

Care & Maintenance

At Sarah Ellison, we believe that great design should be enjoyed every day. Our pieces are designed with the real world in mind and the use of high-quality materials and construction methods. With simple and regular care, your new purchase will stand the test of time for many years to come. We suggest you keep this guide handy for quick, easy reference. If you have any further questions, our team at Sarah Ellison are always there to help.

Contact Us

For more information or if you have any additional questions, please contact us at info@sarahellison.com.au or visit our website www.sarahellison.com.au

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General Care

With a little care you can prolong the life of your furniture. The following information is only intended as a general guideline. Please follow the instructions to ensure maximum longevity of your Sarah Ellison furniture.

Vacuum textiles regularly with an upholstery attachment to remove dust and dirt.

Place textiles out of direct sunlight to help prevent fading. Dark colours and cotton fabrics are particularly susceptible to sun.

Have upholstered items professionally cleaned annually.

Rotate, turn and fluff cushions periodically to promote uniform wear.

Feather and down cushions have excellent recovery, but much like down comforters or pillows, need to be fluffed frequently to restore their loft. Some feather loss is normal. Vacuuming with an upholstery attachment between the fabric casings and cushions will help prevent feathers from poking through the fabric.

Tight (attached) cushions will stretch and wrinkle with use. You can easily restore their appearance by smoothing the surface and tucking excess upholstery into the sides of the seat or back. In some cases, spot cleaning can cause a ring or fading.

It is best to have the entire piece or cushion casing cleaned by a professional upholstery cleaning service to ensure uniform results.

If you decide to spot clean on your own, check the standard cleaning codes to determine the correct type of product to use. Blot spills immediately with a clean, dry white cloth. Always blot from the outer edges inward to reduce the chance of a stain ring. Avoid hot water, which can set a stain.

To best care for your products, a range of material specific care products are available on sarahellison.com.au.

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Upholstery

Rotate cushions and pillows weekly to distribute wear. Vacuum upholstery weekly using the upholstery attachment and crevice tool of your vacuum to remove loose particles. Periodic cleaning by a professional upholstery cleaning service is the only recommended cleaning method for your upholstery. Annual cleaning is suggested, but this may vary depending on use.

To prevent possible “bleeding” of ink onto fabric, do not leave newspapers or other printed materials lying on upholstery. Take special care when spraying household chemicals and commercial products near upholstery. Avoid placing your furniture in direct sunlight. All fabric and leather will fade over time. Applying noncommercial scented fabric fresheners, neutralizers and fabric protectors is never recommended.

Spills and Spot Cleaning

In some cases, spot cleaning can cause a ring or fading. It is best to have the entire piece or cushion casing cleaned by a professional upholstery cleaner to ensure uniform results. If you decide to spot clean on your own, check the standard cleaning code to determine the correct type of product to use. Always blot never rub spills immediately with a clean, absorbent white cloth. Blot from the outside to the middle of the affected area to prevent rings.

Pile fabrics may require brushing with a nonmetallic, stiff bristle brush to restore appearance. Always pretest cleaning agents in a small inconspicuous area. Never use strong chemicals or detergents.

To best care for your upholstered products, a range of care and protectant products are available on sarahellison.com.au.

Standard Cleaning Codes

Industry standard cleaning codes indicate the correct cleaning method based on the type of fabric.

O: Spot clean in cold water using biodegradable detergent or eco-friendly soap; air dry. Organic dry cleaning is also recommended.

W: Spot clean using distilled water and water-based cleaning agents or foam only.

S: Spot clean with mild, water-free cleaning solvents only. Do not use water or dry clean.

SW: Spot clean using distilled water and water-based cleaning agents, foam or mild water-free cleaning solvents.

X: Vacuum or lightly brush to remove overall soil. Never use water, foam or liquid cleaning agents.

Note: For prewashed fabrics upholstered onto the frame, follow the S cleaning code.

Slipcovers

Brush or vacuum at least once a month. Rotate cushions and pillows regularly. Protect from direct sunlight, which may cause fabric to fade unevenly. Immediately blot spills with a clean white cloth. Seat and back cushions should be reversed and/or rotated regularly.

