



## TRENZSEATER PRODUCT CARE

At TRENZSEATER we take great pride in our product to ensure you have a lifetime of enjoyment and satisfaction. To assist in the care for your specific product we have compiled the following product care instructions.

When placing furniture please be aware of keeping the piece out of direct sunlight away from heat, harsh chemicals, and sharp objects. When moving furniture please be careful not to drag the item.

### GENERAL UPHOLSTERY PRODUCT CARE

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To ensure a lifetime of enjoyment from your upholstered product it is important to adhere to the recommendations for care below for each of the specific covering types.

It is important to vacuum your upholstered product regularly to remove any soiling, dust, crumbs, and escaped feathers. Rotation of all the cushions will improve the life and structure of the foam and coverings and reduce the impact of New Zealand's strong UV light.

Avoid sitting on the arms and edges of cushions as this can cause premature wear of the fabric and can so affect the cushion inners performance. Regular rotation and fluffing of feather / fibre cushions ensure that they maintain their unique look and feel. It is important with all upholstery product to protect it from fading and drying out to keep your product away from intense sources of light (including but not limited to direct sunlight and ceiling lighting) and sources of heat.

### LEATHER CARE

To maintain your Aniline, Semi-Aniline or Waxed leather we recommend the use of the appropriate Pelle Leather Care Kit every 4-6 months to clean, condition and nourish the hide. Frequent removal of day-to-day soiling by using a clean damp dye fast cloth will enhance the life your leather sofa or armchair.

### ANILINE LEATHER

The beauty of an aniline hide is in its soft, glove-like supple texture along with its entirely natural and pure appearance. To maintain the hide, use the Pelle Conditioner & Protector.

To clean the product, use a dye-fast cloth and spray directly onto this before evenly cleaning the leather, do not spray directly onto the leather. Clean the sofa or armchair with the cloth 1 square meter at a time.

### SEMI-ANILINE

Semi-Aniline hides are more resilient due to their additional transparent protective coatings in the tanning process which adds protection and resistance to soiling. To maintain the hide periodically use the Pelle Cleaner. With Semi- Aniline hides you can spray the cleaner directly onto the leather, evenly cleaning 1 square meter at a time. On completion use the Pelle Conditioner & Protector revitalize the hide. This will also help the hide keep its soft, supple texture and offer protection to the leather.

### WAXED LEATHER

The uniqueness of these hides is their natural grain and markings along with their worn, weathered appearance. To maintain Waxed hides periodically apply the Pelle Conditioner & Protector along with the Pelle Revitalizer which is a cream that will revitalize and nourish the leather. This will also assist to remove and disguise any scuffs or scratches. A hide of this nature ages beautifully over time and adds character to the hide from its environment it lived in.

For our leather called MILAN + BURNHAM use the above process except for the Revitalizer.

It is important to note that if you are unsure of which type of leather your product is upholstered in, you must first check with TRENZSEATER before applying any Leather Care product. All warranties do not apply if these precautions are not taken. It is also important on all leather types to avoid wearing sun lotion, moisturizer, body creams where contact directly onto the leather occurs.

### **NUBUCK LEATHER**

Naked, nubuck, suede or unfinished upholstery leather has no protective film on its surface, making it susceptible to soiling and staining. Regular cleaning of Nubuck can best be done using a vacuum cleaner, following by brushing the nap back up using a soft nylon brush. When spills do occur, blot excess liquid immediately with a clean white absorbent cloth or sponge. If necessary, use clear lukewarm water and a clean, white cloth that is well wrung and gently wipe the spill. Dry gently using a blow dryer while at the same time brushing the affected area with a soft nylon brush.

### **UPHOLSTERY FABRIC**

It is important to protect the product from any direct sunlight where possible. Some fabrics are more resilient than others, so it is critical that you read the care instructions and composition of each fabric before cleaning.

For any spot cleaning where you need to attend to spillages or soiling, react as soon as possible and avoid the use of any cleaning agents. To remove liquid spills first blot and soak up any residue with a clean colourfast cloth- do not rub then gently dab the area with a damp cloth. Do not use excess moisture as this can cause watermarks. To remove any solids first use a spoon, then use an absorbent damp cloth to gently blot spots and spills. Failing that, use an upholstery fabric spot cleaner which should remove any heavier stains and soiling. Do not sponge with water or detergent solutions. Never use cake soap as this can leave residue. The quicker you attend to a mark the better chance you have of rescuing it.

It is important to note that if you are unsure of which fabric your product is upholstered in you must first check with TRENZSEATER before having any professional cleaners clean your product, or before applying any fabric care cleaners to the product. All warranties do not apply if these precautions are not taken. Usually, the fabric care instructions for your fabric are stitched into the furniture under the seat cushion.

