



Care Instructions

2021

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# Materials & Maintenance

## CARE & MAINTENANCE

Below are our general care and maintenance guidelines for all MENU products.

- Always follow the instructions for the specific product and material.
- Always use mild cleaning agents.
- Never use chemical cleaning products or harsh abrasives.
- To preserve the colour of the materials, avoid direct sunlight whenever possible.
- Never place products close to heat sources.
- Always protect surfaces against heat, humidity and strongly coloured items.
- Items for indoor use only should never be used outdoors.
- Products made from natural materials will display unique colour/surface variations.
- Tighten assembly screws periodically should joints become loose.

## GENERAL CARE & MAINTENANCE: WOOD

Wood changes over the course of its lifespan, adapting to changes in humidity and light. Exposure to sunlight can cause changes to colour and structural over time, although mostly during the first couple of months of use.

Wood breathes according to climate. Therefore, furniture should be placed in rooms with a relative air humidity of 40–50% and a temperature of approximately 20°C. Due to temperature and humidity sensitivity, we recommend treating wood during the winter months — preferably before and after the season. Furthermore, solid wood may become weathered or the fibres may rise slightly. Wipe clean daily using a well wrung cloth and clean water. Never use detergents, chemical cleaning products or harsh abrasives.

## SOAP TREATED WOOD

Soap treatment gives wood a somewhat dirt-repellent surface that helps prevent spills and stains from soaking in. However, if moisture is left on the surface over time, it will leave a permanent mark. This is also true of oil-treated wooden surfaces. The surface soap treatment is primarily applied on products where a naturally aged look is desired.

General guidelines for soap treatment:

A new table should be treated 2-3 times in the first three weeks of use to allow the soap to penetrate the surface and keep it light in colour. Subsequently, the table should be treated approximately every 2-3 months if it becomes too dark, dry or dirty.

The soap mixture should be applied with a wrung soft sponge or cloth, in the direction of the grains, evenly and without leaving any spots, stains or thick lines. The sponge or cloth should then be rinsed and well wrung before being used to dry the surface. Remember to also treat the bottom of the tabletop to prevent warping. It is normal for the fibres of the wood to raise slightly after the first couple of treatments. When the wood is dry, sand gently in the direction of the grains with fine grain sandpaper (180–240) or a sanding-sponge. Wipe away any dust.

## PAINTED WOOD

Painted furniture is simple to maintain. Dust or wipe clean weekly with a damp cloth. If using water, be sure not to leave water residue on the surface as this can leave permanent marks when drying.

## WOOD VEENER

Beautiful, easy to clean and durable, wood veneers are worthy contenders to solid wood, despite often being mistakenly considered inferior in quality. Wood veneer furniture is made from thin sheets of natural wood that are applied to a base of MDF, plywood or chipboard, giving the surface the appearance of solid wood. The final product is then varnished with polyurethane for a long-lasting, easy-care finish and to prevent spills damaging the surface and underlying design. The production process allows for an even appearance in grain pattern, where natural variations in the surface of the wood can be aligned for a more uniform look. Wood veneers do not age in the same way as solid wood – they are less prone to splintering and warping, and provide additional support to the overall furniture piece, making them inherently more durable than solid wood designs. Additionally, as only the outer layer of wood veneer furniture is made from solid wood, it uses a limited number of natural resources.

## LINOLEUM

Linoleum is a unique, natural material, renowned for its elegance and durability. The distinctive look and tactile properties of linoleum – a matte surface with a warm, soft handle – ensure that every piece develops its own distinctive look and feel. Clean regularly with a damp cloth and mild cleaner such as Forbo Monel, 5 ml. diluted in 10 litres of water. For lacklustre or worn surfaces, increase the ratio to 10 ml. pr. 10 litres. Do not use alkaline or alcohol-based cleaning products as these will damage the surface.

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## LAMINATE

Made from several layers of paper compressed under pressure with melamine-based resins, laminate is highly resistant to wear and tear, is dirt and water repellent, and easy to maintain.

Clean daily using a clean, damp cloth or sponge and mild, pH-neutral detergent. Wipe dry. Avoid placing laminate in direct sunlight as this will cause fading.

## MARBLE & STONE

The beauty of marble and stone is that no two pieces are alike. Formed over thousands of years, each piece bears the marks of its history, displaying natural imperfections that make each piece unique. A little care and maintenance will reward you with a lifetime of service.

