

#### CAUTION

With a little care you can prolong the life of your furniture. Follow the instructions for the materials of your specific product to make sure that it stays in the best shape for as long as possible.

The information below is only intended as a general guideline. For more information on how to remove specific stains, please enquire where you bought the furniture.

#### GENERAL INFORMATION

Always remove stains quickly before they can do any permanent damage to the furniture. Avoid placing the furniture in direct sunlight or near a strong heat source to reduce changes. As wood is a natural material, it will change in colour and will patinate over time. HAY only uses top quality fabrics, but all fabrics fade and seams weaken when exposed to sunlight or strong heat. General exposure to dust and dirt wears down the fabric. Regular cleaning is important to keep the upholstery looking at its best and prolong its life.

When you move your furniture, make sure you lift it rather than pulling or pushing it to avoid damaging the floor, legs and mountings. Avoid improper use such as sitting on the back or armrests, tilting the seats on their back legs, putting your feet on the furniture or standing on it. Always use coasters under damp, hot or coloured objects to avoid permanent stains. Be careful not to scratch or damage the surface with sharp objects.

We generally recommend to use neutral detergent dissolved in water to clean surfaces. Please only use a detergent recommended for the specific material and do not soak porous materials such as wood and marble as this may blemish the surface over time. To disinfect surfaces it is possible to use alcohol-based products with 70% to 85% ethanol on plastic and chrome-plated or powder-coated metal surfaces. To ensure that the disinfectant does not blemish the surface over time, due to repeated application, we recommend subsequently to wipe the surface with a cloth wrung in water. It is possible to use alcohol-based solutions 70% on Kvadrat textiles. Do not use alcohol-based products on leather as this will damage the surface. We always recommend testing on an inconspicuous area before applying the disinfectant to the entire surface. For further information regarding disinfection please enquire where you bought the furniture.

#### FABRICS

Vacuum the furniture regularly using the upholstery nozzle to remove dust and avoid fluff and pilling. Straighten the fabric with your hands from time to time. Wrinkles in the fabric can be straightened using a steamer. 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, optical brighteners or soap intended for hard surfaces. We do not recommend spot cleaning of individual marks and stains as this damages the fabric and causes colour loss.

On wool fabrics, most stains can be removed with lukewarm water on a clean lint-free cloth. If necessary, add a little neutral detergent. Avoid rubbing the material hard as this could result in loss of colour and damage the fabric. It may also be necessary to use a hairdryer to avoid leaving a water outline. If the stain persists, consult a specialist cleaner.

#### VELOUR

Vacuum the furniture regularly using the upholstery nozzle/or brushing with a soft clothes brush – always in the direction of the nap to remove dust and avoid fluff and pilling. To rejuvenate velour and restore its pile, rub it with a well wrung, slightly damp cloth in the direction of the nap. When you sit on velour fabric, you exert a pressure that forces the nap in different directions. Together with heat, rising air humidity, body moisture and the type of upholstery, this can cause these changes of direction to become fixed, creating a slight change in colour. This is a typical property of velour, and is neither a defect nor a sign of low quality. This effect can be removed by applying a damp (not wet) cloth and leaving it overnight, which will restore the pile to its original direction. The upholstered furniture should not be used until it is completely dry. If necessary, a hair dryer can be used at a low temperature setting.

The same result can be achieved by steaming or spraying distilled water at a distance of 20 cm from the fabric for a few seconds, before leaving overnight. Care should be taken not to spill large quantities of water on the fabric. It is advisable to treat the whole surface in order to avoid shading. This treatment can be repeated if necessary. After this treatment, the upholstered furniture must be completely dry before it can be used again. A hair dryer at a low temperature setting can be used. To restore the pile to its original direction, please brush with a soft brush.

