

## Care And Maintenance

### General

Properly treated, Herman Miller finishes remain in good condition for many years. The instructions that follow for the care and maintenance are provided as a service to customers; however no warranty is implied since results may vary, and no responsibility can be accepted for damage caused when cleaning finishes.

Herman Miller's Customer Service Department is available for consultation on product care and maintenance; please call them with any questions or for additional information.

### Veneer finish

Applies to full-cut and re-cut veneer finishes.

Herman Miller finishes will resist most household chemicals and cosmetics. However, some strong solvents and/or dyes may cause damage and discoloration. Therefore if any spillage occurs the area should be cleaned immediately, leaving the surface dry.

Provided that it is not allowed to lie for any length of time, water will not harm lacquered surfaces. A damp cloth and mild detergent are normally sufficient for routine cleaning. Harsh scouring powders and solvents should be avoided as they could damage the surfaces. A furniture polish, that does not contain silicon, may also be used to clean and protect the finish.

### Laminate/Melamine

For normal care and cleaning, laminate should be washed with a soft cloth soaked in a solution of mild detergent, such as washing-up liquid, and warm water. Following the washing, the surface should be rinsed thoroughly with clean water and dried with a soft cloth.

To remove burns or other types of stubborn marks, use a soft cloth and warm water with a cream kitchen cleaner. Before rubbing, check the grain direction since you should rub with the grain. Some laminates do not have a grain direction. On those surfaces, use a light circular motion when rubbing with an abrasive. Never rub so hard that the surface texture or gloss becomes changed. Always ensure that the liquid is thoroughly washed off and the surface is dried afterwards.

To determine the grain direction, examine the item in daylight. You will be able to see minute lines on the surface. The direction of the lines will give you the grain direction. It may be necessary to clean the entire top to maintain uniform appearance. Remember, cleansers are abrasive and should be used sparingly.

To remove stains, methylated spirit or kitchen cleaner may be used. Again, rub in the direction of the grain. Never use a harsh cleaner like hypo chlorite bleach, hydrogen peroxide, nitric or hydrochloric acids, liquid abrasive cleaners, etc.

### Marble, granite, or slate

Like all natural materials, marble, granite, or slate should receive diligent care to preserve its beauty. For normal cleaning, simply wipe surface with a damp cloth. Slate should be occasionally oiled with any clear light viscosity natural oil (such as banana or coconut oil). Rub into slate, and wipe off excess oil. For more lasting protection, after the top has been oiled and is dry, it should be waxed with a traditional wax polish.

These surfaces are susceptible to staining and/or etching from all acids. Damage to the surface will occur if these substances come in contact with the top: lemon, orange, grapefruit, natural or artificial citrus juice, grape juice, ink, mustard, alcoholic beverages. Proper care of marble, granite, or slate requires immediate cleaning of all those materials with a light abrasive compound such as 'Swarfega' industrial soap.

## Moulded plastic chairs

For normal care and upkeep, a mild detergent or soap is recommended for cleaning. Wipe off the excess soap or detergent with warm water. For stubborn dirt, a soft brush used with a mild detergent is recommended. For cleaning stains, a solvent such as naphtha is needed. A water soluble household cleaner once diluted will remove some black marks. Rinse thoroughly with water and dry with a soft cloth.

Furniture polish should be applied to the shells according to directions on the container.

## Fabrics

It is a good practice to vacuum upholstery fabrics and panel cloths regularly.

Always remove spots and spills as soon as they occur. Remove as much of the stain as possible by scraping or mopping off with a clean cloth / absorbent white tissue. If the stain persists further treatment is required as directed. Many stains (e.g. beverages) can be removed by clean cold or warm water, however sometimes foam from a diluted upholstery shampoo or very mild soap solution (but this is not recommended on wool fabrics) may also be required. Work inwards from the edge of the stain to restrain spreading. Use only a little fluid at a time to ensure the product does not become too wet by blotting with a large clean, dry cloth between applications. Repeat with clean water as necessary and allow the product to dry. Note: with some fabrics it may be necessary to clean the complete product to ensure a consistent result without ringing. If an upholstery shampoo or soap solution has been used the product should be rinsed. Finally, after it has dried it should be thoroughly vacuumed to ensure removal of any remaining soap particles.

If this treatment does not remove the stain, specialist proprietary treatment is required, choice of which will depend on the type of fabric and the stain, and manufacturer's instructions should be followed.

## Metals

### Polished aluminium

To maintain the soft sheen of polished aluminium, it should be polished with a traditional paste polish, applied according to the directions. In moist atmospheres near salt water, the wax should be applied each month. In lower moisture areas away from salt water, an application every three months will maintain the appearance of the aluminium.

