

# telegraph

CONTRACT FURNITURE



**CUSTOMER CARE & MAINTENANCE**

# LOVE YOUR FURNITURE



## CARE & MAINTENANCE

Looking after your new furniture requires a positive approach. Problems should be addressed immediately and furniture should be cleaned regularly.

**“A regular wipe tends to be better than an occasional scrub”**

## GENERAL PRODUCT CARE GUIDELINES

Telegraph strongly recommends that all cleaning products which contain the following are not used on any item:

***Abrasive / Ammonia / Bleach / Spirit / Aggressive Constituent - this includes D10 sanitizers.***

The use of sanitizer sprays attack lacquer finishes due to its aggressive constituent, over time this will cause the product to deteriorate with the risk of showing water marks, heat marks and scratches.

***Please note that our product warranty does not cover damage caused by the use of such cleaning products.***

## STORAGE

Natural products require consistent temperature storage and can warp under extremes of hot and cold. If you are not planning on using your goods immediately after delivery then you must ensure that any wooden tops are left fully packaged and stored at a similar temperature to your site.

# WHAT WE RECOMMEND



## **SOLID AND VENEERED PRODUCTS**

On solid and veneered products, we would recommend wiping with a warm, slightly soapy cloth. Please note, extra care should be taken within the first two weeks of installation as lacquer can take several days to cure and become fully heat-proof. In this instance, we advise that all hot objects are to be placed on mats.

## **LAMINATE PRODUCTS**

Telegraph recommends avoiding all cleaning products listed under 'General Product Care Guidelines' on page 1. All laminate products should be wiped down using a warm, slightly soapy cloth as with solid tops. In the event the product has developed stubborn marks, a careful application of non-abrasive cream products may be used but we strongly advise to test this on a concealed area in the first instance.

## STONE PRODUCTS

Due to the natural composition of marble, it is prone to etching and staining.

All of our stone tops are supplied with a sealed finish but note that any acid will react with the calcium in the marble and will either dull the finish or leave a visible coloured ring. To avoid this on marble please place any vinegar bottles onto a mat.

Please note that hot plates, red wine, tea and coffee may also mark the tops ensure that they are wiped with a damp, soapy cloth regularly to minimise the risks of these marks.

Granite tops do not contain calcium so are less likely to show ring marks, however, please note that any harsh cleaning products may break down the sealant and allow marks to show. For cleaning instructions on all stone tops please follow 'Solid and Veneered Products' on page 2.

## METAL SURFACES

As with wood, wash using warm soapy water only. Ensure any finishes are cleaned as soon as possible to avoid affecting the patina. Natural mirror finishes can be refreshed with Brasso and microfibre cloths. Do not use acidic or alkali-based products. For hot plates, use a trivet or mat to protect the surface.

### HEAT:

Do not set down hot plates and pans etc without using a mat or trivet.

### LIQUID:

Spillages should be removed as soon as possible, avoid citrus concentrate spills as these will remove the patina on unlacquered finishes.

### DIRECT SUNLIGHT:

The metal can become very hot. This can also affect the bond between the metal and substrate so be careful to use mats on tops with constant sunlight.

### FERROUS METALS:

These can react in direct contact with live metals, some candle sticks, cast iron pans and suchlike should be protected from direct contact with the metal.

## IROKO

Generally, Iroko products are manufactured for outdoor purposes which means extra maintenance is required. We advise that all products are to be oiled every six months this will help preserve the original colour and prevent the dull finish which can occur through exposure to the elements.

## OILED FINISHES

All products with an oiled finish should be cleaned immediately as oil provides less protection compared to those with a lacquered finish. With oiled finishes, products which are left untreated following a spillage may result in a permanent stain appearing. Use a warm, slightly soapy cloth to wipe any marks from the surface. As with solid finishes, the use of harsh chemicals could result in further damage to the tops. We suggest on an annual basis oiled tops are lightly sanded and a new coat of oil applied to give the table tops maximum support against markings.

## UPHOLSTERY

Each fabric and leather has its own set of care instructions which will be included in the O&M manual on delivery of your order. As standard, we recommend wiping any stains immediately with a damp cloth to avoid liquids sitting on the surface and seeping into the material.



## WARRANTY

Telegraph Contract Furniture provides a market leading two year manufacturer's warranty on its goods unless indicated at the point of sale.

Please note that failure to follow the care and maintenance instructions detailed within this booklet will affect the validity of the warranty.

We are happy to answer any questions you may have – please feel free to contact a member of the Telegraph Contract Furniture team on:



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*Let's connect*