To respect the authenticity of the natural stone, marble is treated with a sealer that provides the optimal compromise between a natural finish and functionality. The sealer leaves a satin-smooth surface that is repellent to liquids and dirt. However, liquids such as coffee, tea and juice should never be left to dry on marble as they will damage the surface. Never place acidic fruit on a marble surface and avoid using harsh and abrasive chemicals and corrosives.

To avoid everyday damage, use trivets, coasters and placemats to protect from hot tableware or anything that may scratch or stain the surface. If an accident occurs, act quickly and blot spills with a paper towel. Do not rub as this will spread the liquid. Use a pH-neutral detergent or stone soap to prevent the stain from drying out or absorbing into the stone.

Dust once or twice weekly with a soft microfibre cloth. Wash periodically with a cloth dampened with warm water, adding a small squeeze of pH-neutral dishwashing liquid if necessary. Remove any residue with a clean, damp cloth. Do not use abrasive cloths, sponges or wire pads which may scratch the surface. We recommend using a specialist natural stone soap to treat difficult stains. Never use acidic detergents (such as bathroom cleaners) or detergents containing bleach. Thoroughly rinse with clean water to remove all traces of soap.

Please note, marble sealer must be maintained every 8–12 months depending on the amount of use.

## CONCRETE

Concrete is a naturally porous material with surface imperfections that change over time. These irregularities add a unique character to each object.

Extend the life and beauty of your concrete interior objects by cleaning periodically with mild soap and water, drying afterwards with a soft cloth.

## CERAMICS

Clean ceramic surfaces with mild detergent such as washing-up liquid. For stain removal use a gentle soap applied to a damp cotton cloth and wipe dry with a clean cloth afterwards. Do not use chemical cleaners or harsh abrasives.

## GLASS

MENU uses both soda lime glass and borosilicate glass, depending on product type. Mirror glass is used on all the mirrors in our product range.

## Soda Lime Glass

Soda lime glass objects are mouth-blown, meaning each is handcrafted with unique characteristics such as small air bubbles, variations in shape and thickness, as well as colour tone.

## BOROSILICATE

Borosilicate glass is engineered specifically for use in laboratories and applications where thermal, mechanical and chemical conditions are too harsh for standard, household soda lime glass. We use this type of glass for objects that hold very hot liquids.

## Care & Cleaning

For daily cleaning, use a soft, dry cloth. For heavy stains, use a soft brush and standard dishwashing detergent and rinse with a solution of vinegar and water. Finish by wiping with a dry, lint-free cloth. Avoid using chemical and abrasive cleaners as these will damage the surface of the glass.

## Mirror Glass

Each time a mirror is moved there is a risk of damage. Therefore, keep any movement to a minimum. To clean mirror glass, use a soft clean cloth wrung with warm water. Do not allow the edges of mirror to remain wet for extended periods of time.

## Materials & Maintenance

Do not use acidic or alkaline cleaners on the mirror, and never use abrasive cleaners or powders or steel wool. For more thorough cleaning, use commercial glass cleaners without ammonia or vinegar.

### PORCELAIN / CERAMICS

We use two types of glaze: colour and reactive.

#### Colour Glaze

Transparent colour glaze provides a beautiful depth of colour. However, it also reveals imperfections in the stoneware that are normally not visible to the naked eye. This is a natural characteristic of the product's design, bearing the hallmarks of handmade products.

#### Reactive Glaze

Variegated or mottled glazes do not have a homogeneous solid colour or character (i.e. like a ceramic sink or toilet bowl). They are called reactive glazes because they contain higher percentages of fluxes and additions intended to produce one or more variables. A variety of mechanisms are used to create the variations in colour and texture. These include crystal growth, the addition of speckling agents, phase separation, layering and opacity variations – occurring with variations in viscosity.

#### Watercolour

Watercolour glaze – and its subsequent variations in thickness and colouring – often reveals the porcelain's underlying natural surface as an effect that enhances the natural beauty of the material.

#### Care & Cleaning

To retain the quality of your piece and ensure longevity, use a non-abrasive cloth or sponge and warm, soapy water to clean. We recommend wiping with a clean, dry cloth afterwards.