### Polished chrome

If chrome loses some of its original lustre, this can be restored very easily by taking cheesecloth and wetting it with a non-abrasive cleaner such as washing-up liquid. Rub the part lightly until the original lustre reappears, then dry the part with a soft dry cloth to remove all of the cleaning product.

### Stainless steel

If stainless steel loses some of its original lustre, this can be restored very easily by taking cheesecloth and wetting it with a non-abrasive cleaner such as washing-up liquid. Rub the part lightly until the original lustre reappears, then dry the part with a soft dry cloth to remove all of the soap residue.

### Painted metal

For normal care and cleaning, wash with a soft cloth soaked in detergent and warm water. Following the washing, the surface should be rinsed thoroughly with clear water and dried. Scuffmarks can be removed with traditional wax polish following the manufacturer's instructions.

Scuffmarks and scratches can be removed from high gloss metal coatings using automotive polishing compounds and waxes. Paste and liquid type polishing compounds (e.g. 'T-cut') will effectively remove scuffmarks and scratches. If the polishing compounds do not restore the original sheen, the lustre of the surface can be restored with an application of 'Mansion' wax traditional paste polish.

### Natural leather

Take a piece of cheesecloth and, with any mild laundry detergent and lukewarm water, work up a good lather. Wipe clean with a slightly damp cloth, and dry with a soft cloth. Do this as often as the leather becomes soiled. Do not spot clean leather; clean the entire surface. Spot cleaning may leave discoloured areas.

Sufficient oils are incorporated in the leather during tanning to last indefinitely. As the finish is waterproof, oil applied to the surface of the leather will in no way affect the hide itself but is almost certain to ruin the finish.

Never use oil furniture polishes, varnishes, or ammonia since these are certain to ruin the finish causing it to become sticky and crack.

### **Aniline dyed leather**

Aniline dyed leather has a thin protective coating that should prevent the dirt and dust from becoming embedded in the pores. To clean, take a piece of cheesecloth, and with a diluted solution of mild household cleaner and lukewarm water, work up a good lather. Wipe clean with a slightly damp cloth, and dry with a soft cloth. Do not spot clean leather; clean the entire surface. Never use furniture polishes, oils, varnishes, or ammonia water. It is natural that aniline dyed leather, like saddle leather, will change in colour and acquire a patina with ageing.

### **Acrylic**

In cleaning acrylic glazing materials, the surface should first be flushed with clean water to remove particles of dust and other abrasive matter. Then, the plastic should be sponged gently with a water solution of mild soap like 'Lux' flakes or 'Sunlight' soap or a solution of diluted ammonia and water, then flushed with clean water. If dirt of an oily or greasy nature remains, it can be removed with hexane, dry cleaning naphtha, kerosene, or with methanol applied with clean, absorbent cotton and followed by rinsing with clean water.

As a final step, the acrylic glazing can be polished with a good wax polish applied with a pad of clean soft flannel and rubbed with a similar pad.

Benzene, acetone, methylated spirit, or petrol should never be used for cleaning acrylic glazing material as these solvents soften the surface of the plastic and may cause cracking. Window cleaning compounds and abrasive cleaners should also be avoided, and all cleaning materials and cloths must be free of grit and other foreign substances. Do not use abrasive cleaners or hard instruments.

### **Markerboards**

General note: use only erasable dry removable markers on this board, and take care to remove all residue after messages have been erased. If a message has been left on a board for a number of weeks, a proprietary whiteboard cleaner will assist effective removal.

Cleaning markerboards: if necessary, cleaning of the markerboard with lacquer thinner will eliminate any residue left on the board. Warning: Lacquer thinner is extremely flammable, an irritant to eyes and skin, even fatal if swallowed. Adequate precautions must be taken. If a permanent marker is accidentally used, write over the marked area with an erasable marker and wipe clean.

### **Thermoplastic materials**

For normal care and cleaning, thermoplastic materials (e.g. plastic trims) should be washed with a soft cloth soaked in a solution of mild detergent and warm water. Following the washing, the surface should be rinsed with clear water and dried with a soft cloth.

To remove marks or stubborn stains, use 'Flash' solution following manufacturer's directions. To restore gloss, use 'Mansion' wax traditional paste polish. Do not use solvents or abrasive-type kitchen cleaners on thermoplastic materials.

### **Embody™ Chair Care and Maintenance**

With regular care and maintenance, your Herman Miller Embody Chair will provide many years of superior performance and satisfaction. To maintain the quality of your Herman Miller product, please follow the cleaning procedures outlined here.

The instructions for the care and maintenance of Herman Miller Products are provided to you as a service. No warranty is implied since results may vary.

