

Caring for your furniture

We use only the finest materials to create our furniture. Here are some tips to help you keep your new furniture looking its best.

TIPS FOR ALL FURNITURE

- Blot spills immediately with a clean, dry white cloth.
- Avoid using household cleaners, spot removers, waxes and products containing ammonia unless specifically recommended.
- Do not set hot or damp items directly on furniture.
- Use felt pads to protect surfaces from scratches and imprints.
- If necessary, use a shim to ensure furniture sits evenly.

UPHOLSTERY

- Our Advantage fabrics are specially treated to give you extra time to react to spills before they are absorbed into your sofa or chair. They are not impervious to stains; please see [Cleaning for Fabric](#) for specific care information.
- While all fabric will fade over time, direct sunlight can dramatically fade dark colors. We recommend placing your upholstered pieces where they won't be exposed to direct sunlight.
- An annual professional cleaning will keep your sofa or chair looking its best.
- Cushions will compress over time. Comfort wrinkles and creases occur naturally as upholstered furniture adjusts to normal use. Fluff and rotate cushions weekly to keep them looking fresh and to help them wear evenly.
- Vacuum weekly with an upholstery attachment. Although you may not see it, dust settles on your upholstery and can soil or cause wearing.

Fabric

- Prompt attention to your stain is advisable. Clean up as much of the spill as possible with a clean, dry, white cloth. Blot—don't rub.
- If the stain has dried, remove excess by gently using a soft nylon brush.
- Never use a cleaning solvent containing bleaching agents. Test a mild upholstery cleaning solution in an inconspicuous area. Begin with a few drops of the solution on a cloth, hold it against the color and wait a few seconds. Look to see if any of the color has transferred to the cloth or if there has been a change in the color of the fabric. If so, contact an upholstery professional for cleaning.
- If you have any doubts about the best cleaning solution to use or the process, seek the advice of a professional upholstery cleaning specialist. Many stains will become permanent if the wrong solution or process is used.

- Apply a small amount of a mild cleaning solution to the cloth. Oversaturation may affect the upholstery materials (backing, foam, etc.) under the fabric.
- When applying a solvent type cleaning solution use one dry clean cloth to apply the solution and a second cloth to blot the stain. If cleaning instructions call for use of any water, use distilled water only. Tap water may contain minerals that can cause a ring.
- Blot the stain with the cleaning solution. Do not rub, brush or scrub. Excessive rubbing may cause permanent stains, color distortion or permanent damage to the fabric. Always follow the instructions on the cleaning solution bottle.
- Work from the outer edge toward the center of the stain to avoid enlarging it. The stain should start to release as you blot. Repeat process using a clean spot on the dry cloth to avoid re-depositing the stain. Continue to apply cleaning solution sparingly and blot until stain no longer transfers onto the cloth. Be patient; this may take several attempts.
- When you have removed as much of the stain as possible blot any remaining cleaning solution or moisture from the fabric. If the spot is in a place where you can leave a clean, dry cloth on the stain, do so and weigh down the cloth allowing it to remain on the spot while it dries.
- Fast drying helps to prevent rings. Use a fan or hair dryer on the cool setting to remove excess moisture and assist in the drying process. Then let the area dry—this may take several hours.
- If the stain persists contact an upholstery professional for cleaning. Please call a Design Associate for the fabric cleaning code of your piece.

Micro-suede Fabric

- Prompt attention to your stain is advisable. Clean up as much of the spill as possible with a clean, dry, white cloth. Blot—don't rub.
- If the stain has dried, remove excess by gently using a soft nylon brush.
- Never use a cleaning solvent containing bleaching agents. Test a mild upholstery cleaning solution in an inconspicuous area. Begin with a few drops of the solution on a cloth, hold it against the color and wait a few seconds. Look to see if any of the color has transferred to the cloth or if there has been a change in the color of the fabric. If so, contact an upholstery professional for cleaning.
- If you have any doubts about the best cleaning solution to use or the process, seek the advice of a professional upholstery cleaning specialist.