All MENU's porcelain/ceramic items are dishwasher and microwave safe. Avoid placing in extreme hot or cold environments, such as an oven or freezer, as this could cause thermal shock and result in damage to the structure including cracking and/or breakage.

In general, do not use any chemical or abrasive cleaners. Black marks on tableware – in particular on matte glazed surfaces, which tend to be more porous than high-gloss finishes – are often caused by cutlery. They can often be removed by using either Vienna lime, ceramic cleaner, baking soda or a small dose of vinegar. Use a scouring pad

with moderate strength to remove the stains. Rinse well after cleaning. Please note that actual scratches cannot be removed using this method.

Our thermo cups for daily use consist of two parts – an inner and outer wall – ensuring a cool external surface when filled with hot liquids. The cup appears thick and heavy, but in fact the two connected cups are thinner than a normal cup, making the thermo cup more prone to breakage by a hard knock or blow.

If a thermo cup is leaking, it may be caused by the defect closure of the small hole in the bottom of the mug. This hole is made for technical reasons and is closed with paste after the final firing in the kiln. If leaking occurs, allow the cup to dry completely before closing the hole with silicone glue.

#### Metals

Metal is a catch-all term for metallic elements or alloys of these. The most common metals are iron, copper, zinc, aluminium, tin and lead, as well as alloys such as steel, brass and bronze.

#### Brass

Brass is a metal alloy made from copper and zinc. Variations can occur from one product to another, making each item unique. Untreated brass will naturally oxidise from the moment it is exposed to air, often already displaying dark spots before use. This is not a flaw, but rather a natural characteristic of solid brass. MENU products crafted in solid brass are offered in different surface finishes: polished brass, brushed brass and bronzed brass.

#### Polished, Brushed & Bronzed Brass

To keep polished or brushed brass looking its best, clean with a gentle metal polish and a soft cloth, avoiding water. Polishing creams and/or cloths can be bought in most retail stores.

To keep bronzed brass looking its best, clean by wiping with a soft, dry cloth. Do not use chemical or abrasive cleaners and avoid using water. Please note that hard polishing will over time remove the fine hairlines on the surface of brushed and bronzed brass.

#### Polished Brass w. Lacquer

Some of our brass products are finished with a layer of varnish to protect the surface from oxidation.

To clean lacquered brass, use a soft dry cloth and do not use chemical or abrasive cleaners or water.

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### STEEL & ALUMINIUM SURFACES

The different types of metal surfaces used to make a number of MENU's designs are simple to maintain and resistant to both dirt and liquids.

We use plated, anodised, lacquered and stainless steel, as well as powder-coated steel. Plating, anodising and powder-coating is clarified below. Plating refers to a variety of surface finishes where solid metal is vaporised and deposited onto electrically conductive materials as pure metal or alloy coating.

This provides a thin metallic film on the base material. Anodising is an electrolytic process used to increase the thickness of the natural oxide layer on metals. By pairing with paint primers, the process creates a durable, anti-corrosive and wear-resistant surface. This process is most commonly used on aluminium.

Powder-coating is a painting process most commonly used on metals such as steel and aluminium. Dry powder paint is applied to the surface of an object and then melted/cured under heat of around 200°C – 400°C. Powder-coated surfaces are harder and more durable than conventional paint.

#### Plated, anodised, lacquered or stainless steel

Use a soft dry cloth to clean. Do not use chemical or abrasive cleaners and avoid using water. Please note that hard polishing will damage the surface.

#### Powder-coated steel

Durable and easy to clean, wipe with a soft dry cloth to clean. Do not use chemical cleaners or harsh abrasives and avoid using water.

### UPHOLSTERY

MENU's upholstered furniture can be covered in a large selection of fabrics and leather.

Our upholstery fabrics are sourced from some of the industry's most respected companies, each with an extensive knowledge on how to best care for each textile type. Visit the respective company website for further information about how to care for your product. Although our upholstered furniture is made to last, each piece will age uniquely over time. Furniture constructed using foam will, depending on use, develop various deformations with use. Loose and down-filled cushions should be turned and plumped regularly to ensure uniform wear and to retain their shape.

Textiles are dyed individually, which can cause variations in colour from batch to batch. This also applies to leather tanning.

#### Textiles

To clean upholstery fabric, vacuum frequently with a soft brush and low power. Do not rub vigorously as this could result in loss of colour and/or surface damage.

