

# Product Cleaning and Maintenance Care

The best spaces manifest quality in proportion and material—from colorful textiles, soft felts and leathers to wood, laminates and engineered polymers. Materials like these evoke simplicity and balance, coexisting with furniture to achieve Florence Knoll’s ideal—the spirit of “total design.” Our extensive range of materials and dedication to quality can complete your workspace, whether raw or refined.

KnollTextiles  
Knoll Office  
KnollExtra  
KnollStudio  
DatesWeiser  
SpinneyBeck | FilzFelt  
Muuto

This product cleaning and maintenance care guide refers to the entire constellation of Knoll products. For additional Muuto cleaning guidance, please refer to Muuto’s Product Fact Sheets at: <http://download.muuto.com/MediaLibrary/Product-Fact-Sheet>

Furniture that is comprised of multiple materials may require multiple cleaning and maintenance protocols. Refer to [Knoll Price Lists](#) to determine the component material and fabric options where applicable. Refer to this guide for how to clean and maintain each surface.

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## Tested Disinfectant Formulas

While Knoll cannot guarantee the efficacy of these products, when properly used in accordance with the manufacturers’ directions for use and dilution, they will not cause harm to the standard finishes below.

These products have been tested on all standard Knoll Office veneers, laminates, paints, glass, aluminum and plated finishes. These products have been tested on all standard KnollStudio laminates, paints, glass, aluminum and plated finishes. These tested cleaners apply to these standard finishes only. (Additional testing is necessary for KnollStudio veneers as well as specialty finishes, DatesWeiser and Muuto.)

- + Envirox® H2Orange2 Concentrate 117
- + Virox™ Accelerated™ Hydrogen Peroxide 5
- + Envirox® EvolveO2™ ( GN×2 technology ) #1, Multi-Purpose Cleaner and Degreaser

*The Center for Disease Control (CDC) advises social distancing and handwashing to help prevent the spread of COVID-19. For more information from the CDC, visit their website here: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>*

## Soft Finishes

### Textiles / Fabrics

The following procedure should be used with all cleaning agents. A clean, white cloth dampened with the recommended cleaning agent should be used in an inconspicuous place to test for colorfastness. Optimum cleaning will be achieved by not over-wetting the cloth and by turning it frequently to keep it clean. Rings can be avoided by working from the outer edge of the spot toward the center. This process should be repeated until the spot is removed or there is no further transfer to the cloth. To treat soiled/non-oil base stains, apply foam or powder upholstery cleaner. Test hidden area for colorfastness. To treat grease/oil base stains, apply a commercial solvent such as Bestine or Blue Lustre. Test a hidden area.

**For fabric boards**, clean only with warm water and mild soap; use caution when applying cleaning agents, particularly those that contain alcohol, strong alkalis, or solvents that may react to the vinyl backing or adhesives used in the fabric boards.

For Additional guidance on cleaning textiles and bleach-cleanable textiles, please visit: <https://www.knoll.com/shop/knolltextiles/knolltextiles-resources#cleaning>

For Muuto textiles cleaning and maintenance care, please visit: <http://download.muuto.com/MediaLibrary/knoll-muuto-cleaning-instructions>

### Wool Felt

Vacuum with a clean, soft brush, and clean with water and mild detergent. A chemical spot remover may be used. Always test any cleaning method first in an inconspicuous area. There are many solvent-based spot removers available. Although they are not recommended except in the case of emergency, the best choices for wool felt are dry cleaning fluids. Blot the stained area with a clean cloth soaked in dry cleaning fluid, then blot with a clean cloth until dry.

Additional cleaning guidance on wool felt can be found under the Maintenance & Cleaning section at: <https://www.filzfelt.com/index.php?/downloads#Maintenance-Cleaning>

### Leather

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.

**For finished leathers, cowhides, and belting leathers**, maintain by wiping with a cool, damp cloth. For scratches, use liquid shoe polish and buff when dry. For tougher soiling, use a pH balanced soap on cloth and rinse.

