

Meubel Paspoort
Möbelpass
Passeport de meuble
Furniture Passport



Alles wat u wilt weten over uw nieuw gekochte **meubel**
Eine praktische **Gebrauchsanweisung** für Ihr neu erworbenes **Möbelstück**
Instructions d'utilisation pratiques pour votre nouveau **meuble**
A handy **user's guide** for your recent **furniture** purchase

FURNITURE PASSPORT

Congratulations on the purchase of your new piece of furniture!

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1 General information

1.1 A unique product

This piece of furniture has been developed and manufactured with the highest level of care and expertise. Raw or veneered wood is a unique natural product that has been carefully selected and handcrafted. Other high-quality materials such as glass, high pressure laminate (HPL) or melamine are used in all our collections. These materials have a timeless character, similar to wood and blend perfectly with different styles of interior design.

Please read these instructions before using your piece of furniture. We will provide you with all the information you need to fully benefit from your new piece of furniture.

A unique character

No two pieces of wood are the same; their shape, structure and colour is different. That is why colour variations are inevitable, even on the same piece of furniture. Grooves, cracks, imperfections, as well as the presence of large or small knots are evidence of the tree's growth over time as well as its authenticity. Wood is a unique material with highly individual characteristics: hence, the metal parts are also handcrafted and unique. Small depressions in the wood, stains or scratches are part of the style of the furniture. We blend authentic materials with a unique character to create a design that features clean lines and corners, smooth metal elements, flat bases and uniform colours that display a few minor differences from one piece of furniture to another. Therefore, you benefit from the best of both worlds for your home!

Colours and light

Light and air cause changes in colour over time, irrespective of the material. The colour will become lighter and warmer over time due to regular use and the affect of light and air. The difference is more apparent on wood furniture, because the colour of the wood keeps

changing at all stages of production, from the cut to the assembly of your furniture. The loss of moisture also plays a role in this process. Therefore, it is inevitable that there are differences in colour between two pieces of furniture and the model on display.

Durability

Each type of wood has a certain level of natural resistance to mould and bacteria. This determines the durability of the type of wood. Durability means the length of time the wood fibres maintain their natural strength. This can vary from a few years to a few centuries. Key factors include the climate and the conditions in which the wood has grown. When kept indoors, the durability of wood is almost unlimited as long as it is not affected by animal or plant pests.

Care

Tip: do not apply hot liquids on the furniture and keep away from moisture. Always use plastic-free drink coasters and immediately wipe off any dirt and liquids. Please read our detailed cleaning and care instructions in Chapter 4.6.

Climate & environmental awareness - green furniture

We ensure the environmental impact of our activities and products is kept to a minimum. In order to protect the planet for future generations, we currently manufacture our furniture in full respect of the climate and environment. When producing our furniture collections, we use trees from plantations. These trees are grown in the same way as other plants. No damage is done to the natural forests. For each tree that is cut down in the plantation, a new tree is planted.

We also do our utmost to limit waste by using as much of the trunk as possible and making maximum use of the wood. We use different sawing techniques and use a combination of solid and veneered wood to manufacture our furniture.

We hope you get the most out of your purchase!

1.2 Warranty

You will receive a one-year manufacturing warranty for standard household use. The materials used may change in appearance as a result of use, exposure to light and humidity. This is a natural phenomenon. If the changes are considered with the norms, they will not be considered as grounds for a claim.

1.3 Indoor climate

The climate indoors plays an important role in your health; your furniture also benefits from ideal conditions. When in contact with heat and humidity, many materials can grow or shrink to a certain degree (it is said that they "work"). This is a natural phenomenon. Wood, in particular, is a living material that can work a lot. This also applies to laminated panels, MDF, chipboard, multiplex and plywood, and other wood-based products. When there are significant changes in temperature or humidity in the house, the doors and drawers may become blocked or no longer fit properly. This is why it is important to keep an eye on humidity levels in your home. Wood is a hygroscopic material, which means that it absorbs and releases moisture from the surrounding environment. In the event of long term differences from the recommended indoor climate, the wood can start to work again. Consequently, the wood can split, warp or shrink.