Dry Clean-Only Slipcovers

Use a reputable dry cleaner or professional upholstery cleaner. Always dry clean the entire slipcover for uniform results. Close all zippers and fabric tab fasteners prior to cleaning. As with clothing, some fading is to be expected.

Machine-Washable Slipcovers

Use a triple-load washer or divide slipcovers into manageable loads. Always wash the entire slipcover for uniform results. Close all zippers and fabric tab fasteners prior to washing. Wash in cold water with mild detergent. Tumble dry on low until slightly damp; remove promptly to reduce wrinkling. Do not line-dry slipcovers as this may stretch the fabric. As with clothing, some fading is to be expected.

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Malibu Fabric Collection | Velvet
 100% Polyester
 Cleaning Code: W / S
 Martindale Abrasion: Exceeds 30,000

Montauk Fabric Collection | Faux Shearling
 100% Polyester
 Cleaning Code: X
 Martindale Abrasion: Exceeds 40,000

Byron Fabric Collection | Linen Blend
 30% Linen 20% Viscose 50% Polyester
 Cleaning Code: W
 Martindale Abrasion: Exceeds 40,000

Avalon Fabric Collection | Velvet
 100% Polyester
 Cleaning Code: S
 Martindale Abrasion: Exceeds 100,000

Bronte Fabric Collection | Boucle
 81% Polyester 19% Acrylic
 Cleaning Code: W / S
 Martindale Abrasion: Exceeds 50,000

Textile Care Symbols

Wash category

machine wash	do not wash	wash permanent press	wash gentle or delicate	machine wash cold	machine wash warm	hand wash	machine wash cold <30°C
machine wash cold <40°C	machine wash cold <50°C	machine wash cold <60°C	machine wash cold <70°C	machine wash cold <95°C			

Dry Category

tumble dry	do not tumble dry	dry low heat	dry medium heat	dry high heat	line dry	dry flat	drip dry

Bleach Category

bleach	do not bleach	non chlorine bleach					

Iron Category

iron	do not iron	iron low heat	iron medium heat	iron high heat

Dry Clean Category

dry clean	do not dry clean	dry clean solvent	dry clean petroleum only	dry clean no trichloroethene

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Leather

Clean periodically with a dry cloth to remove residual dust and prevent dirt buildup.

Leather furniture should be protected from exposure to sunlight and heat, which may cause the leather to fade or lose its soft, supple feel.

Spills and Spot Cleaning

Most liquids will initially be repelled by the leather but if left standing over an extended period of time, will be absorbed.

Blot liquid immediately with a clean, absorbent cloth. Butter, oil or grease spills should be wiped with a clean, dry cloth.

Spot should dissipate into the leather in a short period of time.

For stubborn stains and spills, use a cloth lightly dampened with warm water to blot the stain and remove it. If this does not work, mix mild soap with water, then blot to release the stain and blot again with a dry cloth (avoid scrubbing).

Do not use harsh cleaners or solvents, as they can abrade the finish or topcoat off the leather.

For additional leather care, a range of care products are available on sarahellison.com.au.

Metals

Powdercoat & Chrome Finishes

Keep rough and sharp objects away from powder coated surfaces. Where possible apply protective pads to the undersides of items being displayed on rattan surfaces, including those with rubber feet or bumpers.

Although resistant to rust, powdercoated metals will oxidize if the coating is chipped, scratched or exposed to harsh chemicals and UV rays over time.

Furniture should be thoroughly cleaned periodically, using a soft towel with a mild soap solution. Do not use harsh solvent-based, abrasive or stainless steel cleaners. These will accelerate staining, fading and ultimate failure of the powdercoated finish.

In coastal regions, furniture should be wiped and rinsed frequently to remove salt deposits that can damage the finish.

We recommend using a mild soap products or a solution of 1:1 white distilled vinegar and water can be used to help remove water spots. Always rinse well with water and dry with a soft cloth. Alternatively, a range of metal specific care products are available at sarahellison.com.au.

Brass

Do not use scrubbing cloths that are highly abrasive. Similarly, avoid using steel wool or metal bristled brushes as they will leave scratches on the surface of the product.