**For naked leathers**, wipe entire surface with a soft cloth and cool water. Do not spot-rub.

**For grain sueded leathers**, remove general soil with a suede cleaning block.

A leather maintenance kit is available at:

[www.spinneybeck.com](http://www.spinneybeck.com).

Additional information on cleaning and maintaining leathers can be found in the Maintenance section at:

<https://www.spinneybeck.com/index.php?/downloads>

## Hard Finishes

### Veneer / Wood

On veneers, 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. Never use commercial cleaners, abrasives, solvents or glass cleaner on any wood components as it will wear away the finish. Never apply wax as this will interact with the finish. On woods, clean with a dry, lint-free cloth. Wash once a year with a mild soap and water solution, rinse with damp cloth and dry immediately.

*Note: All DatesWeiser wood products should be cleaned using the above guidance.*

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%. 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.

### Lacquer Finishes on Wood

Clean with ordinary household soaps or detergents, well dissolved in water. Polish with lemon oil using a very soft cloth. For stubborn dirt or light scratches, uniformly apply Cleanbright Liquid Ebony or Guardsman liquid furniture polish with cheesecloth. Allow ten minutes to dry and wipe with a clean, dry cloth. Never use abrasives.

### Teak

Do not apply teak oil if you are using your furniture outdoors. For teak furniture used outdoors, clean with Simple Green and a medium bristle brush until dust, pollen and dirt are removed. Note that teak exposed to the sun will patina to a silvery grey color.

**For teak furniture used indoors,** wipe surface with soft cloth to remove dust. Apply a thin layer of teak oil using a paint brush and wipe excess using a soft cloth.

### Cork

Spot clean with a cloth dampened with water only.

### Natural Caning

Use water and glycerin to maintain and prevent cane from drying out.

### Cotton / Nylon Webbing

Use damp cloth to wipe off stains. Do not use detergent or soap or any abrasive detergent.

### Powder Coated and Plated Metal

In general, 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. Remove stubborn stains with Soft Scrub. Remove stubborn stains and light scratches from painted metal surfaces by rubbing with a mild abrasive cleaner like Softscrub, Comet, or Ajax. Never use harsh abrasives or steel wool.

**For polished aluminum,** clean with Windex, Fantastik, or other non-abrasive cleaning solutions. Coat with a hard paste wax semi-annually to maintain luster and prevent discoloration.

**For anodized aluminum,** clean with mild soaps, detergents, or other non-abrasive cleaning agents. Apply paste wax or DuPont non-abrasive car polish #7 twice a year to prevent oxidation. For stubborn stains or discolorations, apply navel jelly aluminum cleaner.

**For copper surfaces,** polish using a soft cloth and metal polish cream. Do not use harsh abrasive or steel wool.

**Bronze and brass surfaces** are best cleaned with a damp cloth, buffed, and dried. Non-abrasive cleaners like Windex, Fantastik, and Brass Polish may be used. Metal cleaners should not be used on brass and bronze parts. For stubborn stains, a mild solution of soap and water may be utilized. For discoloration on polished brass, coat with hard plastic wax periodically to prevent oxidation. For scratches and discoloration on bronze, rub lightly with a fine steel wool (#0000) to restore luster; touch-up with clear lacquer to prevent oxidation.

**On chromes, stainless steel, and nickel,** use non-abrasive spray glass cleaner for day to day care. For small scratches on stainless steel, rub with a mild abrasive or Dutch cleanser such as Comet or Ajax in the direction of the grain. Apply a coat of auto wax to maintain beauty. For scratches and discoloration on nickel, rub lightly with a fine steel wool (#0000) to restore luster. Touch-up with clear lacquer to prevent oxidation. To maintain chrome, apply coat of hard paste wax to protect against moisture.

### Pixel Molded Urethane Edge

Clean with Fantastik or Windex.

## Hard Finishes, continued...

### Laminate / Melamine

Scrub with Windex, Fantastik, Mr. Clean, or other household soaps or detergents well dissolved in water, or with a very soft cloth dampened with alcohol or a synthetic thinner. For a dull finish, rub with jeweler's rouge as a polishing agent and finish with paste wax. Never use abrasives. Remove stubborn stains with Soft Scrub. Only use self-cleaning waxes sparingly on stubborn stains with very fine abrasives. Suede finish will dull with excessive use of self-cleaning waxes.

