the leather sofas is not allowed to be washed or dry-cleaned. To keep it in optimal condition we recommend vacuuming regularly with an upholstery attachment (soft). Frequently wipe the leather sofa down with a clean, dry cloth and avoid placing the sofa in direct sunlight.

- Treat spills immediately.
- Blot up as much of the spill as possible with a clean, dry, white cloth. Don't rub.
- In case of a stain, use a clean, slightly damp white cloth, blotting from the outer edge to the center of the stain. Avoid using any chemical products not designed for leather.
- Use a towel to evenly dry the leather and prevent it from moisturizing too much. Do not use a hairdryer for this purpose as it is likely to dehydrate the leather.
- Apply leather conditioner when the leather feels dry.

FABRICS

The upholstery of the fabric and velvet sofas is not allowed to be washed. Furthermore, taking off the cushion covers and washing these in the machine (even at low temperature) will not only lighten the color, but will also shrink the fabric. To keep it in optimal condition we recommend vacuuming regularly with an upholstery attachment and avoid placing the sofa in direct sunlight.

- Treat spills immediately.
- Blot up as much of the spill as possible with a clean, dry, white cloth. Don't rub.
- In case of a stain, use a clean, slightly damp white cloth, blotting from the outer edge to the center of the stain. Avoid using any chemical products not designed for polyester.
- Use a hairdryer on the lowest heat setting to evenly dry the fabric and prevent moisture rings.
- Pilling is a result of excess fiber coming off the fabric. This is not a defect but a characteristic of many upholstered fabrics. To remove it, we recommend using an antipilling machine.

Marble furniture

Like wood, marble is a natural product, so it needs to be treated with care. The Ethnicraft marble furniture is finished with an Akemi Oil protection. This is a transparent layer that does not affect the look of the polished marble. However, it is important to know that direct contact with abrasive/high acidity products, even natural (lemons, wine, ...), should be avoided. Due to the porous nature of marble, remove spills immediately as this could cause permanent stains.

REGULAR CARE

- For regular dusting, use a dry cloth. For cleaning or in case of a spill, use a damp cloth and natural soap. Do not use soap containing detergent or other chemicals. Dry with a soft clean cloth to prevent spotting.

Bathroom

Your bathroom furniture has been finished with products that fulfill the requirements for use within a humid area. Furthermore, we advise the following:

- Install your furniture at a minimum distance of 60cm from your bath or shower.
- Ensure good ventilation and dry off wet surfaces after every use.
- Wooden elements should be cleaned using a damp cloth and natural soap. Wipe in the direction of the grain. Avoid using soap containing detergent or other chemicals.
- Washbasins and mirrors should be cleaned with non-abrasive products.
- Avoid the use of water warmer than 60°C in the wash basins to prevent a thermal shock.

Metal structures

Dust regularly using a soft dry cloth. For a more thorough cleaning, use mild soap and warm water. Rinse with clean water and wipe dry. Do not use steel wool, sandpaper, mineral acid, bleach, or chlorine cleaners on metal surfaces. Do not drag the furniture along the floor, as it might damage the protective coating, cause rusting or leave permanent marks on the floor. Always lift the furniture when moving them from place to place.



OUR COMMITMENT

Wood has always been the core material in the Ethnicraft range. We are deeply aware of the impact of our industry on the environment and we take environmental issues to heart: the origin of the wood, the energy we use in the production and distribution process, the treatment of the products and waste reduction – we try to be as environmentally friendly as possible.

THE ORIGIN OF OUR CORE MATERIAL

Ethnicraft's teak wood comes from two main sources. On the one hand, we carefully reclaim timber from neglected buildings or old warehouses, mainly from the island of Central Java in Indonesia. On the other hand, Ethnicraft works closely together with the Indonesian governmental body in charge of managing the teak plantations originally set up by the Dutch about 150 years ago. This government agency applies strict policies with regard to annual replanting and the size and quantity of trees that can be felled each year. Where our oak is concerned: our sister factories use French and Serbian oak from well-managed forests in Europe. Finally, the walnut we are using for our designs comes from American soil.

NO WASTE

Production waste such as leftover logs, wood and sawdust are re-used for other purposes. The sawdust from logs is either used as fuel for the drying ovens or compressed as a base for pellets. All the leftovers from cutting planks to size are recycled and used as base material or as box joints for panels.

FSC® LABEL FOR OUR FURNITURE

Our commitment to the environment is reflected by the FSC® CoC (Chain of Custody) certification of our distribution centers. FSC® is a worldwide independent, non-governmental, non-profit organisation that promotes responsible management of the world's forests. In other words, this organisation guarantees that products carrying the FSC® label come from forests that are managed so that they meet the social, economic and ecological needs of present and future generations. In the case of Ethnicraft NV and Azur, the CoC certificate guarantees that the company is perfectly placed to buy, stock and sell products with a specified FSC® certificate, originating from sustainably managed forests, controlled sources and reclaimed materials, or a mixture of these. At the moment, several of the ranges sold by Ethnicraft carry a FSC® 100% Recycled label, meaning that the products are made from reclaimed timber. Other collections carry the FSC 100% label, which means that these products are made from wood originating from FSC certified plantations. These ranges are clearly indicated in the catalogue. Moreover, every effort is being made to increase the number of ranges with an FSC® label.



The mark of responsible forestry



The mark of responsible forestry

The ultimate noble and renewable material, our wood is sourced from responsibly and carefully managed forests