The recommended indoor temperature throughout the year is 18°C to 21°C; the humidity level should be between 40% and 60%. Higher or lower humidity levels can lead to cracks in furniture. The winter months are especially conducive to a decrease in humidity levels due to excessive heating. If your furniture displays cracks after more than a year, i.e. over four seasons, it is most likely due to an unsuitable level of humidity in your home.

The (relative) humidity level in your home can be measured with a hygrometer. A hygrometer is like a thermometer but instead of measuring the temperature it displays the percentage of humidity in the air in your home. If the humidity level is too low, it means that the water vapour levels in your home are insufficient and the air is too dry. If this is the case, you can, for example, hang water vessels on your radiators or use a humidifier. If the humidity level is too high, it is advisable to air the room. As such, you can maintain an optimal climate for yourself and your furniture!

2. Keep your furniture longer

Advice and tips

Your furniture has been designed for private indoor use. To get the most out of your furniture for a long period of time, you must take certain issues into consideration. Here are a few tips to allow you to enjoy your furniture for as long as possible.

General points

- This furniture has not been designed for commercial use. In the event of commercial or outdoor use, the warranty will no longer be valid.
- To avoid damaging your floors (in particular laminate or PVC floors), felt pads or plastic covers have been attached to the underside of the furniture legs.
- Please clean your furniture with a soft, clean cloth before use. For new tables, pay particular attention to the edges of the table-top to avoid damaging your chairs or clothes with product or paint residues.
- Always place the furniture on a flat/level surface. This prevents unnecessary and extensive pressure on the fixings.
- Do not place your furniture close to a heat source, an air conditioner or in direct sunlight.
- If you intend to move your furniture, make sure to empty it and remove the (glass) shelves, where necessary. Dragging the furniture can cause damage to your furniture and the floor.
- Use place mats under pans, glasses, cups, etc. to avoid damaging the coating. Do not use plastic, rubber or plasticised place mats that could destroy the lacquer coating of your furniture.
- If liquid is spilled on your furniture, quickly remove it with a dry cloth or paper towel until the surface is dry.
- We recommend that you move the decorative items placed on the furniture on a regular basis, especially during the first year, to avoid any discoloration.
- It is advisable to use a writing pad to protect the surface of your furniture from marks.
- To maintain the natural appearance of your furniture for as long as possible, it has been coated with a standard protection. For improved protection and optimal use on a daily basis, we recommend that you use a maintenance and care product on your furniture.

Specific information about tables

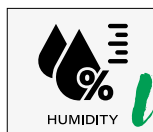
- We recommend that you check the mounting screws and tighten them where necessary, especially on tables.
- To avoid marks and/or any discoloration on the backrests or armrests of your chairs, we recommend that you DO NOT place them against the table; leave a small space between the chair and table.
- To prevent discoloration of certain parts of an extendable table, leave the table with the extensions unfolded for a period of time.

Specific information about wood

- Small cracks in your furniture caused by shrinking or expanding wood can be repaired with a wax filler and a little skill. The wax filler is available from your salesperson.
- It is normal for lighter coloured edges to appear on the side panels or the top shelf. This occurs as a result of the manufacturing process after the furniture has been assembled and cannot be avoided. To restore these lighter edges to their original colour, you can ask your salesperson for a correction pen.
- The characteristic smell of the wood may still be evident for a short period of time. The smell will disappear after one or two weeks. To speed up the process, you can air the room regularly.

2.1 Protect your furniture

The diagrams below explain what you should not do with your new piece of furniture. We decline any responsibility in case of damage resulting from improper use.