A thin coating of mineral oil or linseed oil can be effective in preventing tarnishing. Apply the oil after cleaning the brass using a soft terry towel. Avoid this if coming in contact with carpet.

Try avoid touching brass items too much. Oil from your hands can hasten the tarnishing process and reduce the life of the brass objects.

Furniture should be thoroughly cleaned periodically, using a soft towel with a mild soap solution Do not use harsh solvent-based, abrasive or stainless steel cleaners. These will accelerate staining, fading and ultimate failure of the brass finish. Avoid ammonia, bleach and highly alkaline or acidic cleaners.

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Glass

This product contains tempered glass, although it is up to four times tougher than regular glass, it is not unbreakable. Tempered glass should be cared for like normal glass and handled with care.

Avoid dragging sharp or rough objects across glass. Use adhesive felt pads, trivets, coasters and placemats to help prevent scratches.

Avoid harsh, abrasive cleaners and do not use scrapers or razor blades to clean glass.

Avoid exposing glass to direct heat and sunlight and extreme changes in environmental temperatures.

Saucepans and dishes straight from the stove top or oven may exceed recommended exposure temperatures and so should not be placed directly onto the table surface.

Care should be taken if the table top is removed from its base. A glass table top is usually extremely heavy and its own weight could cause a fracture or a break if dropped onto a hard surface.

Timber

The care of wood furniture varies according to the wood type and finish and the function of the piece. Please speak to the Sarah Ellison Team for more specific care guidelines, as some collections have supplemental care instructions for long-term maintenance.

Wood is a natural material susceptible to climate and the elements. Avoid placing your furniture in highly humid or dry areas, such as directly next to air vents.

Direct sunlight may slightly darken or lighten wood furniture. Note: Based on frequency of use and storage, dining table leaves may change tone at a different rate than the table itself.

Dust with a dry, soft cloth. Remove any soil buildup with a damp cloth and dry immediately.

Wipe spills immediately with a soft, dry cloth. If

water is left standing, white spots can occur but should dissipate over time.

For Solid Timber Collections and some Timber veneer collections paste wax and 0000 steel wool can be used on a wax finish to remove surface scratches. Rub lightly over the entire surface then buff with a soft cloth.

Alternatively, a range of timber specific care products are available at sarahellison.com.au.

Piano Gloss Finish

Special Considerations are advised for the use of furniture finished in a Piano Gloss finish. Although the painted surface is very strong, it cannot be avoided that, with daily use, minor marks and scratches can eventually occur on the surface.

High contact areas like tabletops and the outer edges of the exposed furniture are especially vulnerable. Pay close attention to items placed on or come in regular contact with e.g., plates, cups, table lamps and books etc. Avoid dragging objects across table surfaces. Apply protective pads to the undersides of items being displayed on painted surfaces. We also recommend using placemats and trivets to avoid spills soaking into the timber, and to also protect against heat transfer.

As the Piano Gloss finish pieces are made of a combination of engineered woods and solid timbers, there may be variations and minor irregularities in the painted surface. The gloss may also vary from table to table and on individual parts of the same table. Minor imperfections show up more clearly on high gloss surfaces which must be accepted.

It is unlikely that marks and small scratches can be repaired with repair paint as it is not possible to achieve the same glossy surface with repair paint as the original surface treatment.

As this is a Piano Gloss finish, some light scratching is to be expected, to minimise any marks we recommend high quality soft cloths and to avoid circular motions.

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Rattan

As each piece is unique, there may be a variation in colour and texture depending on the fibre and you may notice slight variations in patterns. This is not a fault with the product, but rather a characteristic of the natural material. Do not allow the rattan or wicker to get wet or damp – mould and mildew can affect natural materials.

Avoid exposing rattan to direct heat and sunlight

Wipe up spills immediately with a clean, dry cloth.

Use coasters for drinks to prevent moisture from contacting surfaces. Keep rough and sharp objects away from rattan surfaces. Where possible apply protective pads to the undersides of items being displayed on rattan surfaces, including those with rubber feet or bumpers.

Dust rattan frequently with a soft, slightly damp lint-free cloth, and then wipe dry. Avoid using abrasives, harsh chemicals and aerosol-powered cleaners.