### **FEATHER-DOWN PRODUCT CARE**

The feather-down in TRENZSEATER cushioning is secured in many baffles within the lining and mixed with siliconised fibre. Slight lines indicating the divisions of the baffles maybe visible on the surface of some fabrics or leathers, this is considered a normal characteristic of feather-down cushioning.

The beauty of feather-down cushioning is that the cushions mould to the shape of the individual giving a superior seat and comfort. Feather-down back and seat cushions need to be periodically "plumped up" to maintain their casual appearance and shape. To do this shake and pat the center of the seat cushion and regular plumping of the back cushions will ensure many years of enjoyment from your sofa or armchair.

### **SLIPCOVER FABRICS**

In general terms loose covers are always better dry-cleaned than washed. Why? Linen, linen/cotton, and cotton shrinks when it is washed, even if it has been washed when manufactured. Therefore, you can't always get it back on the furniture.

If the customer does want to wash it, then they should use liquid detergent, not powder. Powder often has some strong enzyme particles in them, which can strip the colour if there is colour in the fabric. By that we mean, it would strip the colour in streaks, not all over the fabric.

Sometimes after washing, the piping cord shrinks, and the fabric not as much, so the cover never goes back on evenly.

If a customer wants to wash a cover, they must do so in cold water, and the cover must be hung out to dry; never dried in a dryer. It's often a good idea to put the cover back on when its damp, and the let the cover dry on the furniture. By doing that, you get the cover back on, before it has shrunk to the level it will as it dries. Do not sit on the fabric until it is completely dry

## **GENERAL DRAPERY FABRIC PRODUCT CARE**

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To ensure your drapery fabrics are maintained correctly, it is important that the fabric is protected from any direct sunlight where possible. Some fabrics are more resilient than others, so it is critical that you read the care instructions and composition of each fabric before cleaning.

It is important to note that if you are unsure of which fabric your drapery is made in, you must first check with TRENZSEATER before having any professional cleaners clean your product or before applying any fabric care cleaners to the product. Do not sponge with water or detergent solutions. All warranties do not apply if these precautions are not taken.

## **TIMBER FINISHES PRODUCT CARE**

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The beauty of a natural product is seeing the variation in the grain and that not every piece is the same. Our timber/veneer products are no different. To maintain we recommend that you remove any dust, dirt and debris from the surface to ensure no unwanted surface scratches appear from day to day use. When removing these, use a soft, clean cloth, moving in the direction of the grain in the timber/veneer. To protect the surface from heat and moisture use coasters, mats, and other protective liners. It is critical that you do not use any abrasive cleaning products on any surface, a damp cloth will suffice for any marks other than dust.

It is important to protect your timber or veneer product from heat, liquid, and sunlight/natural light as it could discolour the finish on your product. Consider and treat the finish on your product with regards to fading as you would a fabric. It is also important to note that the finished surface requires 7 days from polishing to harden to its full potential.

Environmental conditions can affect the performance and appearance of solid timber causing changes such as shrinkage, expansion, bowing and splitting which we cannot guarantee will not happen to your product as it is a natural product, and we consider this to be part of the nature and beauty of having solid timber.

For outdoor timbers, it is important that before positioning in a permanent location that the timber surfaces have been watered down in an easy-care area to wash off any excess stain or oil when the timber has been finished. If this has not been done, then you run the risk that the excess oil may bleed onto the surface below leaving an unwanted stain.

### **WAXED TIMBER FINISH**

If you have a solid oak timber product finished in an aged vintage oak finish, which has a wax coating applied it is important to maintain this surface using the appropriate wax paste which we use in our finishing processes. This type of product will protect and nourish the surface of your timber but will also enhance the natural beauty of new timber whilst protecting against dryness.

Your specific timber wax can be purchased at TRENZSEATER.

### **SOFT TOUCH FINISH**

If your product has a soft touch finish on it, for general maintenance use a damp, clean cloth, definitely do not use any furniture polish or wax product on the surface, for harder to remove marks use spray & wipe or liquid detergent or equivalent de-greaser, but do not use JIF or any other abrasive cleaners.

### **PARQUET TABLES**

The timbers that we use are very well seasoned, reclaimed imported timbers. It needs to be remembered that solid timber is a natural product which may continue to behave as an organic material. Despite being dried and seasoned you may find it will move, develop cracks, swell or shrink and have surface irregularities such as colour variation which are all an integral part of solid real timber. This is what helps to make each piece an individual and stunning statement to your home.

Different climates, air conditioning and heating can cause timber in some cases to move and crack. Strangely, it may happen to one piece in a room but not to another. This is because each piece of timber has

its own quirks.

