

Care



Instructions

General care and cleaning instructions

General cleaning

Using a solution of water mixed with a mild, environmentally friendly general detergent or washing up liquid, clean the surface with a soft, damp cloth. Always dry the surface after cleaning using a dry cloth. If the surface has a grain, always rub in the direction of the grain. If there is no directional grain, use a light, circular motion. Never use powdered abrasives or cleaning solutions that contain abrasives, or scotch pads/scouring pads as this may damage the surface.

Natural surfaces, timber, laminates and veneer

High pressure laminates / melamine surfaces

General cleaning

Using a solution of water mixed with a mild, environmentally friendly general detergent or washing up liquid, clean the surface with a soft, damp cloth. Always dry the surface after cleaning using a dry cloth. If the surface has a grain, always rub in the direction of the grain. If there is no directional grain, use a light, circular motion. Never use powdered abrasives or cleaning solutions that contain abrasives, or scotch pads/scouring pads as this may damage the surface.

Wood veneers & laminated wood

General care & cleaning

Using a solution of water mixed with a mild, environmentally friendly general detergent or washing up liquid, clean the surface with a soft, damp cloth. Wipe up any spills immediately to avoid stains. Take care not to soak the surface, and ensure the surface is well dried after cleaning before use. Placing objects on a wet surface can leave marks or rings. Never use powdered abrasives or cleaning solutions that contain abrasives, scotch pads/scouring pads or sandpaper as this may damage the surface. A veneered wood surface should be treated as any other wooden table. Always use a coaster under drinks to protect the surface, and never place any hot objects directly on the surface. Always leave an air gap if placed next to a radiator or heat source.

Light Exposure

For the first few weeks, objects should not be left on the table for too long as it may cause discoloration due to light exposure. After a few weeks the surface will settle. In general, uneven exposure to light should be avoided where possible, to ensure an even ageing of the wood material.

Solid wood—lacquered finish

General care & cleaning

Using a solution of water mixed with a mild, environmentally friendly general detergent or washing up liquid, clean the surface with a soft, damp cloth. Wipe up any spills immediately to avoid stains. Take care not to soak the surface, and ensure the surface is well dried after cleaning before use. Placing objects on a wet surface can leave marks or rings. Do not use abrasive pads or sandpaper on the wooden surface. Always use a coaster under drinks to protect the surface, and never place any

hot objects directly on the surface. Always leave an air gap if placed next to a radiator or heat source.

Light Exposure

For the first few weeks, objects should not be left on the table for too long as it may cause discoloration due to light exposure. After a few weeks the surface will settle. In general, uneven exposure to light should be avoided where possible, to ensure an even ageing of the wood material. In case of significant damage to the surface finish, solid wood can be sanded down and re-lacquered. *This should only be undertaken by a professional.*

Solid wood—oiled or waxed finish

General care & cleaning

Using a solution of water mixed with a mild, environmentally friendly general detergent or washing up liquid, clean the surface with a soft, damp cloth. Wipe up any spills immediately to avoid stains. Take care not to soak the surface, and ensure the surface is well dried after cleaning before use. *Placing objects on a wet surface can leave marks or rings.* Do not use abrasive pads or sandpaper on the wooden surface. Always use a coaster under drinks to protect the surface, and never place any hot objects directly on the surface. Always leave an air gap if placed next to a radiator or heat source.

Light Exposure

For the first few weeks, objects should not be left on the table for too long as it may cause discoloration due to light exposure. After a few weeks the surface will settle. In general, uneven exposure to light should be avoided where possible, to ensure an even ageing of the wood material.

Re-application of Oil or Wax

Protective oil or wax should be re-applied as needed to maintain the woods' resistance to stains and spillages. Always use a high-quality, colorless, furniture-grade wood oil/wax, designed for the specific wood species of the product (Oak, Ash etc.). Availability of surface treatment products vary by region, so check with your local hardware store for advice on the best product to use. Clean the surface first as per the above instructions. Always apply any treatment in the direction of the grain, and wipe off any excess with a clean, dry cloth. Follow the instructions on the oil/wax product packaging for specific guidance on the application. If in doubt, consult a professional to refinish solid wood furniture. Hem will not be responsible for any issues that arise from refinishing of our products.

Metals

General cleaning

Always test a small area prior to cleaning. Wipe with a clean and dry or slightly damp cloth wrung out in a mild solution of environmental friendly detergent. Always dry with a clean and dry cloth after removing any residue. Keep the surface clean and dry. It may be stained permanently if any residue is not removed relatively quickly. Do not use any abrasive or chemical cleaning products, if not advised otherwise, as it can damage the surface.

Stainless steel

Always test a small area prior to cleaning. Wipe with a clean and dry or slightly damp cloth wrung out in a mild solution of environmental friendly detergent. Always dry with a clean and dry cloth after removing any residue. Keep the surface clean and dry. It may be stained permanently if any residue is not removed relatively quickly. Do not use any abrasive or chemical cleaning products, if not advised otherwise, as it can damage the surface. Grease stains can be carefully removed using a cloth dabbed in glass cleaner. Always dry with a clean and dry cloth after to remove any residue.

Chrome or polished metal

Always test a small area prior to cleaning. Wipe with a clean and dry or slightly damp cloth wrung out in a mild solution of environmental friendly detergent. Always dry with a clean and dry cloth after removing any residue. Keep the surface clean and dry. It may be stained permanently if any residue is not removed relatively quickly. Do not use any abrasive or chemical cleaning products, if not advised otherwise, as it can damage the surface. For everyday cleaning, wipe with a clean and dry or slightly damp cloth wrung in a glass cleaner. Always dry with a clean and dry cloth after to remove any residue.