Many stains will become permanent if the wrong solution or process is used. In the case of difficult or unusual stains professional upholstery cleaning should be sought.

Oil-based Stains on Micro-Suede Fabric

Such as butter, salad oil, cosmetics, ballpoint pen or marker

- Soak up the stain with an absorbent white cloth or paper towel.
- Lather a damp white cloth with a neutral soap and distilled water solution. Apply to the stain by gently dabbing it.
- Rinse the cloth thoroughly and apply removing the lather from the fabric.
- Quickly blot the area with a dry cloth removing all traces of the soap solution.
- If the stain persists, contact an upholstery professional for cleaning.

Water Soluble Stains on Micro-Suede Fabric

Such as coffee, tea, juice, soda, wine or beer

- Wash with a small amount of mild upholstery cleaning solution and lukewarm distilled water. Test the solution in an inconspicuous spot before applying to the stain.
- Sparingly apply the mixture of lukewarm distilled water and upholstery cleaning solution, gently blotting with a sponge. Blot—don't rub.
- The area should always be patted dry.
- After drying, a light brushing in the direction of the nap is recommended.

Leather

- To prevent fading and cracking, avoid exposure to direct sunlight or heat.
- Fluff seat and back cushions to help them wear more evenly.
- Dust and vacuum regularly.
- For spills, we recommend using distilled water and a light-colored cloth.
- Do not use water to wash out butter, oil or grease stains. Wipe with a dry cloth. The spot will dissipate into the leather over time.
- To protect and maintain the leather we recommend purchasing a leather conditioner.

Slipcovers

- Blot stains immediately with a clean, dry, white absorbent cloth.
- Vacuum slipcovers regularly (twice a month is recommended) with an upholstery attachment.
- Direct sunlight may cause the fabric to fade unevenly.
- For even wear, flip and rotate the seat and back slipcovers.
- For pre-washed fabric slipcovers, machine wash inside out in cold water using a clear mild detergent on the gentle cycle. Add detergent to water first. Do not pour detergent directly on to slipcover as it may cause spotting. Tumble dry low, remove while still damp. Fit slipcover to frame and air dry.
- All slipcovers may be professionally dry-cleaned.

- To prevent color variations, always clean the entire slipcover. As with clothing, some fading will occur.
- Make sure to close all zippers and fasten Velcro® before cleaning.

WOOD OR BAMBOO

- Dust with dry, soft cloth or untreated dusting cloth.
- Use citrus cleaners on lacquer finishes only. Follow product directions.
- Avoid alcohol or petroleum-based products on lacquer finishes.
- To maintain and protect wood with an oil-and-wax finish, apply Room & Board® Satin Wax (or Satin Wax Dark for walnut) twice a year, or more often if the wood appears dry or rough to the touch. Satin Wax or Satin Wax Dark can be purchased in our stores or by calling 800.486.6554.
- Felt pads should be used on items placed on wood surfaces to avoid scratches.
- Irregularities such as sapwood, knots and uneven coloration should be expected in natural wood and enhance the inherent beauty of the material.
- Over time, air and sunlight will change the color of natural wood. You can occasionally rotate items placed on your wood furniture to allow a more uniform color to develop.
- To ensure even coloration of extension table leaves, expose them to the same light as your table. Once the leaves have reached mature coloration, they may be stored flat and top-down.
- Fluctuating temperatures and humidity levels may cause wood to warp, swell or shrink. Keeping furniture doors closed will help minimize changes in this most commonly affected part of furniture.
- Wood naturally expands and contracts causing bed connections to loosen over time. This process is a natural characteristic of wood. Tighten hardware occasionally to restore the bed to original stability.
- Direct contact with rubber bumpers and candle wax may react with the wood's finish and leave a stain.

GRANITE, MARBLE & QUARTZ

- Blot spills immediately before they penetrate the surface.
- Clean with a damp cloth containing mild dish soap or stone soap, rinse and wipe dry.
- Avoid using abrasive cleaners, chemical solvents, strong detergents and furniture polish. Also, do not use vinegar, lemon juice or cleaners containing acids.
- Use coasters to prevent scratches, watermarks or stains.
- Use felt pads on bottom of unglazed pottery to prevent scratches.
- For granite and marble, we recommend reapplying sealant after heavy use.