The ideal level of humidity of the air should be between 40% and 60%



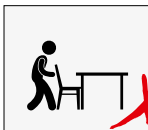
Do not sit on the furniture



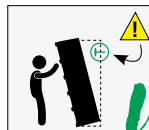
Do not stand on the furniture



Do not tip or drag the furniture



Do not place the chairs against the table



The furniture must be suitably and safely fixed to the wall

General indication of maximum weight (where applicable) for uniform loading:

- 20 kg for a wooden shelf.
- 10 kg for a glass shelf.
- 5 kg for a table for a laptop.
- 3 kg for a small bedside table.
- 10 kg per drawer.
- 5 kg per cabinet.

3 Elements

Soft close

The soft-close system is a special feature to cushion the closing of doors and drawers, allowing them to close smoothly and silently. This invisible technique is made possible by a small pump incorporated in the hinges and drawer slides. This pump cushions the "clap" sound, enabling doors and drawers to close softly and silently.

Hinges

The quality of the door can be distinguished by its hinges. By equipping the hinges with soft-close features, door and drawer slamming become a thing of the past!

Hinges for flaps

A flap door enables the cabinet space to be optimised; it is equipped with one or more flap hinges with a mechanical, hydraulic or gas mechanism. These hinges ensure that the door can be closed smoothly and silently. It also limits the opening of the flap door to 90°. The flap hinge consists of a stationary and a movable part, mounted separately. By placing an adjusting screw in the hinge, it can be adjusted in three ways (providing a lateral, height and depth adjustment).

Suspension system

If your product is equipped with a suspension system, always read the product assembly instructions. The suspension system used for your product is explained in full in the instructions. You can easily hang your piece of furniture with an invisible hanging system. The suspension system consists of an adjustable mounting bracket or a non-adjustable rack that is integrated and screwed into the cabinet and a suspension rail that is attached to the wall with screws and dowels. Always use screws and dowels that are suitable for the wall to which you will be attaching the cabinet. The suspension system can support up to 50 kg. The hooks on the suspension rail prevent the mounting hook from sliding sideways. To balance the furniture, it is important to position the suspension rail as precisely as possible in relation to the position of the mounting brackets.

Runners for drawers

The runners for drawers are items of hardware used essentially to open drawers. The runners used provide optimum stability owing to the smooth and synchronised movement for each weight (maximum 10 kg per drawer). Furthermore, they provide easy-to-use, safe and long-lasting drawer opening and closing. In our collections, we use different type of runner systems. Each one has been designed to offer maximum reliability for the collection in question, such as the inclusion of the soft-close system (regardless of the collection). Each system has its unique drawer-opening technique. Please check how the runners for the drawers have been attached and how to remove the drawers. Do not place unnecessary pressure on the drawers as this may cause damage to the furniture and runners. For more information about the runners for drawers, please contact your salesperson or our customer service department.

Push-to-open

This is a system that enables your drawers and doors to open with the lightest of touches. By applying a little pressure on the corner of the door or in the middle of the drawer, it opens owing to a spring system. The advantage of the push-to-open system is that the furniture does not need to be equipped with handles; you can open and close doors and drawers with the lightest of touches. You no longer need to look for the handle or pull on the panel - it's a thing of the past!

Extension system

Are you aware of the adjustment options for your extension system? Please read the specific assembly instructions for your product. The extension system integrated in our tables consists of a thin folding system. This system saves space in terms of height and width, offering improved user comfort and a slimmer design. The extendable parts are mounted on this folding system, which allows them to be stored completely under the table top. In turn, the extensions are height-adjustable to provide maximum adjustment possibilities under the extensions. In this way, the extensions align perfectly and subtly with the fixed table-top. In addition to this folding system, the extension system incorporates a high-quality ball bearing rail, providing a smooth gliding mechanism. The rail can support heavy loads due to its 2 mm thickness. The material is very resistant to tension and bending, which makes the table extremely stable.

