

# Knoll Product Maintenance

	Issue	Suggested Procedure
<b>KnollStudio</b>		
<b>Wood Veneer (Open pore)</b>	General maintenance	Clean with commercial brand liquid furniture polish three to four times per year; i.e. Guardsman or Weiman Furniture Cream.
	Stubborn dirt/Light scratches	Rub lightly with (#0000) very fine steel wool. Apply two coats of furniture Cream.
	Deep scratches	Contact commercial refinisher.
<b>Plastic Laminate/Micarta</b>	General maintenance	Clean with non-abrasive household cleaner; i.e. Windex, Fantastik, alcohol or synthetic thinner with a soft cloth.
	Dull finish	Rub with jewelers rouge as a polishing agent, then finish with paste wax.
<b>Marble (Polyester coated)</b>	General maintenance	Clean with warm water or non-abrasive household cleaner; i.e. Windex or Fantastik. Rinse with warm water and dry cloth.  <b>Note:</b> Never use steel wool or other abrasives on marble.
<b>Marble (Without coating)</b>	General maintenance	Clean with warm water or non-abrasive household cleaner; i.e. Windex or Fantastik. Rinse with warm water and dry cloth. Coat with marble wax after washing.  <b>Note:</b> Never use steel wool or other abrasives on marble.
	Stains/Light scratches	Sand lightly with 320-500 fine sandpaper, and polish with putty created from tin oxide and warm water.  Rub with a rough cloth in a circular motion. Apply marble wax.
	Stubborn stains	Apply the following solutions with an absorbent cloth. Hydrogen Peroxide with ammonia for organic stains; i.e. tea, coffee, or flower pedals. Drug store amyl acetate for oil based stains; i.e. food oils, creams. Hardware store rust remover for orange or brown rust stains. After treating stain, wash with warm water, dry with soft cloth, then coat with marble wax.
<b>Granite</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik. Apply marble wax to improve luster and protect finish.
<b>Stainless Steel</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik.
	Small scratches	Rub with mild abrasive or Dutch cleanser; i.e. Comet or Ajax in direction of the grain. Apply a coat of auto wax to maintain beauty.

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<b>Nickel</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik.
	Scratches/Discoloration	Rub lightly with a fine steel wool (#0000) to restore luster. Touch-up with clear lacquer to prevent oxidation.
<b>Chrome</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik or automotive chrome cleaner. Apply coat of hard past wax to protect against moisture.
<b>Polished Aluminum</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik.
	Discoloration	Clean with non-abrasive cleaner; i.e. Windex or Fantastik. Apply coat of hard past wax to maintain luster.
<b>Anodized Aluminum</b>	General maintenance	Clean with non-abrasive cleaner; i.e. Windex or Fantastik. Apply paste wax or non-abrasive car polish, i.e. DuPont Car Polish #7 to prevent oxidation.
	Stubborn stains/Discoloration	Apply naval jelly aluminum cleaner.
<b>Polished Brass</b>	General maintenance	Apply a non-abrasive cleaner; i.e. Windex, Fantastik, or Brass Polish.
	Discoloration	Coat with hard plastic wax periodically to prevent oxidation.
<b>Bronze</b>	General maintenance	Apply a non-abrasive cleaning solution; i.e. Windex, Fantastik, or Brass Polish.
	Scratches/Discoloration	Rub lightly with a fine steel wool (#0000) to restore luster. Touch-up with clear lacquer to prevent oxidation.
<b>Glass</b>	General maintenance	Clean with non-abrasive solution; i.e. Windex or Fantastik.
<b>Plexiglas/Frosted Glass</b>	General maintenance	Clean with mild soap and water solution; i.e. Lux or Joy. Wipe with soft cloth  <i><b>Note:</b> DO NOT use glass cleaner, Windex with ammonia content—solvent may turn plexiglas/frosted glass cloudy/milky.</i>
	Fine scratches	Apply a hardware store plastic polish; i.e. Novus #2.
<b>Ribbed Windows</b>	General maintenance	Clean with lukewarm water, soft cloth, and mild soap; i.e. Top Job, Joy, Palmolive Liquid, Windex.
<b>Rolling &amp; Sliding Doors</b>	Fine scratches	Apply mild automotive polish; i.e. Johnson Paste Wax, Novus Plastic Polish #1 or #2, Mirror Glaze Plastic Polish (M.G.M10).