The lacquer that we use on our products is very durable, hard-wearing and water resistant. Furniture can be wiped down with a damp cloth. Spillage of water or any liquid should be wiped away immediately. If there is a tablecloth on the table when water or any liquid is spilt, we suggest that the cloth be removed immediately, and the wet area be mopped up. Do not replace cloth until it has dried thoroughly.

If you notice any small cracks or imperfections appearing in a piece of furniture, we suggest you rub some dark wax onto the offending area and then buff the wax off with a toweling rag.

We also strongly advise that every six months or so the piece of furniture should be waxed thoroughly to ensure a longer life for the table. To do this you will need some beeswax, very fine grade steel wool (e.g. 000 grading), and a toweling cloth. Put some wax on the steel wool (not too much, or you will be there forever getting it off) and rub on the table using a gentle circular motion. The idea of using the steel wool is to get the fine rough residue off the table top that would have built up over the preceding months. This procedure would be best done through the warmer months so that the wax is not too hard to remove. It is much more solid through the winter months.

After applying the wax buff off with a soft cloth, the waxing process protects the timber and over time a beautiful patina builds up on the waxed piece of furniture.

## **LACQUER**

To clean MDF/lacquered products dust regularly with a soft clean cloth. To remove any smudges or light marks, mist lightly with water followed by cleaning with a soft clean cloth. Gently wipe the surface using a circular motion as wiping in a straight line may scratch the finish. Water must not be pushed into any joints.

## **METAL & GLASS PRODUCT CARE**

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### **METAL**

For brushed Stainless Steel product, to prevent any residue build up on the surface, regular use of a Scotch-Brite pad lightly rubbing in the direction of the grain of the stainless. This will keep the surface clean. For extensive cleaning, there is a specific Stainless Steel cleaner available that will give a thorough deeper clean.

For powder-coated steel product please protect from excessive moisture, steam and minimize the chances of scratching or affecting the powder-coat surface.

Dust off polished stainless steel and metal finishes regularly with a feather duster or soft clean cloth. Remove stubborn stains with tepid water or a mild household cleaner. Never use hot water, caustic chemicals or adhesive removers. Avoid paper towels, squeegees, and the like.

Clean silver-plated items with a soft sponge with lukewarm water. Dip a clean cloth into silver polish and apply it in a thin film to the object. Gently rub the polish into the silver plating with a polishing cloth made for silver. Wash the item if it is to be used for serving food. Remove any excess silver polish with lukewarm water and a small amount of mild washing up liquid.

Clean polished stainless steel and metal finishes with diluted cleaner. Apply a small amount directly to a clean cloth and gently wipe the surface. If the finish is not altered or transferred to the cloth, continue with cleaning the rest of the product. Remove any cleaner residue with a clean cloth dampened with tepid water, then dry with a clean cloth. Do not let air dry.

Regularly polish metal finished parts with products that are made specifically for the care of polished metals, or with vinegar. For light polishing, dilute vinegar with water (1/2 cup of vinegar for every quart of water). Moisten a soft cloth in the diluted vinegar and polish the item. Use undiluted vinegar on items with heavy staining.

Use coasters or felt pads to avoid scratches and water rings on the surfaces of metal product

### **GLASS**

Dust with a slightly damp, soft clean cloth moving in a circular motion. For extensive cleaning use glass cleaner. To protect the glass from surface scratches, use coasters mats and other protective liners.

### **NICKEL FINISH ACCESSORIES**

For accessories with a nickel finish we recommend you use either silver polish or soapy lukewarm water to maintain your product in superb condition. Do not use any abrasive cleaners other than above to clean your nickel finish product. If you do spill citrus acid, wine, orange juice, vinegar and egg yolk, the product needs to be cleaned as soon as possible as these substances affect the nickel finish.

### **ANDREW MARTIN & HALO TRUNKS**

To maintain your Andrew Martin or Halo trunk which has a steel finish we recommend using glass cleaner on the steel surfaces and leather cleaner and conditioner on the leather surfaces

### **OUTDOOR FURNITURE**

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All-Weather Wicker and our other performance weaves combine the classic look of woven materials with the highest-quality man-made fibers for superb durability. Artisans weave the fibers by hand around fully welded, powder coated aluminum frames, resulting in lightweight and corrosion-resistant furniture.

Brush off any dirt or debris with a soft-bristle brush or spray off with a hose.

Dry with a soft cloth.

Mix warm water with a mild soap, and clean with a soft-bristle brush.

Do not use abrasive cleansers.

Rinse with water and dry with a soft cloth.

Furniture should be cleaned periodically and always before storing.

If furniture is in a saltwater environment, rinse weekly to remove all salt.

Avoid letting water stand on the surface of furniture and cushions.