#### ANILINE LEATHER

Aniline leather has no or only a light surface treatment to preserve the leather's natural surface and soft touch. All natural markings, such as scars and insect bites, will be visible on aniline leather, which contributes to the leather's exclusive appearance. This kind of leather is very susceptible to dirt, and over time it will patinate and become slightly darker. Be careful not to scratch the leather. Aniline leather is demanding to maintain, and we recommend that you keep a cleaner and care product suitable for this type of leather at hand. Using water may leave a permanent stain on the surface. Do not use sharp objects, strong detergents or solvents on the leather.

#### SEMI-ANILINE LEATHER

Semi-aniline leather is a full grain leather with a light top finish. All natural markings, such as scars and insect bites, will be visible on the leather. Vacuum regularly using the upholstery nozzle. Be careful not to scratch the leather. To remove stains, use a clean, lint-free cloth to apply the leather from a solution of water and a neutral detergent or soap flakes or use a special leather care product. Remove soap residue immediately using a clean, dry cloth, and polish gently, using a soft cotton cloth. Avoid pressing liquid into the pores of the leather. Apply a protective lotion two to four times annually to enhance the resistance of the material. Do not use sharp objects, strong detergents or solvents on the leather.

#### PIGMENTED LEATHER

Pigmented leather is corrected leather with excellent durability. Vacuum regularly using the upholstery nozzle. Be careful not to scratch the leather. To remove stains, use a clean, lint-free cloth to apply the leather from a solution of water and a mild detergent, or soap flakes or use a special leather care product. Remove soap residue immediately using a clean, dry cloth, and polish gently, using a soft cotton cloth. Avoid pressing liquid into the pores of the leather. Apply a protective lotion two to four times annually to enhance the resistance of the material. Do not use sharp objects, strong detergents or solvents on the leather.

#### POLYPROPYLENE AND ABS PLASTIC

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface. Do not use cleaning products containing alcohol, as they may damage the surface.

#### STAINLESS STEEL

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface. Stains may be carefully removed using white spirit (mineral spirit).

#### POWDER COATED OR POLISHED ALUMINIUM

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface.

#### POWDER COATED OR CHROMED STEEL

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface. White spirit (mineral spirit) can be used to carefully remove stains from chromed surfaces.

#### WATER-BASED LACQUERED, LACQUERED OR STAINED WOOD

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. If the surface is scratched or appears matt, use a care product specifically suited to lacquered or stained wood. Avoid using detergents containing silicone, as they seal the stain in and make subsequent repairs more difficult. Never use soft soap or solvents such as spirit, turpentine or acetone. Do not use cleaning products containing alcohol, as they may damage the surface. Avoid using scouring cream or scouring pads, as they may scratch the surface.

#### OILED WOOD

Wipe with a clean, dry cloth. If the surface is dirty, wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove any soap residue immediately using a clean, dry cloth. Never use soft soap or solvents such as spirit, turpentine or acetone. Do not use cleaning products containing alcohol, as they may damage the surface. Avoid using scouring cream or scouring pads, as they may scratch the surface. If the surface is scratched or appears matt, make sure to use an oil hardening care product specifically designed to maintain oiled wooden surfaces. Clean the furniture thoroughly (12 hours) before applying the oil to all surfaces. To ensure optimal absorbency, gently sand down

the wood using fine-grit sandpaper (No. 180 or 240), always sanding in the direction of the grain. Apply the oil generously using a clean cloth or a sponge, always sanding in the direction of the grain.

Do not pour the oil directly on the surface. When the surface is glistening, leave the oil on for around two hours until fully absorbed. Remove any excess oil with a clean lint-free cloth. Leave the furniture to dry overnight (min. 12 hours) and avoid placing anything on the surface before it is completely dry. If the grain of the wood rises after oiling, gently sand down the wood using fine-grit sandpaper (No. 180 or 240), always sanding in the direction of the grain. To optimally maintain the naturally beautiful appearance of the wood, we recommend you regularly treat the furniture's surface with oil whenever it appears dull, scratched or as needed.