#### Leather

We use three types of leather: aniline, semi-aniline and protected. We also use nubuck. Care guidelines are the same for all three types of leather. For nubuck, see the following page.

#### Care & Maintenance

Avoid placing leather in direct sunlight or extreme heat. Clean using the suds from household soap flakes. Mix 50 ml. soap flakes to one litre of hot water. When the water is room temperature, apply the foam over the leather with a soft cloth. Avoid soaking. When dry, polish the leather with a clean cotton cloth.

- Avoid contact with sharp objects.
- Absorb spills immediately with a clean, dry cloth.
- Vacuum regularly with a soft brush to remove dust.
- Never use detergents, ammonia, oils, polish or varnish.

#### Aniline Leather

This soft, premium quality leather is made from high-end raw hides. Aniline leather is 'nude,' meaning it displays visible surface marks that reflect the life of the cow – including fat wrinkles, scars and bite marks. These subtle, natural markings bring a unique quality to each hide. Furthermore, slight colour variations are visible as hides react differently to the tanning process. These characteristics will become more pronounced as the leather ages. With open pores similar to that of human skin, the temperature of the leather will adjust to match that of the human body, offering additional comfort for the user when seated. MENU uses aniline leather due to its natural appearance and tactile handle that improves with use.

#### Semi-aniline Leather

Aniline leather is distinguished by its surface finish and easy-to-maintain properties. A light, pigmented surface treatment protects it against stains and the whitening effects of light while retaining its natural look and feel and uniform colour. The surface treatment disguises some of the

## Materials & Maintenance

natural markings. However, neck and fat wrinkles continue to remain visible. The full-grain leather is highly resistant to wear and tear. With open pores similar to that of human skin, the temperature of the leather will adjust to match that of the human body, offering additional comfort for the user when seated.

### Protected / Corrected Leather

Developed for durability, protected – or corrected – leather has a special surface treatment which guards against wear and tear, making it water and dirt repellent and stain resistant. Hides are sanded to remove some of the natural markings on the leather. As a final treatment, a grain pigment is added to create a more uniform look to the surface’s colour and structure. Protected/corrected leather is soft and comfortable, easy to maintain and designed to last for generations.

### Nubuck

Avoid contact with water, liquids or creams. Suede and nubuck must not be cleaned with water or soap flakes. Instead, use a vacuum cleaner with a soft brush attachment.

### Sheepskin

In order to preserve the original condition of your sheepskin furniture, vacuum clean and air regularly. Spots should be immediately soaked with water. Clean with a sponge, lukewarm water and a mild wool shampoo. Avoid placing sheepskin furniture in direct sunlight as colour changes in the wool may occur.

### FABRIC LAMP SHADE

Fabric lampshades accumulate dust and dirt, cobwebs and fingerprints and some can also yellow over time. There are some simple steps you can take to keep yours looking its best. As fabric lampshades are glued onto the frame, they require extra care when handling. You should always handle the lampshade by its fitting to avoid denting, marking, creasing or tearing the fabric. It is equally important to use the correct method and materials to clean it, taking care to avoid the excessive use of water, which may cause staining.

Clean on a regular basis, switching the lamp off and making sure the bulb is cool before wiping the shade in a sweeping motion with a microfibre cloth, or brushing vertically from top to bottom with a soft brush or lint roller.

You can also use one of the following methods to remove excess dust and dirt:

- Use a hairdryer on a low heat at full power to blow away excess dust and dirt. Hold the dryer 20-30 cm away from the shade to avoid damaging it.
- For more durable fabrics, use a vacuum cleaner with an upholstery brush attachment to clean the shade with a light brushing movement from top to bottom.
- Roll a sticky lint roller lightly across the fabric, or dab masking tape onto the fabric, making sure not to press too hard, to lift away dust and dirt.

### Removing light stains from a fabric lampshade

If your lampshade has light stains but is not suitable for immersion in water, remove any non-washable fittings such as the base, lamp holder, bulb and cords. Mix tepid water with delicate fabric detergent and apply just the soap suds to the entire shade in sections using a microfibre cloth. Gently rinse off the suds and wipe the lampshade dry.

You can also use a fabric cleaning spray, following the usage instructions carefully.

Spot cleaning can sometimes leave water marks, dye stains or a noticeable clean spot. Cleaning the entire shade will ensure an even finish.

### Removing stubborn dirt from a fabric lampshade

For stubborn dirt or heavy stains, fill a large, clean container or bathtub with lukewarm water (using cold water for glued fabric lampshades). The water should be deep enough to fully submerge the lampshade. Stir in delicate fabric cleaner to create suds. Lower the lampshade into the water, holding securely by the frame. Using a sponge or cloth, gently wipe the lampshade in an up and down movement. If required, use a soft brush to gently dab any stained areas. Do not rub vigorously. Once the shade is clean, drain away the water and refill with clean water, dipping the lampshade in and out a few times to remove any excess soap.

### Drying a fabric lampshade

Fabric lampshades can often appear to stretch when washed. This is temporary and they will return to their original shape when fully dry. It is important to ensure they dry evenly. After cleaning in water, gently shake the lampshade and pat dry with a soft, clean towel to remove any excess liquid. Hang over the bath or place in a well-ventilated spot to air dry. Dry outside in warm weather, placing it in a clean area away from direct sunlight. You can also use a hairdryer or fan to help dry your shade. Use with caution, on a cool setting and placed 20-30 cm away from the lampshade.

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### RUGS

Each MENU rug is unique, hand-woven by artisans and displaying unique variations that to the overall character of the rug. Undyed natural yarn lends different shades and texture to each piece.

### General Maintenance

With the proper care and attention, your rug will look beautiful for many years to come. Vacuum frequently to remove dust and dirt. Some fibre loss or ‘shedding’ is normal for new rugs and will diminish with frequent vacuuming which will also lift flattened pile in high-traffic areas.

- For looped pile rugs, use a cylinder vacuum with a smooth nozzle and no beater bar.

To prolong the life of your rug:

- Place barrier mats by doors and clean often.
- Use castor cups under furniture.
- Lay non-slip underlay under all rugs.
- Rotate rugs regularly to spread wear.
- Avoid exposure to direct sunlight, which may result in colour fading.
- Keep away from sharp objects and open fire.

To minimise damage when a problem arises:

- Remove any solids with a spoon or blunt knife.
- Blot spills with kitchen towel until dry.
- Avoid rubbing, which can cause permanent surface damage.
- Do not use water.
- Avoid chemical cleaners which may set the stain, damage the pile or leave a sticky residue prone to re-soiling.

### TENCEL RUG (CUT PILE)

Our tencel rugs are for indoor use only. Avoid using in damp areas such as cellars, bathrooms and kitchens.

- Do not dry clean.
- Occasional professional rug cleaning is recommended.

Tencel is one of the best performing cellulose fibre for floor coverings. The material is sustainable, biodegradable, hard wearing and able to adjust to humidity. It also harbours fewer bacteria for a healthier living environment. Tencel can be professionally cleaned.

### WOOL

#### Rugs

Our wool rugs are for indoor use only. Avoid using in damp areas such as cellars, bathrooms and kitchens. See General Maintenance for care instructions.

- Do not dry clean.
- Occasional professional rug cleaning is recommended.

Wool rugs are made from animal fibres. If the rug becomes wet, it may emit an unpleasant odour. To eliminate and prevent this, dry well. If your wool rug takes too long to dry, it may become mildewed. Wool rugs placed in darker or cooler rooms are likely to stay wet for longer than rugs in warmer, sunnier rooms.

When possible, hang the rug outdoors to dry in the sun.

Depending on the climate and season, it may take up to a week for the rug to dry properly. Bring it inside at night to avoid the morning dew. Turn it over when you take it back outside so that both sides dry properly.

If the smell persists, you live in a damp climate or in a home with no outdoor space, use a fan to dry the rug, moving it around to ensure even drying and turning the rug occasionally. Once completely dry, sprinkle the rug with baking soda. Allow the baking soda to sit for 30 minutes before vacuuming. If the smell persists, repeat, letting the baking soda sit for longer before removing. Alternatively, sprinkle baking soda underneath the rug, allowing it to sit for a few days before vacuuming away.

Add two tablespoons of tea tree oil to one cup of water in a spray bottle. Shake and mist lightly over the rug. Allow one side to dry before turning to repeat on the other side. Tea tree oil is a natural antiseptic that helps neutralise mould and mildew.