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	Issue	Suggested Procedure
<b>Painted Metal</b>	General maintenance	Clean with non-abrasive solution; i.e. Windex, Fantastik, household Ammonia, or other non-abrasive soaps or detergents.
	Light scratches/Stubborn stains	Rub with mild abrasive cleaner; i.e. Softscrub, Comet, or Ajax. Shine with high-grade auto polish. <b>Note:</b> <i>Never use harsh abrasives or steel wool.</i>
	Deep scratches	Contact The Knoll Group Customer Service for touch-up paint. <b>Note:</b> <i>Do not use abrasives.</i>
<b>Metallic Paint</b>	Deep scratches	Contact a professional refinisher.
	Finger prints	Remove with rubbing alcohol then buff surface with dry cloth.
<b>Marker boards (dry erase)</b>	General cleaning	Clean with mild detergent and water or with non-abrasive commercial cleaner; i.e. Windex, Fantastic, Glass Plus, or Formula 409.
	Severe marks/stains	Clean with lacquer, acetone, fingernail polish remover thinner, or MEK—avoid excessive use of these cleaners.
<b>Fabrics</b>	General maintenance	See Fabric Cleaning information for general maintenance, and stain removal based on fabric cleaning code ( <i>KT_Cleaning.pdf</i> ).
	Soiled/Non-oil base stain	Apply foam or powder upholstery cleaner. Test hidden area for colorfastness.
	Grease/Oil base stain	Apply a commercial solvent; i.e. Bestine or Blue Lustre. Test hidden area.
<b>Spinneybeck Leathers</b>	General maintenance	Full grain, aniline leather requires little care. Do not use hard cleaners or substances such as wax or mink oils. A periodic wipe with a damp cloth is a sufficient mean of cleaning under normal conditions.  Spinneybeck now offers a leather maintenance kit specifically designed for the 28 quantities offered. The kit includes a cleaner, conditioner and ink-remover; call 1-800-482-7777 to order. Three types of kits are available: for finished products, full aniline products and for brush-sueded products.
<b>Naked Leather (Capri, Cervo, Copenhagen, Cordovan, Distressed, Prima, Saddle)</b>	General maintenance	Wipe entire surface with a soft woolen cloth and water. Do not spot rub for it will darken only that area.
<b>Protective Finished Leathers (Acqua, Alaska, Amazon, Andes, Antique, Arizona, Derby, Ducale, España, Forte, Hant Tipped, Portofino, Riva, Sabrina, Salon, Torello, Velluto Pelle, Vicenza, Volo)</b>	General maintenance	Wipe entire surface with a soft cloth and a very mild solution of Ivory Fakes and cold water, followed by wiping the entire surface with water alone.
<b>Grain Sueded Leather (Ducale Velour, Marissa)</b>	General maintenance	Leather should be brushed occasionally with a sueded cleaning block to help remove general soilage.
	Spills	Spillage should not be allowed to puddle and should be blotted dry immediately.

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**Cowhide Slings and Belting Leather**

General maintenance

Use a soft cloth dampened with a solution of mild soap or detergent (Ivory Flakes) will dissolved in water. Rub very lightly, never pressing hard. Do not use solvents because dye may run.

Scratches

Use liquid shoe polish and buff when dry.

Spills

Any liquids spilled on leather should be mopped up as soon as possible in order to avoid being absorbed by the leather.

**Vinyl**

General maintenance

Clean frequently with mild detergent and water. Use leather or plastic cleaners for heavily used product.

**Note:** *Solvents can cause vinyl to gum and deteriorate.*

**Cane**

General maintenance

Clean with water and glycerin solvent every three months to prevent cane from drying out.

**Issue**

**Suggested Procedure**

**Knoll Office Workplace Collections and Systems**

**Knoll Veneer Finishes**

General maintenance

Regular dusting with a soft cloth will help prevent fine dust particles from becoming embedded in the finished surface. We recommend using a soft flannel cloth slightly dampened with water, followed by a dry cloth. Always wipe in the direction of the grain.

All furniture should be used in a stable, controlled atmosphere and positioned to avoid direct sunlight. The ideal climate is 65 to 75 degrees Fahrenheit with a relative humidity between 30 to 50%.

**Note:** Knoll does not recommend waxes or oils to clean or polish veneer surfaces. These materials are not necessary and may actually dull or be otherwise detrimental to the finish of our products.

Stubborn stains

Use a very mild non-abrasive, non-ammonia and non-alcohol containing soap diluted in a room temperature water solution. Apply with a soft flannel cloth, followed by a dry cloth. Always wipe in the direction of the grain. Non-ammonia based cleaners can also be used.

Spills

Spills should be wiped up promptly and wiped dry as described above. Spills should never be left on the finish overnight.

Reactions to other materials

Certain vinyl and rubber products left in contact for extended periods of time can chemically react with our wood finishes. Coasters, place mats, notebook covers, and rubber or plastic feet (found on most accessories) can also damage wood surfaces. We recommend using felt pads on all objects that come in contact with furniture. To avoid indentations caused by writing instruments, always use a non-vinyl blotter or writing pad.

**Plastic Laminate Surfaces**

General maintenance

Abrasive cleaners should be avoided.

**Note:** Do not use self-cleaning waxes.

Stubborn stains

Sparingly use self-cleaning waxes with very fine abrasives.