ECO CONCRETE

- Wipe up spills immediately.
- Clean with a damp cloth containing mild dish soap. Wipe dry. We recommend cleaning with neutral-ph cleaner, available at tile stores.
- Our concrete tops are treated to resist scratches and stains. However, this porous material may scratch or soak up water rings if coasters are not used.
- Exposure to air, water and sunlight will slightly darken the surface over time.

NATURAL STEEL

- Wipe up spills immediately.
- Clean with a damp cloth. Wipe dry.

STAINLESS STEEL

- Clean with a damp cloth containing mild dish soap. Wipe dry.
- To renew shine, polish with lemon oil or orange oil.
- Stainless steel has a brushed surface that will scratch under normal use.
- We recommend using a stainless steel cleaner to remove stains.

FROSTED GLASS

- Clean top (smooth side) with a damp cloth and glass cleaner. Wipe dry.
- To clean and remove fingerprints from bottom (rough side), use a damp cloth and mineral spirits. Wipe dry.
- For stubborn stains on the underside of the glass, we recommend applying a small amount of SoftScrub® with a soft, non-abrasive cloth and rinse with clean water. Wipe dry.

COTTON BEDDING

- Machine wash warm, gentle cycle.
- Tumble dry low.
- Do not use bleach.
- Warm iron, if necessary.

WOOL RUGS

- Vacuum regularly on the floor setting with no beater bar.
- Blot spills immediately with a clean sponge or cloth and mild detergent.
- Avoid pulling yarns out of pile. If necessary, clip even with the surface.
- Note: shedding is normal in quality wool rugs.
- Use a rug pad to prevent slipping, provide cushioning and extend the life of your rug.
- Rotate your rug every six months to avoid fading and wear.
- Professionally clean as needed.

WEATHER-RESISTANT MATERIALS

Aluminum

Because of its strength and durability, aluminum is one of the best choices for outdoor use. Anodizing changes the surface to create a diamond-hard, weather-resistant material that does not rust.

Clean with soap and water every two weeks to remove grit and air pollutants that can pit the surface.

Used for: *20-06, Emeco stools, Navy, Heritage, Hudson, Icon, Kong, Morgans, Superlight*

- Do not use stainless steel cleaner on any aluminum furniture.
- For heavy-duty dirt or oil, use very hot water and strong soap, followed by light scrubbing in the direction of the aluminum grain with a soft bristled brush or damp scouring pad.
- For scuff marks, scrub lightly in the direction of the aluminum grain with a scouring pad.
- For stains, treat with appropriate cleaner (bleach for coffee, paint thinner for paint, acetone for marker), leave cleaner on the stain until stain is dissolved, then follow instructions as for heavy-duty dirt.
- We recommend a clear powder-coat finish for items in use near heavy chemicals.

Powder-coat Finish

Powder-coat is a bonded finish applied to furnishings that need to withstand extremes in temperature. It also helps protect against rust and fading.

Clean with a damp cloth containing mild dish soap as needed. Rinse and wipe dry.

Used for: *Parsons, Soleil, Seaside, planters*

Stainless Steel

The simple beauty of stainless steel will lend a modern look to your outdoor living area. Properly cared for, our outdoor grade stainless steel will last a lifetime.

In most climates, only infrequent cleaning with water is required. However, for prolonged exposure to salt air or areas with higher concentrations of air pollutants, a regular application of a mild, non-abrasive detergent rinsed with fresh water is recommended.

Used for: *Classic, Montego, Rand, planters, Portica*

- A quick, light application of a car wax can help prevent corrosion and rust.
- In general, any sign of staining or rust can be easily removed with a commonly available metal polish. We recommend products with gentle abrasives, such as:
 - Noxon 7 Metal Polish
 - No. & Chrome Polish
 - Brasso Metal Polish
- Follow up with a fresh water rinse.

Plastic

The durable plastics used to make our comfortable outdoor furniture create a modern look that won't fade or change color and can be left outside year round.