### **Base, Frame, and Arm Pads**

For normal cleaning, wash surface with a soft cloth soaked in mild detergent and warm water. Rinse thoroughly and dry with a soft cloth. Do not use solvents or abrasive kitchen cleaners.

### **Balance**

#### Normal Cleaning

For normal cleaning, vacuum fabric as needed. Vacuuming picks up dust and reduces the need for professional cleaning. Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

#### Spot Cleaning

To spot-clean fabric, immediately soak up the stain with a soft absorbent cloth. Do not dry the stain completely or it may set. The longer a stain is allowed to remain on a fabric, the more difficult it is to remove.

For water-based stains such as coffee, soft drinks, fruit juices, or milk use a water-based cleaner (specifically made for cleaning fabric) or a solution of mild (alkaline) warm soapy water (not overly soapy) applied with a damp clean cloth or sponge. Work the cleaner into a lather or foam.

Never use hot water, it will set the stain. Avoid scrubbing.

For oil-based stains such as lipstick, grease, or salad dressing use a dry cleaning solution applied with a damp clean cloth or sponge. Test the cleaning solution on a small, concealed area first. If there is no spotting, ringing, or damage to the fabric or its dyes, apply the cleaning solution to the soiled area with light, quick strokes. Begin at the outside of the stain and work toward the centre, being careful not to over-saturate the fabric. K2r is also a product that can be used. See product label for complete instructions.

Do not over apply water or any liquid solution to fabric. Excessive wetting of the fabric with any liquid solution may result in permanent damage to the material.

Do not rub too vigorously or you may damage the nap of the fabric or break fibres. Several light applications are better than one heavy application.

Soak up all remaining solution and then use another clean cloth or sponge dipped in cool water to remove any residue.

Let fabric dry thoroughly and then vacuum well before using.

If the stain resists cleaning, call a professional cleaner.

### **Large Areas**

If large areas are soiled, contact a professional cleaning firm.

### **Cygnus care and cleaning**

#### **Spot Cleaning**

There are two types of stains: water-based and oil-based. Water-based stains are non-greasy soil or stains such as coffee, soft drinks, fruit juices, or milk. Oil-based stains are oil-borne soil or stains such as lipstick, grease, or salad dressing.

#### **Water-based stains**

Soak up excess material immediately with a soft absorbent cloth. Do not dry the stain completely or it may set. The longer a stain is allowed to remain on a fabric, the more difficult it will be to remove.

A water-based cleaner (specifically made for cleaning fabric) or a solution of mild (alkaline) warm soapy water (not overly soapy) used in the following manner should remove the stain. A small-concealed area should be tried first to make sure there would be no damage, spotting (ringing), or reaction to the fabric or its dyestuffs. Apply to the soiled area with a clean cloth (or sponge).

[Never use hot water, it will set the stain. Avoid scrubbing]

Work the cleaner into a lather or foam. Brush the stain with light, quick strokes. Start at the outside of the stain and work toward the centre. Be careful not to overly saturate the stain with the cleaning solution. Do not rub too vigorously or you may damage the nap of the fabric or break fibres. Several light applications are better than one heavy application.

Soak up all remaining cleaning solution and then use another clean cloth (sponge) dipped in cool water to remove any residue that will attract further soiling.

Allow fabric to dry thoroughly and then vacuum well before using. Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

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

### **Oil-based stains**

Soak up excess material immediately with a soft absorbent cloth. Do not dry the stain completely or it may set. The longer a stain is allowed to remain on a fabric, the more difficult it will be to remove.

A dry cleaning solution should be used in the following manner should remove the stain. A small-concealed area should be tried first to make sure there would be no damage, spotting (ringing), or reaction to the fabric or its dyestuffs. Apply to the soiled area with a dampened clean cloth (or sponge). [Avoid scrubbing]

Apply to the stain with light, quick strokes. Start at the outside of the stain and work toward the centre. Be careful not to overly saturate the stain with the cleaning solution. Do not rub too vigorously or you may damage the nap of the fabric or break fibres. Several light applications are better than one heavy application.

Soak up all remaining cleaning solution and then use another clean cloth (sponge) to remove any residue that will attract further soiling.

Allow fabric to dry thoroughly and then vacuum well before using. Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

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

### **Large Areas**

When large areas need to be cleaned it is recommended that a professional cleaning firm be used. A dry compound upholstery shampoo should be used.

Soak up excess material immediately with a soft absorbent cloth. Do not dry the stain completely or it may set. The longer a stain is allowed to remain on a fabric, the more difficult it will be to remove.

Regular vacuuming will reduce the need for professional cleaning. Dust and contaminants diminish the original colour clarity.

[Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric].