

Upholstery

Rotate cushions and pillows weekly to distribute wear. Vacuum upholstery weekly using the upholstery attachment and crevice tool of your vacuum to remove loose particles.

Periodic cleaning by a professional upholstery cleaning service is the only recommended cleaning method for your upholstery, including furniture base beneath slipcovers. Annual cleaning is suggested, but this may vary depending on use.

To prevent possible “bleeding” of ink onto fabric, do not leave newspapers or other printed materials lying on upholstery.

Take special care when spraying household chemicals and commercial products near upholstery.

Avoid placing your furniture in direct sunlight. All fabric and leather will fade over time.

Applying noncommercial scented fabric fresheners, neutralizers and fabric protectors is never recommended.

Spills and Spot Cleaning

In some cases, spot cleaning can cause a ring or fading. It is best to have the entire piece or cushion casing cleaned by a professional upholstery cleaning service to ensure uniform results. If you decide to spot clean on your own, check the standard cleaning code (below) to determine the correct type of product to use.

Always blot—never rub—spills immediately with a clean, absorbent white cloth. Blot from the outside to the middle of the affected area to prevent rings.

Pile fabrics may require brushing with a nonmetallic, stiff bristle brush to restore appearance.

Follow the cleaning code below. Always pretest cleaning agents in a small inconspicuous area. Never use strong chemicals or detergents.

Standard Cleaning Codes

Industry standard cleaning codes indicate the correct cleaning method based on the type of fabric.

O: Spot clean in cold water using biodegradable detergent or eco-friendly soap; air dry. Organic dry cleaning is also recommended.

W: Spot clean using distilled water and water-based cleaning agents or foam only.

S: Spot clean with mild, water-free cleaning solvents only. Do not use water or dry clean.

SW: Spot clean using distilled water and water-based cleaning agents, foam or mild water-free cleaning solvents.

X: Vacuum or lightly brush to remove overall soil. Never use water, foam or liquid cleaning agents.

Note: For prewashed fabrics upholstered onto the frame, follow the S cleaning code

Leather

Clean periodically with a dry cloth to remove residual dust and prevent dirt buildup.

Leather furniture should be protected from exposure to sunlight and heat, which may cause the leather to fade or lose its soft, supple feel.

Spots, Spills and Stains

Most liquids will initially be repelled by the leather but if left standing over an extended period of time, will be absorbed.

Blot liquid immediately with a clean, absorbent cloth.

Butter, oil or grease spills should be wiped with a clean, dry cloth. Spot should dissipate into the leather in a short period of time.

For stubborn stains and spills, use a cloth lightly dampened with warm water to blot the stain and remove it. If this does not work, mix mild soap with water, then blot to release the stain and blot again with a dry cloth (avoid scrubbing).

Do not use harsh cleaners or solvents, as they can abrade the finish or topcoat off the leather. For additional leather care, please contact a leather cleaning professional.

Wood

The care of wood furniture varies according to the wood type and finish and the function of the piece. Please consult your sales associate for more specific care guidelines, as some collections have supplemental care instructions for long-term maintenance.

Wood is a natural material susceptible to climate and the elements. Avoid placing your furniture in highly humid or dry areas, such as directly next to air vents. Direct sunlight may slightly darken or lighten wood furniture.

Note: Based on frequency of use and storage, dining table leaves may change tone at a different rate than the table itself.

Dust with a dry, soft cloth.

Remove any soil buildup with a damp cloth and dry immediately.

Wipe spills immediately with a soft, dry cloth.

If water is left standing, white spots can occur but should dissipate over time.

Paste wax and 0000 steel wool can be used on a wax finish to remove surface scratches. Rub lightly over the entire surface then buff with a soft cloth.

Do not use harsh chemicals or abrasives on any finish. Always use coasters or trivets to prevent heat and water from having direct contact with wood surfaces.

Use felt pads on any displays or hard objects that are placed directly on the wood. Avoid contact with certain materials, such as rubber, which might react with the finish.

Wax or oil finishes may be renewed by rubbing a light application of a penetrating oil with fine steel wool and wiping with a clean, soft cloth to remove any excess oil.

Avoid contact with certain materials, such as rubber, which might react with the finish.

Wood Care Products

Finisher's Formula Natural Beeswax Polish

For use on all solid wood furniture. All-natural oil and beeswax formula is non-toxic and biodegradable.

Guardzman® Water Mark Remover

For use on any wood surfaces. Cotton cloth is specially treated with proprietary oils to quickly and easily erase water rings caused by moisture, minor blemishes and surface scratches, as well as latex paint and most permanent marker stains.

Metal

Dust regularly with a soft, dry cloth.

Do not use harsh chemicals or abrasive cleaners, as they can damage the finish.

Iron or steel frames will rust if the finish is scratched or if your furniture is exposed to excessive humidity, particularly in saltwater locations.

Natural Fiber

Dust regularly with a soft, dry cloth.

Do not use harsh chemicals, abrasive cleaners, or silicone- or alcohol-based agents on any woven material.