### Rilsan

Clean with Windex, Fantastik, or other ordinary non-abrasive household soaps or detergents. For ink stains on white surfaces, use Soft Scrub. For scratches and chips, rub with Comet, Ajax, or other mild abrasives. For deeper scratches, use a good grade automotive acrylic-lacquer touch-up paint. Shine with a high-grade auto polish. Never use harsh abrasives or steel wool.

### Marble / Granite / Vetro Bianco

Polyester-coated marble, granite, and vetro bianco may be washed with lukewarm water. Wash more thoroughly with a non-abrasive cleaner like Windex or Fantastik in warm water. Rinse with warm water and dry with a soft cloth. Natural non-coated marble should never be cleaned with abrasives. Never use steel wool to clean marble, granite, or vetro bianco.

### Slate

Apply a generous amount of soap solution (1:5) to the tabletop with a hard brush. Wipe off the top with a clean, damp cloth. Repeat as often as required. Apply mineral oil or lemon oil as needed to protect surface and maintain color.

### Ceasarstone

For cleaning guidance on caesarstone, please visit: <https://www.caesarstoneus.com/customer-care/care-maintenance/>

### Corian

For cleaning guidance on corian, please visit: <https://www.corian.com/-documentation-#-warranty-and-care->

### Glass (Clear and Etched) / Acrylic Polycarbonate / Porcelain

You may use a standard brand of glass cleaner that does not contain ammonia or vinegar such as Ammonia-Free Windex. Ammonia will damage frosted glass. Do not use abrasive detergents. 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. For fine scratches on frosted glass, apply a hardware store plastic polish; i.e. Novus #2.

### Cement

Use soap-based household cleaner.

### Plastic / Nylon

Clean using a soft rag, either dry or wet. When needed, use mild pH-balanced soap diluted in water. Do not use abrasives sponges, acidic products or solvents containing ammonia. To remove scuff marks, lightly rub scuff mark with a dry, non-scratch scour pad, like Scotch-Brite.

### Vinyl

Clean frequently with a mild detergent and water. Use leather or plastic cleaners for unusually heavy use. Do not use solvents such as gasoline because plastic surface will gum and deteriorate.

### Epoxy

Clean with Windex, Fantastik, or other ordinary non-abrasive household soaps, detergents, or ammonia at least once a month to prevent yellowing. For scratches and chips, rub with Comet, Ajax, or other mild abrasives. For deeper scratches, contact Knoll Customer Service for touch-up paint. Shine with a high grade auto polish. Never use harsh abrasives or steel wool.

### Marker Board

For day-to-day use, surface requires only a dry cleaning with a standard felt eraser or dry cloth. If used daily, we recommend a complete cleaning be performed at least 2-3 times a week using EXPO® whiteboard cleaner. You may also clean with EV-1 or any liquid ammonia-added cleaner and rinse with clean water, then dry.

Interim cleaning may be done by sprinkling a dry powdered cleanser on an eraser and applying to the board in a circular motion. Rinse with clean water, then dry.

**To remove ghosting**, use EXPO® whiteboard cleaner and a paper towel; wipe the entire surface and let dry. Mix Joy® dishwashing detergent with warm water and apply to the board using a paper towel; then wipe dry with a clean cloth. Repeat as necessary.

**To remove permanent marker**, use a dry erase marker to write on top of the permanent marker. Erase with a dry eraser, and then clean with EXPO® whiteboard cleaner.

**To remove crayon**, scotch tape, or other stubborn materials, apply a mild solvent or paste made with scouring powder and water.

## Hard Finishes, continued...

### Solid Surfacing

Solid Surfacing may be cleaned with a damp cloth and ordinary soap, household liquid detergent, household chlorine bleach, or (for matte finish) a powdered cleanser. Strong acid or alkaline drain cleaners and oven cleaners will damage the surface.