LED lighting

Thanks to the LED lighting integrated into the various pieces of furniture, you can create a cosy atmosphere and light your room with style and finesse. Furthermore, LED lighting has advantages in terms of sustainability; moreover, it is environmentally friendly owing to its lower power consumption (it consumes 80% less electricity) and offers a longer service life (it lasts up to 30 times longer). Also, LED lighting emits a bright and beautiful light and can be switched on directly at full power.

4

Types of materials

In this chapter, you'll find more information about the materials used. This section is divided into two parts: the different types of wood and the other materials.

4.1 The types of wood: unique and full of character

The wood used to manufacture your furniture is a natural product selected with care and handcrafted. It is unique and full of character from every point of view. No two pieces of wood are the same; their shape, structure and colour is different. That is why colour variations are inevitable, even on the same piece of furniture. Grooves, cracks, imperfections, as well as the presence of large or small knots are evidence of the tree's growth as well as its authenticity. Over time, new furniture will take on lighter and warmer colour due to the effect of light and as a result of regular use. Differences in colour may occur between the furniture and the display model.



Acacia

Acacia is a hardwood species of tree that grows mainly in Southeast Asia. It is a species that is often found in our homes. Acacia has a pronounced grain and colour. Its elegant flame-patterned grain and variable shades give acacia a highly authentic and natural appearance. Your furniture is made of a combination of solid and veneered acacia.



Acacia tramwood

Acacia tramwood comes from Southeast Asia and is a particularly hardy hardwood species. This furniture is made from smoked and veneered tramwood. Its elegant flame-patterned grain and variable shades give the furniture a solid and warm appearance. In addition, the furniture has been worked by hand, thus creating a vintage appearance. This technique accentuates its unique character. The furniture has been specially treated in order to deliver its "smoked" look. During this treatment, the natural sap of the wood is heated at high temperatures.



Kikar

The kikar tree grows mainly along the side of the road/along straits and is used to mark boundaries between lands, mainly in India. Since the trees often grow alone, they have a unique form. Its pleasant and warm appearance comes from its beautiful ridges, its flamed patterns and the changing shades of wood. The furniture has been handcrafted to create its unique patina. The combination of the kikar and the metal work give the furniture a robust and distinctive character. Variations in size and/or colour between pieces of furniture are due to the type of wood and the way it has been worked. Light can have an effect on the original colour; it can create a warmer tint and a natural glow. The colour of new furniture may therefore vary from the furniture which you already own (or from the display models) and it may change colour over time. To achieve its "smoky" appearance, the natural sap of the wood is heated at high temperatures. Your kikar wood furniture has been coated with a protective layer that brings out all the characteristic marks of the wood in order to create the most natural look possible.



Mango

Mango trees come from India and neighbouring countries. They have been cultivated for many years for their fruit. Mango wood combined with mango veneer has a naturally warm colour and reveals different shades of colour. This is a unique characteristic of the wood and is a common feature. It is also possible for yellow streaks to appear on the wood. This is one of the features of the product that gives your furniture its elegant and robust appearance and thus creates a one-off piece. The smaller parts of the structure are made of veneer glued to plywood, blockboard and MDF panels. These panels are glued in such a way as to maintain the strength of the furniture while making it lighter and more environmentally friendly.



Oak

European oak grows in Europe and Asia Minor. Oak has a high tannic acid content which quickly rusts any metal that it comes into contact with. Oak is a strong, solid wood. The structure and quality of the wood varies depending on the conditions in which the tree was grown. Some parts of your furniture are made from oak veneer. The beautiful flamed ridges, mirror-like patterns, changing shades and its tactile features give oak wood a highly authentic and natural look.



Wild oak

The wood was selected in order to provide a rustic, reclaimed wood look. Intensive manual work has been carried out on the furniture to create its antique patina. This treatment accentuates its unique character. Oak wood is very rustic with lots of knots and cracks; it also has dark accents on certain parts of the wood. Your furniture is made of oak veneer combined with laminated plywood for a lighter, environmentally friendly and solid piece of furniture. Each internal part of the furniture is made of chipboard covered with veneer. The objective is to achieve a pleasant structure while using as much of the tree as possible, because our furniture is manufactured with respect for the environment. The metal parts are handmade and may display some depressions, stains, scratches, colour variations and/or imperfections that testify to its artisanal nature. Your furniture has been coated with a lacquer finish.