**Note:** Suede finish will dull with excessive use of self-cleaning waxes.

**Fabrics**

General maintenance

Regular vacuum cleaning is required to assure optimum durability.

Stubborn stains

Cautious use of mild dish washing solution. Should be hand brushed with conservative use of cleaner.

**Note:** Commercial spot removers may be used, try hidden area to test colorfastness.

**Metal Finishes**

General maintenance

Chrome may be cleaned with any liquid or non-abrasive chrome cleaner. Bronze and brass surfaces are best cleaned with a damp cloth, buffed, and dried.

**Note:** Metal cleaners should not be used on bronze or brass parts.

Stubborn stains

A mild solution of soap and water may be utilized.

	Issue	Suggested Procedure
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**Knoll Office Workplace Collections and Systems**

**Painted Surfaces**

General maintenance

Clean spills and smudges immediately with clean, damp cloth. Mild soap and water solution; i.e. Lux or Joy.

**Ribbed Windows  
(Rolling & Sliding Doors)**

General maintenance

Clean with lukewarm water, soft cloth, and mild cleaner; i.e. Top Job, Joy, Palmolive Liquid, or Windex.

Fine scratches

Apply a mild automotive polish: i.e. Johnson Paste Wax, Novus Plastic Polish #1 or #2, or Mirror Glaze Plastic Polish (M.G. M10).

## DatesWeiser

### Wood Veneer

Issue	Suggested Procedure
General use and maintenance	<p>Regular dusting with a soft cloth will help prevent fine dust particles from becoming embedded in the finished surface. We recommend using a soft flannel cloth slightly dampened with water, followed by a dry cloth. Always wipe in the direction of the grain.</p> <p>All furniture should be used in a stable, controlled atmosphere and positioned to avoid direct sunlight. The ideal climate is 65 to 75 degrees Fahrenheit with a relative humidity between 30 to 50%.</p>
Residues & smudges	<p>Use a very mild non-abrasive, non-ammonia and non-alcohol containing soap diluted in a room temperature water solution. Apply with a soft flannel cloth, followed by a dry cloth. Always wipe in the direction of the grain.</p> <p><b>Note:</b> Never use commercial cleaners, abrasives, solvents or glass cleaner on the table's surface as it will wear away the finish. Never apply wax as this will interact with the finish.</p>
Spills	<p>Spills should be wiped up promptly and wiped dry as described above. Spills should never be left on the finish overnight.</p>
Heat	<p>Wood finishes should be protected from heat and scratches. Never use dinner or glass wear directly placed upon table surface without protection of a coaster or trivet. In order to maintain the color of the wood direct sunlight should be avoided as much as possible.</p>
Reactions to other materials	<p>Certain vinyl and rubber products left in contact for extended periods of time can chemically react with our wood finishes. Coasters, place mats, notebook covers, and rubber or plastic feet (found on most accessories) can also damage wood surfaces. We recommend using felt pads on all objects that come in contact with furniture. To avoid indentations caused by writing instruments, always use a non-vinyl blotter or writing pad.</p>

### Stone

General maintenance	<p>Granite and marble are both very porous and stain very easily. Lemon juice and other acids can etch the surface of the stone. Many stains are extremely difficult or impossible to remove, so promptly wipe up any spilled liquids and do not leave wet material on stone. For cleaning we recommend using a soft flannel cloth slightly dampened with water, followed by a dry cloth.</p>
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### Glass (Clear and Etched)

General maintenance	<p>You may use a standard brand of glass cleaner that does not contain ammonia or vinegar. Always use a soft, clean, grit free cloth when cleaning to reduce the chances of scratching the surface. We do not recommend using paper towels. Avoid applying cleaning solution near seams in top.</p> <p>Avoid placing extremely hot serving wear on the glass surface without the protection of a trivet.</p>
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	Issue	Suggested Procedure
<b>DatesWeiser</b>		
<b>Corian</b>	General maintenance	Please follow this link: <a href="http://www2.dupont.com/Surfaces">http://www2.dupont.com/Surfaces</a>
<b>Caesarstone</b>	General maintenance	Please follow this link: <a href="http://www.caesarstoneus.com/customer-service/care-maintenance/">http://www.caesarstoneus.com/customer-service/care-maintenance/</a>
<b>Lacquer and Polyester</b>	General maintenance	We recommend using a soft flannel cloth slightly dampened with water, followed by a dry cloth.
	Residue and smudges	Use a dilute solution of water and a very mild non-abrasive, non-ammonia and non-alcohol soap. Apply with a soft flannel cloth, followed by a dry cloth. Never leave the surface wet.  Always test a small area prior to cleaning .
<b>Powder Coated and Plated Metal, Anodized Aluminum</b>	General maintenance	All metal surfaces should be cleaned with a mild, non-abrasive cleaner and soft cloth. For regular cleaning of metal surfaces, use a solution of mild, non-abrasive soap and warm water. Never use abrasives and chemical cleaners. Always test a small area prior to cleaning.