Cushions should be removed - whenever possible - before covering the frames for longer than a few days to avoid mold and mildew build-up.

If cushions get wet, tip them on their sides with the zipper facing down and unzipped to ensure that all water drains.

Although our outdoor upholstery fabrics are mildew resistant, spores that create mold and mildew thrive in environments with dirt and moisture. To deter mold and mildew, always remove wet cushions from furniture frames and perform frequent cleaning and maintenance.

All covers are removable and washable; however, dry cleaning is recommended for all fabrics.

### **ARTWOOD VINTAGE OUTDOOR TIMBERS**

The ARTWOOD collection of vintage outdoor furniture is made from teak which is a hardwood and does not tend to bleed as much as other outdoor timbers. We recommend that to preserve the unique aged characteristics of this collection that regular application of Liberon Garden Oil "CLEAR" will protect the timber from sun and will assist to retain that beautiful patina. The following steps should be followed:

Clean the surface of the furniture with a soft cloth.

Apply the Liberon Garden Oil to your table using a soft cloth

Wait until dry then the furniture is ready to use again

Repeat this process every 4-6 months

Liberon Garden Oil CLEAR can be purchased from TRENZSEATER.

### **EICHHOLTZ OUTDOOR PRODUCT**

The Eichholtz outdoor furniture collection is made of aluminum. This material does not rust and is low maintenance. To clean the furniture first remove the cushions and hose it down if needed, or clean with a soft cloth with water or a mild detergent. Do not use abrasive cleaning materials.

The cushions are upholstered in 100% Sunbrella Acrylic. This sublime fabric is UV and fade resistant, mold and

mildew resistant and water repellent.

To protect your outdoor furniture long term, we recommend the use of waterproof furniture covers and storing the cushions inside.

## **GENERAL RUG PRODUCT CARE**

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To ensure you apply the correct product care for your rug, please contact TRENZSEATER for the care instructions on your specific rug.

If the backing to your rug is made from an elastoplastic acrylate compound the backing will react to the environment, if it is cold the backing will be stiff (not elastic) and if the room is on a normal temperature the backing will become more elastic. Sometimes when these rugs are delivered and have been imported from Europe, when unrolled maybe stiff and have creases in the backing. To remove, roll the rug up tightly parallel with the length instead of the width how it would have traveled, make sure the sides are straight and leave it tied up tightly for 24 hours. You can apply heat to where the creases are to the backing by a hairdryer making sure you are at least 20cm away from the rug as the heat will soften the backing. Continue to repeat these steps until the creases are removed.

## **TRENZSEATER WOOL RUGS**

### **NATURAL DURABILITY**

The natural benefits of our beautifully felted New Zealand yarns, enable our carpets and rugs to keep their good looks longer.

Our yarns are always made from premium New Zealand wool fibre, which when felted to our unique specification is resistant to the excessive shedding or fluffing of lesser quality wool.

Each of our products can stand up to everyday wear and tear and resist unsightly crushing from furniture due to the high-density piles that we create. Combined with the following simple maintenance plan, these natural benefits will enable you too easily and hygienically look after your TRENZSEATER Rug or carpet year after year.

### **VACUUMING**

Most soiling will be held high in the carpet pile, so it can easily be removed by vacuuming. As a rule, vacuum at least once a week, more often in heavy traffic areas. Be thorough – vacuum under furniture, behind curtains and where your carpet meets the wall.

Please never use rotating vacuum brushes or beater-bars on our products, these can permanently damage the pile.

Area rugs should be 'turned' occasionally to prevent heavy use on one location.

### **STAIN REMOVAL**

Stains can easily be prevented by acting quickly when spills occur.

Scoop up solids before cleaning.

Blot out as much liquid as possible using a clean white absorbent towel or sponge.

Clean with the correct cleaning agent, apply the cleaning agent on to clean towel – not directly on your carpet.

Rinse with cold or lukewarm water.

Blot dry with an absorbent towel or use a cold air fan to complete drying.

Please do not rub or scrub your wool product as this can cause permanent pile distortion.

Begin treating a stain with the steps listed above. If the spot is stubborn and refuses to go, please contact TRENZSEATER.

### **PROFESSIONAL CLEANING**

Professional cleaning every 1 to 2 years will do wonders to revitalise your carpet or rug. Before any Professional Cleaning is carried out, please ensure the operator is fully aware of the composition of your rug. Cleaning by hot water extraction (Steam Cleaning) can produce excellent results provided it is carried out by a competent and qualified operator. Ensure that the operator treats an isolated test area and that you are satisfied with the result before proceeding to all areas. We recommend all products should be dried

using blow heaters after steam cleaning to remove all traces of moisture.

Please do not apply any stain repellent treatments as these can accelerate carpet soiling