Smoked oak

We use a combination of oak and oak veneer. Smoked oak has the same characteristics as oak furniture, except that your furniture has been colour-treated to create a "smoked" look. This is achieved by heating the natural sap of the wood at high temperatures. Variations in the concentration of sap create lovely variations in colour. The colour blend is unique and all furniture in this collection is different.



Sheesham

Sheesham or "Indian teak" is a beautiful exotic wood with distinctive marbled colours. This species of hardwood is very robust and highly resistant to scratches. Your furniture is made of veneered sheesham combined with plywood and laminated panels to provide additional strength. The furniture has undergone colour treatment by heating the natural sap of the wood at high temperatures; as such it has been "smoked". New furniture can take on a lighter, warmer shade over time and due to the influence of light. Therefore, differences in colour from the display models are inevitable. Lighter coloured areas may be visible on the surface of your furniture. They are due to the specific growth process of sheesham wood. These are an important aspect of your furniture's appearance. Your untreated furniture will display all the natural characteristics of the wood.



Teak

Teak comes from Indonesia, India and Thailand. It is also grown in Africa and Central America. Teak is a robust and resistant species of wood (durability class 1-2). It is subject to increased monitoring by the authorities and is worked in an environmentally responsible manner. You can rest assured that this wood has been sourced from plantations where trees will be replanted. The surface is soft to the touch and the wood contains certain substances that can cause allergic skin reactions in sensitive individuals. The wood is resistant to many chemical products and woodworm. Furthermore, your furniture has been handcrafted to create a vintage look. The edges and corners are rounded and the surfaces of the furniture have been lightly scuffed to provide a wavy, antique appearance. This treatment accentuates the unique character of the furniture. Teak furniture is often delivered untreated.



Walnut

Walnut comes from Europe and Asia (European walnut) and is classified as class 3 in terms of durability. Walnut wood is robust and has a warm appearance. It is characterised by its sapwood, the lightest part of the wood.

During the drying process, walnut wood shrinks significantly and, as a result, is no longer affected by moisture, dryness or heat. It is a flexible species of wood that is highly resistant to knocks, splintering and cracking. Your furniture is made of a combination of veneered walnut wood and plywood. It is unique and distinctive in every way. Walnut wood varies in shape, structure and colour. That is why colour variations are inevitable, even on the same piece of furniture. Grooves, cracks, imperfections, as well as the presence of large or small knots are evidence of the tree's growth over time as well as its authenticity.

4.2 Other materials

By working less with wood and more with other types of materials, we are able to create collections with minimalist lines. These materials, whether combined with metal or not, give the furniture its clean lines.



Blockboard

Blockboard is a solid board of wood glued according to a precise technique. It consists of small wooden slats covered with a veneer. This process allows an optimal use of the trees and therefore protect the environment.



Concrete

If you have a piece of furniture with a concrete top, it is made of MDF covered with a thin layer of coating. The coating used is an artificial resin mixed with concrete. This thin layer of handcrafted concrete may reveal hollows, cracks and other imperfections, which emphasises the unique nature of your furniture. A clear, water-based top-coat helps to protect the panel from liquid and makes it easy to clean with any light cleaning product. To guarantee long-term use, we recommend avoiding excessive contact with sources of moisture, hot objects and liquids.



Ceramic

Ceramic surfaces have a coloured top layer, the structure of which can vary from one item to another. Ceramic is a material that is very easy-to-clean and does not absorb foodstuff and dirt. It is heat and scratch resistant but not scratch-proof and very durable but not unbreakable! To clean, just wipe with a damp cloth or microfibre cloth. You can also clean the surface with warm water and a cleaning agent. Using a sponge, immediately remove any spilled liquid from the surface. Do not use wax, oil-based soaps, impregnated products or other cleaning products. The use of place mats will help to prevent damage to the surface caused by heavy objects and temperature variations. Do not place heavy, blunt objects on the table that could cause cracks to form or damage the surface. The corners are the most fragile parts.