Clean spills with a damp cloth. Remove small particles or surface debris with a soft brush.

Fiber furniture is intended for use indoors only and should be protected from exposure to sunlight.

Other Materials

Bluestone/Limestone/Granite

Spot clean with mild liquid dishwashing soap and warm water.

Do not use harsh chemicals or abrasive cleaners, including those that contain lemon, vinegar or acids, as they can damage the stone.

Concrete

See Outdoor Furniture section.

Marble

Clean with a soft, dry cloth. Wipe spills immediately and avoid abrasive cleaners, as they can damage the marble.

Rugs

Wool

Vacuum regularly. For the first two to three months, additional vacuuming without the beater bar turned on (or with the highest pile setting) may be necessary to manage the normal shedding that occurs.

Blot spills immediately with a clean, absorbent white cloth. Rugs should not be saturated with cleaning solvents or scrubbed excessively. We suggest using products designed specifically for wool or dry extraction powders such as Host.≈ For best results, periodic professional cleaning is recommended. Shag rugs will continue to shed for their entire life.

Loose tufts should be cut, not pulled.

Rotate the rug periodically to help reduce uneven wear.

Avoid placing rugs in direct sunlight to prevent fading over time.

A rug pad is recommended for all rugs. If the intended use is over carpeting, our Multisurface Rug Pad is recommended.

Natural Fiber

Vacuum regularly.

Blot spills immediately with a clean, absorbent white cloth. Spot clean with a dry extraction powder such as Host.≈ For best results, professional dry extraction cleaning is recommended.

Natural fibers are quite absorbent and can shrink and expand with changes in humidity. They are intended for indoor use only and are not recommended for use in damp or humid areas, such as bathrooms.

Keep out of direct sunlight to help prevent fading.

Rotate the rug periodically to help reduce uneven wear.

Latex rug backing may interact with uncured hardwood floor finishes. Use rug pad when placing rug over finished hardwood floors or carpeting. Our Multisurface Rug Pad is recommended.

Hair-on-Hide

Vacuum regularly without the beater bar (or highest pile setting) to extend the life of the rug.

Rotate periodically for even wear.

Professional dry extraction cleaning is recommended.

Our Multisurface Rug Pad is recommended.

Cotton

Most smaller-sized cotton rugs are machine-washable. Larger sizes can be washed in industrial-sized washers or dry cleaned.

Avoid placing cotton rugs in direct sunlight to prevent fading over time.

A rug pad is recommended for all cotton rugs. If the intended use is over carpeting, our Multisurface Rug Pad is recommended.

Synthetic

Our machine-woven, synthetic fiber rugs offer value in a new generation of man-made materials that often mimic the look of both natural fiber and wool rugs, while resisting stains, and wear and tear.

Indoor Rugs

Vacuum regularly.

Blot spills immediately with a clean, absorbent white cloth.

Spot clean or shampoo with a mild detergent. For best results, periodic professional cleaning is recommended.

A rug pad is recommended for all indoor rugs. If the intended use is over carpeting, our Multisurface Rug Pad is recommended.

Indoor/Outdoor Rugs

Wash with a mild detergent and rinse with a garden hose.

Outdoor Furniture

Metal

Aluminum

Aluminum frames will not rust if the finish is broken or scratched. Clean all surfaces with mild soap and water as needed. Store indoors out of season. Tilt furniture to allow water to drain prior to storage.

Galvanized Steel

Steel frames will rust if the finish is scratched or if your furniture is exposed to excessive humidity, particularly in saltwater locations. We recommend the use of covers during inclement weather. Dust regularly with a dry, soft cloth. Do not use harsh chemicals or abrasive cleaners, as they can damage the finish.

Stainless Steel

Clean with a damp cloth, mild detergent and wipe dry. Do not use glass cleaner. For best results, we recommend our 303 Multi-Surface Cleaner or Furniture Protectant. Store indoors or cover during offseason. Seaside residents should apply protectant regularly.

Wood

Eucalyptus

Eucalyptus frames have a natural mineral oil finish. To maintain the look of new wood, use our Golden Care Teak Cleaner and Teak Protector annually. Store indoors out of season.

Mahogany

Mahogany frames have been finished with a UV stain (Table in a Bag) or marine-grade water-based paint or stain (Brant Folding Chair and Table). To maintain the look of the Table in a Bag, use linseed oil.

To maintain the look of our Brant Folding Chair and Table, clean with a damp cloth. Store indoors or cover out of season.

Teak

If left untreated, teak will develop a desirable silvery-grey patina over time. To maintain the look of new wood, use our Golden Care™ Teak Cleaner and Teak Protector annually. Teak may be left outdoors year-round, though we recommend the use of covers during inclement weather.

Other Materials

Concrete Faux Cement/Faux Marble

Spray the faux marble with a mild all-purpose cleaner and wipe it clean with a dry sponge/cloth.

Resin Wicker

Clean resin wicker frames with mild soap and water. Do not use abrasive powders or chlorine bleach. Store indoors or use outdoor furniture covers during heavy rain or inclement weather.