Copper / brass

Always test a small area prior to cleaning. Wipe with a clean and dry or slightly damp cloth wrung out in a mild solution of environmental friendly detergent. Always dry with a clean and dry cloth after removing any residue. Keep the surface clean and dry. It may be stained permanently if any residue is not removed relatively quickly. Do not use any abrasive or chemical cleaning products, if not advised otherwise, as it can damage the surface. The copper and brass is untreated and will develop an elegant patina over time as it's handled or put in contact with liquids. Though the finish is intentionally left untreated they can be returned to their original polished state using a dedicated brass or copper polishing set.

Powder coated steel

Always test a small area prior to cleaning. Wipe with a clean and dry or slightly damp cloth wrung out in a mild solution of environmental friendly detergent. Always dry with a clean and dry cloth after removing any residue. Keep the surface clean and dry. It may be stained permanently if any residue is not removed relatively quickly. Do not use any abrasive or chemical cleaning products, if not advised otherwise, as it can damage the surface.

Other materials

Glass

Glass should be wiped with a dry cloth. Clean the surface with a glass cleaner as needed. Never use abrasives or sharp objects to clean the glass.

Plastics

Plastics should be wiped with a dry cloth. Dirt can usually be removed with a cloth and lukewarm water. If the stain persists, a mild detergent can be used to clean the surface. Always wipe off the surface with clean cloth and water, and then dry off any residue water. Don't use any abrasive tools, abrasive cleaning agents, strong chemicals or sharp objects as this may damage the surface. Colored plastic exposed to direct sunlight will over time start to fade due to the ultraviolet radiation. For this reason we recommend avoiding direct sunlight when possible.

Stone materials

Clean your stone objects with a dry cloth. Dirt can usually be removed with a cloth and lukewarm water. If the stain persists, a mild detergent can be used to clean the surface. Always wipe off the surface with clean cloth and water, and then dry off any residue water. Don't use any abrasive tools, abrasive cleaning agents, strong chemicals or sharp objects as this may damage the surface. Stone is a porous material and liquids, such as coffee, tea and wine, or products with strong color agents, such as lipstick, can cause stains. To avoid this, make sure to wipe off any spills or stains directly with a damp cloth. To a small extent stone, like with all natural materials, may have natural marks on the surface which are indications of genuine stone.

Cover fabrics & upholstery

Each fabric requires its own care and maintenance, please refer to the specific fabric for more details. Dust and dirt wear textiles down over time, so regular cleaning and maintenance is the best way to ensure the longest possible lifetime of your product. Vacuum the product frequently on a low to medium setting, preferably with an upholstery nozzle, and be careful not to rub the material with force as this potentially could damage the textile. Remove stains by patting the area gently with a cloth wrung in lukewarm to hot water (preferably distilled), start from the outer rim of the spill and work toward the centre. If the stain is persistent we recommend using an environmentally friendly mild detergent, and then again patting the area down. To avoid any unforeseen damages, please try the detergent on a less visible area of the product. Finish off the stain removal by firstly repeating the process with clean water, to absorb any residue detergents, then take a dry cloth to dry up any remaining water. Please note these are only recommendations and we can never guarantee complete stain removal. We always recommend contacting a professional cleaning company for additional advice regarding your stain Upholstered furniture may be affected by exposure to direct sunlight or heat, consequently we recommend to avoid placing the products next to windows, radiators or fireplaces.

Leather

Dust and dirt wear the leather down over time, so regular cleaning and maintenance is the best way to ensure the longest possible lifetime of your product. As the leather is semi-aniline, it will mark and patinate over time as it comes into contact with the natural oils from skin, and moisture. Vacuum the product with a soft brush frequently on a low to medium setting and be careful not to rub the material with force as this potentially could damage the leather. Alternatively use a dry cloth to remove any dust or dirt. If liquids are spilled on the leather, we recommend acting quickly and dabbing up as much as possible with a dry cloth or paper. Take care not to rub the surface, since this may spread the mark or push dirt into the pores of the leather. Leather furniture may be affected by exposure to direct sunlight or heat, consequently we recommend to avoid placing the products next to windows, radiators or fireplaces.

Rugs

Dust and dirt wear the rugs down over time, so regular cleaning and maintenance is the best way to ensure the longest possible lifetime of your product. Shedding of loose fibers will occur with all new rugs. Use scissors to trim (do not pull) loose yarn to avoid unravelling. Vacuum the rug frequently on a low setting, never use hard roller brushes and be careful not to rub the material with force as this potentially could damage the rug. Clean stains directly as the spill occurs, dabbing the area with clean water. If the stain is persistent we recommend using an environmentally friendly mild detergent, and then again patting the area down. To avoid any unforeseen damages, please try the detergent on a not too visible area of the product.

Finish off the stain removal by firstly repeating the process with clean water, to absorb any residue detergents, then take a dry cloth to dry up any remaining water. Please note these are only recommendations. We can never guarantee complete stain removal. We always recommend contacting a professional rug cleaning company for additional advice regarding your stain, and from time to time to have it dry-cleaned. Avoid direct and continuous exposure to sunlight and rotate the rug periodically to promote even wear. A rug pad is recommended to extend the life of your rug further.

With proper care, the high quality of Hem furniture can be maintained for years to come. If you want to learn more or have any questions about our care & maintenance recommendations, please write to info@hem.com.

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