Ceramic under glass

Safety glass is treated at high temperature so that it shatters into several small fragments in the event of impact. The ceramic top coat is bonded to the glass using high temperatures and pressure. Minor deformations on the surface may occur due to the heat treatment.



Glass

The glass is worked using different techniques in our collections, both for cabinet doors and shelves. We use float glass or safety glass. Float glass, like all types of glass, is a durable material with high levels of translucency. Safety glass is treated at high temperatures so that it shatters into small fragments in the event of impact. High-temperature treatment can cause minor deformations on the surface.



High pressure laminate (HPL)/Primo Laminato

High Pressure Laminate (HPL) is a combination of paper pulp and phenolic resin combined with a melamine resin surface. In our collections, we call this material Primo Laminato. The high pressure laminate is strong, resistant and lightweight. Moreover, it displays more resistance to acidic substances and scratches, while having a uniform colour. Primo Laminato has a closed surface, thus making the top layer waterproof and easy to maintain. HPL/Primo Laminato is a material that is highly resistant to wear and tear. Furthermore, it has the advantage of being much less delicate than real wood: it does not work or require regular maintenance. To clean, just use a damp cloth. To remove dirt or stains, clean regularly with a clean damp cloth; do not use a cleaning product. Don't forget to wipe the surface dry afterwards!



Linoleum

Linoleum furniture is made with a high-quality linoleum multiplex. Linoleum is a particularly durable material that has been used in our homes for centuries. It is a unique natural product displaying its own distinctive characteristics.

Differences in shades are inevitable on light-coloured surfaces, even on the same piece of furniture. Linoleum is made of 97% natural materials (linseed oil); of which 43% are recycled materials. Therefore, it is one of the most environmentally friendly products in the world. Furthermore, it is 100% biodegradable, hygienic and easy to maintain. When a coating of linseed oil is applied but the surface is not in contact with UV rays, for example, because of a dish placed on the table, a yellow stain will appear under the dish due to the lack of UV. This also happens when the furniture is kept in its packaging, which is why the furniture may have a yellow tinge. These yellow stains will go away on their own when the material is exposed to light. Also, linoleum is a soft material. However, in certain cases, it can retain pressure marks (especially during transport). These marks will disappear after a short period of time. Colour variations between pieces of furniture and the display model may occur, however they will fade naturally after a short period of time.



MDF

MDF is an acronym which stands for "medium-density fibreboard". MDF is made of wood fibres bound together with an artificial resin. Raw MDF can be distinguished by its light brown colour and the uniform structure of the panel. Furthermore, the surface of MDF is smooth and its sides are straight and perpendicular. This material is resistant to knocks and splinters. MDF is manufactured using the same technique as wood fibre and hardboard.



Melamine/Laminato

Melamine is an artificial resin applied in a thin layer onto a wooden support using heat and pressure. The support is often made of chipboard. The resin is available with a glossy or matte finish, or an imitation wood pattern or another pattern. The coating stays well bonded to the wood due to the resin.



Metal

The metal parts of our furniture are handcrafted in India. India has a rich history and its craftsmen have extensive experience in creating handcrafted furniture and decorations. With limited resources, local artisans produce very distinctive items by hand. The colour of the metal is achieved by heating it, which can cause discolouration and distortions. Each one of our pieces of furniture is thus unique. They may display variations in size and/or colour. Straight metal parts or corners are always produced industrially. This process allows for highly accurate work in terms of size and shape.

Tip: if your furniture is equipped with stainless steel parts, you can clean them with a scouring pad. Just rub in the direction of the polishing which is visible on the structure. If the stainless steel surface is not dried after cleaning, it may rust. To remove any rust, use a scouring pad.