Stubborn stains or unusual damage can be repaired with Scotch Brite® pad #7448 or 320-360 grit sandpaper. Severe damage can often be repaired by sanding with 120 grit sandpaper and then following with 220 grit paper. For matte finish, follow sanding with a Scotch Brite® pad #7447 (or equivalent) to match gloss level of sanded area to the surrounding area. Plastic or counter cleaner polishes will enhance the appearance.

## Office Seating

Here is a consolidated list of cleaning guidelines for all Knoll Office Seating. With any cleaning agent, it is recommended that you test a sample area prior to applying to a larger area. Do not use abrasive sponges, highly acidic products or solvents containing ammonia. Seating components with an asterisk may be cleaned with the following six cleaning agents commonly used in healthcare facilities:

- + Clorox Germicidal Liquid Bleach diluted 1:5 ratio to tap water (pH 3.7)
- + Clorox Cleanup undiluted 100% solution (pH 9.7)
- + Wex-Cide 128 Concentrate Phenolic Germicide by Wexford Labs diluted 1 ounce to 1 gallon tap water (pH 3.7)
- + Formula 880 Quaternary Germicide by Grand Technologies diluted ½ ounce to 1 gallon tap water (pH 8.1)
- + Hydroxi Pro Concentrate 128 by Core Products diluted 1:8 ratio to tap water (pH 7.2)
- + Virox 5 RTU cleaning solution

### Life

- + **Seat with base grade textile:** Clean with water-based cleaning agents and foam or mild water-free solvents.
- + **Back and frame:** Clean with water-based cleaning agents or foam. Low environmental impact cleaning fluids, including GS-37 certified products, may also be used.

*\*Nylon back frame*

### Generation by Knoll and ReGeneration by Knoll

- + **Seat with base grade textile:** Clean with water- or solvent-based cleaning agents. Low environmental impact cleaning fluids, including GS-37 certified products, may also be used.
- + **Back and frame:** Frequent vacuuming or light brushing on the Flex Back Net back to remove dust and grime is recommended, and Clorox wipes can be used. On a fully upholstered back, spot clean with a mild upholstery shampoo or the foam from a mild detergent.

*\*Hard surfaces and Flex Back Net*

### MultiGeneration by Knoll

- + **Seat with base grade textile:** Clean with water- or solvent-based cleaning agents. Low environmental impact cleaning fluids, including GS-37 certified products, may also be used.
- + **Back and frame:** Clean using a soft rag, either dry or wet. When needed, use mild pH-balanced soap diluted in water.

*\*Shell only (not the frame)*

### Olio

- + **Seat with base grade textile:** Clean with low environmental impact cleaning fluids, including GS-37 certified products.
- + **Back:** Clean the frame using a soft rag, dry or wet. When needed, use mild pH-balanced soap diluted in water.

*\*Back and nylon base*

## Office Seating, continued...

### Remix Task and High Back

- + **Seat with base grade textile:** Clean with low environmental impact cleaning fluids, including GS-37 certified products.
- + **Back and frame:** Clean the frame using a soft rag, either dry or wet. When needed, use mild pH-balanced soap diluted in water.

*\*Back frame and nylon base*

### Remix Side

- + **Seat with base grade textile:** Clean with low environmental impact cleaning fluids, including GS-37 certified products.
- + **Base:** Clean using a soft rag, either dry or wet.

### k. task

- + **Seat with base grade textile:** Clean with water-based cleaning agents and foam or mild, water-free solvents.
- + **Back and frame:** Clean the back mesh with water-based cleaning agents or foam.

### Moment

- + **Seat with base grade textile:** Clean with water-based cleaning agents and foam or mild, water-free solvents may be used for cleaning this fabric.
- + **Back and frame:** Clean the glass filled nylon back and steel frame by wiping down with a clean, damp cloth.

*\*Nylon back*

### Toboggan

- + **Steel frame and laminate surfaces:** Wipe down with a clean, dry or damp cloth. Stay away from any solutions containing bleach for wood finishes.

*\* Phenolic surfaces*

### Spark

All surfaces may be wiped down with a clean, dry or damp cloth.

*\* The entire chair can be cleaned using the first five cleaning agents listed above. Virox 5 RTU is not an approved cleaner.*