

### Regular maintenance

Vacuum upholstery regularly to remove the surface dust that builds up and slowly contributes to a greying effect that diminishes the clarity of the original colour. Vacuuming should be done with the proper attachments to avoid breaking down the fibres and contributing to pilling.

In addition to regular vacuuming, a professional cleaner should come in at least once or twice a year to thoroughly clean the fabrics and remove the soiling that a normal vacuum cleaner cannot reach. The expense of this service is small compared to the reward of seating that looks good as new after a lot of use.

### Cleaning codes

W: Water-based cleaning agents or foam may be used for cleaning this fabric.

S: Only mild, pure water-free dry cleaning solvents may be used for cleaning this fabric.

W-S: Water-based cleaning agents, and foam or mild water-free solvents may be used for cleaning this fabric.

W Bleach: Water-based or foam cleaning agents, or diluted household bleach may be used for cleaning this fabric.

W-S Bleach: Clean with water or solvent-based cleaning agents or diluted household bleach.

X: This fabric should be vacuumed or brushed lightly to remove soil. Warning: Do not use water-based foam or liquid cleaning agents of any type on this fabric.

### Cleaning vs sanitising vs disinfecting

Cleaning, disinfecting and sanitising are often used synonymously, but they are not the same thing. Cleaning removes the visible foreign matter from a surface. Disinfecting, when done according to the instructions of a suitable cleaner, kills all bacteria and viruses present. Sanitising reduces the level of bacteria and viruses present. Bleach cleanable woven fabrics may be sanitised and bleach cleanable coated fabrics may be disinfected. Please refer to Centers for Disease Control and Prevention (CDC) recommendations on disinfecting.

### BLEACH CLEANING & DISINFECTING STEPS

(W Bleach and W-S Bleach fabrics only)

#### Step 1

Identify the recommended bleach water cleaning ratio: A solution of 1 part household bleach to 4 or 10 parts water is recommended for cleaning Knoll Textiles bleach cleanable fabrics. To find the recommended bleach/water ratio for a specific fabric, please refer to our Bleach Cleanable Fabric Specifications document.

#### Step 2

Pre-Cleaning: Use a detergent or general-purpose cleaner to first remove soil, organic matter, and any germs from the surface of the fabric.

#### Step 3

Applying for Disinfection/Sanitisation: appropriate bleach solution may be used for wiping down or spot cleaning the fabric. No disinfectant can kill a microbe or virus immediately upon contact. It is important to follow all the instructions per the cleaning agent's label, including those for dwell time.

#### Step 4

Wiping Off: the bleach solution must be wiped off the product with clean water and a clean cloth in order to prevent fading or damage to the fibres or materials.

### SPOT CLEANING TREATMENT

#### Step 1

As soon as possible, blot liquid spills with tissue, paper towels or a clean, colourfast cloth. Scrape and vacuum away dry, solid material. Avoid working soilant deeper into the fabric.

#### Step 2

Apply household or commercial upholstery cleaner sparingly to the soiled area, as over-wetting may spread the stain and damage cushion material under the fabric. Rub gently with a clean, white cloth. Turn the damp cloth frequently to a clean surface to avoid redepositing the soilant.

#### Step 3

Work from the outer edge toward the centre of the spot to reduce ringing. Cleaning the entire fabric panel, or at least a large area around the spot, further reduces the likelihood or ringing. A final water rinse of the entire panel with a hot water extraction cleaner is preferable.

### STAIN TREATMENT

There are two types of stains: water-based and oil-based. The key to removing either type is prompt action. The longer a stain is allowed to remain on a fabric, the more difficult it will be to remove.

- For water-based stains, a solution of warm soapy water (not overly soapy) used in the following manner should remove them.
- In removing oil-based stains, the same procedure can be followed, but instead of warm water, a spray dry cleaning solution is used. Either treatment should be tried in a concealed part of the fabric first, to make sure there will be no adverse reaction between the dye stuffs and the cleaning solution.

#### Step 1

Soak up excess stain immediately with a soft absorbent material. Do not dry the stain completely or it may set.

#### Step 2

Use either warm soapy water or dry cleaning solution and clean sponge or soft bristle brush, begin brushing the stain with light, quick strokes. Start at the outside of the stain and work toward the centre. Do not saturate the stain with cleaning solution or you may get a ring. Do not rub too vigorously or you may damage the nap of the fabric or break fibres.

#### Step 3

Once the stain is removed, soak up all remaining cleaning solution, and then use another clean cloth or sponge dipped in cool water to remove any residue that will attract further soiling.

#### Step 4

Allow fabric to dry thoroughly and then vacuum well before using.

#### Step 5

Several light applications are less harmful to fabrics than one concentrated one. If you go through the above steps and there is still a stain, repeat the entire procedure.

#### Step 6

Remember, never use anything hot to clean fabric, as heat will set stains. Also, avoid a scrubbing motion.

#### Step 7

If the stain is stubborn, call a professional cleaner and ask for their advice.

### STAINS AND RECOMMENDED CLEANERS

(W-S Fabrics)

STAIN	RECOMMENDED CLEANER(S)
Carbon, ketchup, chocolate, coffee, cola, juice, inks, mucilage, tea, watercolours, wine	50/50 solution of warm water and hydrogen peroxide or sodium perborate or detergent
Berry stain, gravy, pickle juice, urine, vomit	50/50 solution of warm water and hydrogen peroxide or sodium perborate or detergent or detergent solution and water solution with 3% ammonia
Beer, furniture polish	50/50 solution of warm water and hydrogen peroxide or sodium perborate or detergent or detergent solution and water solution with 3% ammonia or undiluted white vinegar or 10% acetic acid solution
Blood	50/50 solution of warm water and hydrogen peroxide or sodium perborate or detergent or undiluted white vinegar or 10% acetic acid solution
Nail polish	50/50 solution of warm water and hydrogen peroxide or sodium perborate or detergent or solvent
Egg	Detergent solution and water solution with 3% ammonia
Butter	Detergent solution and water solution with 3% ammonia or paint, oil, grease remover
Milk	Undiluted white vinegar or 10% acetic acid solution
Rubber cement, shoe polish	Solvent
Crayon, Latex paint, linseed oil, lipstick, oil, oil paints	Paint, oil, grease remover
Rust	Oxalic acid

**Note:**

S Fabrics: all of the above stains should be cleaned with a solvent.

X Fabrics: clean only by vacuuming or light brushing to prevent accumulation of dust and grime. Water-based foam cleansers or solvent-based cleaning agents of any kind may cause excessive shrinking, staining, or distortion of the surface texture and, therefore should not be used.

For rust stains on W-S always use oxalic acid.

Removal methods: for solvents and paint/oil/grease removers, apply cleaner, then blot. For all other removers, apply cleaner, blot, apply water, then blot. For the detergent and water solutions with ammonia method, apply detergent, blot, apply ammonia solution, blot, apply water, blot.