Multiplex

Multiplex is a type of panel made up of several layers of veneer. These layers are always glued perpendicular to each other. Regardless of the thickness of the board, it always contains an odd number of layers to ensure that the outer layers do not warp. This structure provides maximum protection against the pressure exerted on each of the layers. The name given to the multiplex panel depends on the type of wood with which it is veneered. A "birch multiplex" means that the panel is veneered with birch wood. The connecting veneer (or middle layer) can be made of other types of wood.



Particle board (or chipboard)

Particle board is a panel made of small parts of wood (chips, splinters, small pieces of wood). These are dried after machining or grinding and then mixed with glue made from artificial resin. The material is then compressed using heat and pressure to form a panel. The panels made from larger pieces of wood (called homogeneous panels) have a rough surface. The panels made of different layers of wood chips, both fine and coarse (called heterogeneous panels) have a much smoother surface.



Plywood

This type of panel consists of a combination of layers that are glued together with adjacent layers.

4.3 Specific recommendations for tables

For extendable tables, we recommend that you leave the extensions out at first to avoid any difference in colour with the table top. The table top may expand or contract in width due to the effects of humidity in the air. The table top may then protrude slightly or be slightly out of line with the table legs. This is a natural phenomenon; it does not affect the strength of your furniture.

4.4 Specific recommendations for cabinets

- When cabinet doors are equipped with magnetic latches, they can (in most cases) be adjusted to make it easier to open the doors.
- For safety reasons, we recommend that you fix your cabinet directly into the wall using the fall protection devices. This will prevent your furniture from falling or tipping over. Attach it to the wall or partition using the metal anchor points (already mounted) and the appropriate screws and wall plugs (available at a DIY store). In case you decide not to fix your furniture to the wall, we decline any responsibility in the event of an accident: the furniture is installed and filled at your own risk.

4.5 Specific recommendations for furniture equipped with adhesive (adjustable) pads

It is possible that plastic covers have been placed on the feet to protect the floor. Check the covers before placing the furniture on the floor. The covers have been manufactured with the utmost care. However, it is possible that the covers stick out slightly, which may damage the floor. Check the covers on a regular basis. After checking the covers, if you have any doubts, ask your salesperson for advice.

4.6 Maintenance

To clean your furniture, do not use an abrasive cleaning product as it will damage the surface. Daily maintenance consists of removing dust with a soft, dry cloth. In the event that liquid is spilled on the wood or on furniture with a lacquer finish, dry the surface as quickly as possible with a clean cloth. Liquids containing solvents can cause irreversible damage. Traces of shoe rubber on furniture legs and skirting boards can be removed with a fine-grained steel wool or sandpaper and a little oil.

For regular maintenance, we recommend cleaning the furniture once or twice per year with a damp cloth and pH-neutral soap (optional) or clear water. After cleaning, wipe the furniture with a dry soft cloth along the length of the furniture. Lacquered furniture can be dusted with a soft dry cloth. Primo Laminato furniture has a glossy, non-porous surface, making it easy to clean with soap and water. The surface is resistant to mild acids and temperatures up to 100 °C. Furthermore, the top coat is very durable and will not wear quickly.

4.6.1 Maintenance products

In addition to an extended warranty, CARE+ also offers high-quality care products for your furniture. Read the instructions to learn more about how to use the product. Before using a product, always check it by applying it to a non-visible surface to ensure that it works as intended. Maintenance products for each piece of furniture in our collection are available from your salesperson.

Antique wax

Antique wax is suitable for all types of wood to treat unlacquered wood surfaces such as cabinets, tables, etc. You can also apply colourless antique wax to lacquered surfaces to give the lacquer layer a warmer appearance. Pre-treat the surface (where necessary) with Woodclean. Apply the wax with a cloth, fine paint brush or brush. It is best to apply two thin coats of wax instead of one thick coat. Where possible, leave to dry for 12 hours. Then rub with a brush to bring out the shine and wipe with a cloth.