For persistent spots, gently clean with a soft cloth and a solution of water and mild detergent. Wipe dry. Avoid furniture polish as it can accumulate over time and leave a residue.

Concrete / Fibre Resin

Concrete like stone and marble are made from natural materials, and therefore can contain variations in grain, colour or texture. These differences are considered to be individual characteristics of the material and are not a fault but rather inject some personality.

Clean with a dry or damp cloth. Treat on a regular basis with clear stone floor wax.

Use coasters to protect from heat and water. Wipe spills immediately. Do not use abrasives or cleaners with citric acid.

If used outdoors, keep covered when not in use. Exposure to direct sunlight may alter the color. Store indoors in a dry place during winter and inclement weather.

Stones & Marbles

Stone and marble are natural materials, and therefore can contain variations in grain, colour or texture. These differences are considered to be individual characteristics of the material and are not a fault but rather inject some personality.

Marble is a porous material and will quickly absorb spills on the surface. Blot spills immediately to minimize staining.

Avoid alkaline or acidic liquids, as they can break down the protective sealant on marble surfaces. Apply protective pads to the undersides of items being displayed on the stone surfaces.

Remove surface stains with a stone specific Guardsman cleaner. Follow the directions on the container, including spraying directly on the soiled area and wiping it with a clean, dry cloth. Avoid ammonia, bleach and highly alkaline or acidic cleaners.

Rugs

Indoor Rugs

Vacuum regularly.

Blot spills immediately with a clean, absorbent white cloth. Spot clean or shampoo with a mild detergent. For best results, periodic professional cleaning is recommended.

A rug pad is recommended for all indoor rugs. If the intended use is over carpeting, a Rug Pad is recommended.

Wool

Vacuum regularly. For the first two to three months, additional vacuuming without the beater bar turned on (or with the highest pile setting) may be necessary to manage the normal shedding that occurs.

Blot spills immediately with a clean, absorbent white cloth. Rugs should not be saturated with cleaning solvents or scrubbed excessively. We suggest using products designed specifically for wool or dry extraction powders. For best results, periodic professional cleaning is recommended.

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Shag rugs will continue to shed for their entire life. Loose tufts should be cut, not pulled.

Rotate the rug periodically to help reduce uneven wear. Avoid placing rugs in direct sunlight to prevent fading over time. A rug pad is recommended for all rugs.

Natural Fiber

Vacuum regularly.

Blot spills immediately with a clean, absorbent white cloth. Spot clean with a dry extraction powder. For best results, professional dry extraction cleaning is recommended.

Natural fibers are quite absorbent and can shrink and expand with changes in humidity. They are intended for indoor use only and are not recommended for use in damp or humid areas, such as bathrooms.

Keep out of direct sunlight to help prevent fading. Rotate the rug periodically to help reduce uneven wear.

Latex rug backing may interact with uncured hardwood floor finishes. Use rug pad when placing rug over finished hardwood floors or carpeting.

Cotton

Most smaller-sized cotton rugs are machine-washable. Larger sizes can be washed in industrial-sized washers or dry cleaned.

Avoid placing cotton rugs in direct sunlight to prevent fading over time.

Synthetic

Our machine-woven, synthetic fiber rugs offer value in a new generation of man-made materials that often mimic the look of both natural fiber and wool rugs, while resisting stains, and wear and tear.

Natural Characteristics

Sarah Ellison products are made from hand finished, natural materials. Variations in appearance and finishes are to be expected and add to the character of your piece. Below are examples of some expected variances.

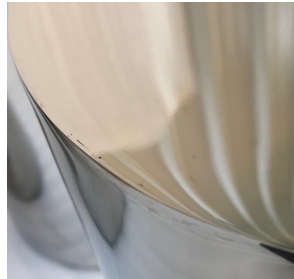
Metal

Buff Markings, slight micro pin holes and pitting in powder-coat finish are to be expected and are not considered faults.

Pitting example



Pin holes example



Buff markings example



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Marble

Marble has natural characteristics including crack lines, vein variations and colour variations. Minor fill areas and chips may be present.

Slight mild undulation and join lines between the marble pieces and frame may be visible due to the hand finished nature of welding and the natural variations in the marble.

Vein variation examples



Edge joint examples

