

# *Care & Maintenance Guide*

## GENERAL INFORMATION

Always remove stains immediately before they can do permanent damage to furniture pieces. Where possible, avoid placing furniture in direct sunlight or near a strong heat source.

Wood is a natural material, and as such it will change in colour and alter over time, this can include discolouration or cracking. Fabrics will begin to fade when in direct sunlight or strong heat. Regular cleaning is advised to keep all fabric upholstered items to prolong its life.

Ensure when moving furniture, the item is lifted rather than pushed or pulled, as this can damage the floor, legs or the mounting points. Avoid improper use of pieces such as sitting, leaning or resting on backs or armrests. Improper use also includes tilting seats on their back legs, along with standing on furniture items with your feet.

Where possible use coasters under damp, moist, hot or coloured objects to avoid stains on all materials. Also be careful not to scratch or damage surfaces with sharp or objects with points.

## POWDER COAT & PAINT

Wipe powder coated surfaces with a damp, clean cloth. If using detergents, ensure they're neutral and never use strong solvents. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring pads or any other cleaning products with a coarse surface as this may scratch the surface.

## TIMBER (INDOOR)

Timber is a natural material, and as such will change gradually over time including discolouration or cracking. To clean, wipe with a clean, dry cloth. If the surface is dirty, wipe with a clean soft cloth in water or in a neutral detergent solution. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring pads or any other cleaning products with a coarse surface as this may scratch the surface.

## TIMBER (OUTDOOR)

Where possible, store outdoor furniture items under cover when not in use. Timber is a natural material, and as such will change gradually over time including discolouration or cracking. For further instructions on how to prolong outdoor timbers please e-mail: [production@doweljones.com](mailto:production@doweljones.com).

## VENEER & LAMINATE

See 'TIMBER (INDOOR)'. Where possible, do not allow liquids to pool, as this may damage the veneer, laminate or glue.

## BRASS & COPPER

Brass and Copper are precious metals. Dependent on product, the item may be made from either solid metal, plated metal or a mixture of solid metal and plated metal. To protect against patination and marking finger prints over time, precious metal items have a protective clear coat. Wipe precious metal surfaces with a damp, clean cloth. Avoid using scouring pads or any other cleaning products with a coarse surface as this may scratch the surface and permanently damage the surface.

## FABRIC

Vacuum fabric items regularly, using the upholstery nozzle to remove dust and avoid fluff and pilling. Soak up spilled liquids immediately with an absorbent napkin or cloth by dabbing gently towards the centre of the stain. Never use concentrated detergents or bleach, ammonia or soap intended for hard surfaces. Spot cleaning of individual marks or stains can damage the fabric and cause colour loss.

Stains on wool fabrics can be removed with lukewarm water on a clean, lint-free cloth. If required, add a little neutral detergent. Avoid rubbing the material hard so the friction or contact can result in loss of colour and damage the fabric. If the stain persists, we suggest consulting a specialist cleaner.

## LEATHER

We use both chemically tanned and vegetable-tanned leather. Vegetable-tanned leather has no or only a light surface treatment to preserve the leather's natural surface. All natural markings or scars will be visible, and it will discolour more rapidly than chemically tanned leather, as vegetable-tanned leather is tanned using tannins extracted from vegetable matter. Using water on vegetable-tanned leather may leave a permanent stain.

## ELECTRICAL COMPONENTRY

Do not attempt to clean electrical componentry with the item powered. A qualified electrician must install all hard-wired light fittings. Items fitted with a plug do not need to be installed by an electrician, and can be disconnected from the power socket for cleaning. Ensure that when cleaning all electrical components that lights are turned off and un-powered.

***Dowel Jones products have been manufactured by reputable suppliers, and so as long as the items are taken care of will last a lifetime. The lifespan of your furniture will vary depending on the weather and type of use.***

***The information on this Care and Maintenance Guide is only intended as a guideline, if you have any further questions please e-mail [production@doweljones.com](mailto:production@doweljones.com)***

***Please see the below care and maintenance guides for ensuring the life of your products.***



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