Easy to maintain, hose off the surface periodically and spot clean with a soft, damp cloth.

These are the high-quality plastic materials we use:

- Sustainable, comfortable and long-lasting, superior grade recycled high-density polyethylene (HDPE)

Used for: Emmet

- Smooth, light and durable polyethylene with resistance to abrasion and weather

Used for: Bubble Club

- A self-cushioning polymer that combines comfort and unique shape

Used for: MBI, MB2, MB5, Gehry

- Lightly textured, comfortably flexible and fully washable fiberglass-reinforced polypropylene

Used for: Bellini

- A versatile polycarbonate that's durable enough for outdoor use and looks great indoors

Used for: Ghost, Tiffany

- To remove hard water spots from recycled high-density polyethylene, use a solution of vinegar and water.
- Avoid using materials that make the surface dull – ethyl alcohol, abrasive solvents, cleaning powders, steel wool or rough sponge cloths.
- To avoid scratching, do not drag objects across the plastic surface (even if it has a scratch-resistant finish) since sharp objects can damage the plastic just as they would damage metal or wood.
- Always use a cloth or trivet when placing hot items on surface.

Ipe Wood

A dense wood with a smooth surface, natural luster and rich, interwoven grain similar to rosewood. Highly resistant to the elements, Ipe is durable and low maintenance, making it ideal for outdoor furniture.

To help preserve the wood's rich color and smooth surface, periodically apply a penetrating preservative that protects against UV rays.

Used for: Montego

- Treat ipe wood annually with Penofin Hardwood Formula (penofin.com). Make sure to treat the ends of the boards.
- Remove drips on the stainless steel, wipe off before it dries using paint thinner and a rag.
- When not in use, keep the wood protected from the sun as much as possible.
- If you have a winter season, cover furniture or store it indoors.
- Surface scratches or other damage can be sanded out with 120 grit sandpaper and re-treated with Penofin.

WEATHER-RESISTANT FABRICS

Outdoor Upholstery Fabric

Sunbrella® and Outdura® are woven from 100% solution-dyed acrylic yarns to create a plush, high performance fabric that is stain-resistant and quick drying. Superior pigments are added during the production of yarn which result in color throughout that won't fade or wash away, while a special finish enhances water repellency.

To keep these fabrics looking great, regularly prevent excessive dirt from accumulating. Simply brush off loose dirt and rinse off with water.

Used for: Laguna, Boyd, Brisbane slipcovers, pillows, umbrellas, and cushions

- For general or light cleaning, use a solution of luke warm water and a mild soap. Clean with a sponge or clean towel. Rinse well to remove excess soap. Air dry.
- For spot cleaning, spray with a mist of water and mild soap, then clean with a sponge or clean towel. Rinse well and blot excess moisture with a clean towel. If needed, use a wet-vacuum to remove excess water. Repeat until stain is removed. Air dry.
- For stubborn stains or mildew, use 1 cup of bleach and ¼ cup of mild soap per gallon of water. Soak affected area, then use a sponge or clean towel to remove stain. Rinse well to remove all soap. Air dry.
- Machine wash removable cushion covers and slips using a normal amount of mild laundry soap. Air dry.

- When evaluating the services of a professional cleaning firm, inquire about experience and knowledge of cleaning requirements used with Sunbrella® or Outdura® fabrics.
- Do not dry-clean outdoor fabrics.
- Do not use a steamer or an iron with a steam setting. If wrinkles are a concern, use an iron set to the lowest heat setting or synthetic heat setting.
- Cover and store in an enclosed, dry area during harsh winter months.

Outdoor Mesh Fabric

Textilene® is made from polyester yarns that are individually coated with PVC, woven and heat set to create a mesh fabric that is unmatched for its combination of strength and beauty. Highly resistant to mildew, it is colorfast, easy to clean and quick-drying.

Hose off monthly with water to prevent excessive dirt from accumulating. Simply brush off loose dirt and rinse.

Used for: Bermuda

- To clean, sponge with a solution of mild detergent, bleach and water. Rinse well.