#### OILED WAXED WOOD

Please, remove the cushions before oiling the surfaces to avoid staining of the textile or leather. Wipe with a clean, dry cloth. If the surface is dirty, wipe with a clean cloth wrung in water. Never use soft soap or solvents such as spirit, turpentine or acetone. Avoid using scouring cream or scouring pads, as they may scratch the surface. Do not use cleaning products containing alcohol, as they may damage the surface. If the surface is scratched or appears matt, make sure to use an oil wax hardening care product specifically designed to maintain oiled waxed wooden surfaces. Apply the oil wax product following the instructions on the packaging. Please, make sure to follow the curing times on the oil wax packaging instructions before placing the cushions on the frame. If the grain of the wood rises after oiling, wipe with a clean, dry cloth. If the surface is dirty, gently sand down the wood using fine-grit sandpaper (No. 150 or more), always sanding in the direction of the grain. To optimally maintain the naturally beautiful appearance of the wood, we recommend you regularly treat the furniture's surface with oil whenever it appears dull, scratched or as needed.

#### SOAPED OR UNTREATED WOOD

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove soap residue immediately using a clean, dry cloth. To remove stains, clean and scrub using a thick solution of soap flakes that should not stay on the wood for more than two minutes. Then remove the remaining soap residue using a damp cloth. If the grain of the

wood rises after cleaning, gently sand down the wood using fine-grit sandpaper (No. 220), always sanding in the direction of the grain. If the surface is scratched or appears matt, use a care product specifically suited to soaped wood. Never use soft soap or solvents such as spirit, turpentine or acetone. Do not use cleaning products containing alcohol, as they may damage the surface.

#### LINOLEUM

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove soap residue immediately using a clean, dry cloth. If the surface is scratched or appears matt, use a care product specifically suited to linoleum. Stains may be carefully removed using white spirit (mineral spirit) or a damp nano sponge dipped in lukewarm water or linoleum care product. Follow up immediately with a clean, dry cloth. Never use the nano sponge dry. Avoid alkaline detergents such as soft (yellow) soap, washing soda, lye and scouring powder.

#### LAMINATE AND NANOLAMINATE

Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Stains may be carefully removed using household ammonia or with a clean, damp cloth or a nano sponge wrung in warm water. Never use the nano sponge dry. Follow up immediately with a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface.

#### MARBLE

As Marble is a natural material, each stone has unique colours, patterns and textures. Therefore, the surface's colour and finish may vary slightly from product to product. Wipe with a clean cloth wrung in water. The marble is not resistant to acids. There is a risk that if any acidic liquids come into contact with the tabletop surface it will appear stained. Wiping the stains off immediately may help, but please note there is no guarantee that acidic stains or spots can be completely removed. Avoid using scouring cream or scouring pads, as they may scratch the surface. Never use vinegar, ammonia, acetic acid or citric acid or abrasive cleaners.

#### TERRAZZO

Wipe with a soft cloth wrung in clean water or a maintenance product for terrazzo. Avoid using scouring cream or scouring pads, as they may scratch the surface. Never use vinegar, ammonia, acetic acid or citric acid.

#### HOT GALVANISED STEEL

Please make sure to wipe all surfaces before use, as the zinc surface oxidises during transportation and can become humid. This can stain your clothing if it comes into contact with it. Hot-dip galvanised steel is essentially maintenance free, although cleaning is recommended at regular intervals. Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. Avoid using scouring cream or scouring pads, as they may scratch the surface.

#### OUTDOOR FURNITURE

The lifespan of your furniture will vary depending on the weather and type of use. We recommend that it is stored in a dry, ventilated place during winter and protected against scratches and bumps.

Wipe off the furniture if it becomes wet after rain or snowfall as this will damage the surface over time. Make sure to wipe off any sun cream or other liquids from the furniture after use, as these can leave stains on the surface if left in direct sunlight.