#### Pillow Covers And Throws

Washing directions Battus, Losaria and Mimoides

#### Caring for wool

Wool is a delicate natural fiber that offers wonderful warmth and moisture-wicking capabilities. Keep the fibers as fresh as the day they were shorn with these wool care tips.

To help wool material last longer, only dry clean them when necessary. The self-regulating fibers don’t need to be laundered as often as other materials. Between dry cleaning, keep your wool items looking like new with these tips:

# Materials & Maintenance

## Brushing

For woven materials only: Use a soft brush to brush material lengthwise after to remove surface soil that might become stains later. Dust and dirt can dull the appearance of wool fabrics.

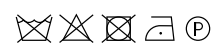
Remove pillied fabric, lint, and pet hair with a fuzz remover but avoid using on the Boucle and Silk parts of the material

## Airing

To freshen the woven material may be hung in fresh air on a suitable hanger or flat surface.

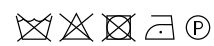
Battus, 99% Wool, 1 % Silk

- Do not machine wash
- Do not bleach
- Do not tumble dry
- Cool iron
- Indoor use oly



Losaria, 100% Wool

- Do not machine wash
- Do not bleach
- Do not tumble dry
- Cool iron
- Indoor use oly



## LINEN

### Pillow Covers

#### Caring for Linen

Linen is a delicate natural fiber that offers wonderful Softness, warmth, and moisture-wicking capabilities. Unlike cotton, which tends to retain moisture for a significant period, linen dries quickly, which helps reduce heat retention in overly warm conditions.

Regular washing is good for pure linen, softening and beautifying it, and gives it a lovely ‘lived-in’ look. Linen material is more dirt resistant than other textiles, and if rinsed thoroughly it comes up just as new every time.

Your Linen can be washed in a machine. However, they should be separated based on color. Always avoid washing light-colored fabrics with dark fabrics. Linen fabrics also should be washed in a separate load from other types of fabrics.

When using a household or commercial washing machine, keep the water temperatures no hotter than lukewarm, and preferably cold. Hot water may cause linen fabric to shrink or may weaken the fibers.

Additional tips include:

- Use the gentle cycle to keep the fibers intact.
- Do not overload your machine; this may prevent your fabric from getting evenly cleaned.
- Use mild (delicate) detergent, and do not bleach.

Mimoides, 100% Linen

- Warm wash
- Do not bleach
- Do not tumble dry
- Medium iron
- Indoor use oly



#### Caring for inner cushion (Polyester)

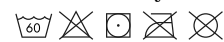
Polyester is a is a manufactured fiber also known as PET that offers many valuable properties. It’s a strong fibre that’s resistant to stretching and shrinking and is also wrinkle resistant.

In fact, polyester is one of the easiest fabrics to wash because you can machine wash the polyester cushion if it will fit into your washing machine. To ensure the synthetic fiber does not break down from heat, always choose cool or warm water when washing.

Also, polyester clothing is easier to dye compared to cotton or silk fabrics. It dries quickly and is resistant to abrasion.

Inner Cushion, 100% Polyester

- Wash warm
- Do not Bleach
- Do not tumble dry
- Do not iron
- Indoor use oly



## RATTAN

Rattan is a natural material that displays unique colour variations that make each piece unique. For daily cleaning, wipe with a dry cloth. Once a month, clean with a soap solution, adding one tablespoon of soap flakes to one litre of warm water and applying to the rattan, allowing it to penetrate into the material. Wipe off any remaining water with a clean, damp cloth.

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Rattan is suitable for both indoor and outdoor use. Rattan used outdoors should be stored inside or covered in cold, wet weather.

## RUBBER & SILICONE

To clean rubber and silicone, use a mild detergent or baking soda and a non-abrasive brush.

Wash the rubber or silicon with mild detergent, lukewarm water and a non-abrasive brush. Apply light pressure as you scrub in a circular motion. Rinse with clean water.

Apply baking soda to any areas that feel sticky or have mouldy patches. Gently work the baking soda into the surface with a damp, non-abrasive scrub brush. After scrubbing, wash with a mild detergent to remove any residue. Repeat as necessary.

## PLASTIC

Wipe plastic with a dry cloth to clean.

To remove dirt, use a cloth wrung in lukewarm water. For stubborn dirt, use a mild detergent. Do not use chemical cleaners or harsh abrasives as these may scratch the surface.