Elite polish

This product is a water-based maintenance wax (liquid). It is perfect for all glossy lacquered surfaces on wooden furniture. It hides minor imperfections on the surface and creates a pleasant satin shine on the furniture. Elite polish provides optimal maintenance and revitalises and nourishes the furniture. It also delivers a light shine on the top coat. The finish is slightly smoothed and small scratches and dents are hidden. Before applying the product, ensure the surface to be treated is clean. Apply Elite polish with a soft cloth and rub the furniture until it shines. Warning: do not wipe off the wax layer! Also, make sure to not rub the furniture with a soft cloth in the hours following the application of the product. If not completely dry, it will damage the protective layer that you applied to the furniture. This may stain the surface. Apply about two to three times per year for optimum results.

ELESGO® Easy Clean / Clean Touch

The surface of this HPL model has a special texture, meaning that the top layer remains virtually free of reflections and fingerprints. The clean touch surface is easy to look after. When you buy furniture with the ELESGO® Clean Touch finish, you will receive a special sponge (a magic eraser) to give the material a deep clean. For daily maintenance, use a cotton or microfibre cloth with water and neutral soap (green soap). For deep cleaning, use the sponge provided instead of the cloth.

Scale and age of the stain

Type of stain	Caused by	light/small	stubborn	dried in
Daily stains	Dust and general stains	2	4-7	4-7
	Greasy fingers or cosmetics	1-7	1-7	1-7
	Shoe polish	2	5-4-7	5-4-7
Food and drink	Fruit, bread and pastries, hot and cold dishes, milk, tea, coffee, spreads, juice, alcohol and other drinks in general. Organic and vegetable fats/oils or sauces. Ketchup, mustard, etc., leftovers	2	1-7	6-4-7
Cosmetics	Make-up, powder, mascara	2	1-7	1-7
	Nail polish and lipstick	5-4-7	5-4-7	5-4-7
Writing implements	Pencils, chalk, highlighters	2	1-7	1-7
	Permanent markers, pens, ink, glue and adhesive (tape)	5-4-7	5-4-7	5-4-7
Other	Candles and paraffin	8-4-7	8-4-7	8-4-7
	Blood	2	1-7	6-4-7
	Graffiti	5-4-7	5-4-7	5-4-7
	Limescale	9-4-7	9-4-7	9-4-7

1. Dip a microfibre/cotton cloth into soapy water (neutral (green) soap) and clean the stain with the cloth. Wipe with a clean cloth if necessary.
2. Pour clear warm water onto a paper towel/cloth/sponge (non-abrasive) with 2-3 drops of dishwashing liquid and absorb the stain.
3. Place a paper towel, cloth or soft sponge containing clear warm water and 2-3 drops of dishwashing liquid on the stain for a few minutes until it disappears. Use a wooden spatula if necessary. Then remove any dirt with a microfibre cloth.
4. Apply 2-3 drops of dishwashing liquid with clear warm water to the magic eraser (the sponge provided with the furniture), rub gently until it foams and pull the sponge towards the edge in one direction. Repeat if you can still see dirt on the sponge.
5. Soak a paper towel and the sponge provided with acetone* (nail polish remover or methylated spirits*). Use the paper towel to absorb and remove the stain. Then clean with the magic eraser (always wiping in the same direction).
6. Sprinkle washing power on the stain, moisten with clear warm water and leave to soak (around 30 minutes for dried-in stains). Remove the detergent with a cloth. Do not treat any residue; it will disappear after a few days of exposure to light.
7. Final clean: soak the sponge provided in clear warm water and clean the affected area (always pull the sponge towards the edge in a single direction). Repeat until the surface is clean.
8. Place a cotton cloth on the stain and remove the wax with an iron**. Make sure the iron is not too hot and be careful not to accidentally touch any parts that are not covered by the cloth. (The cotton cloth will absorb the wax.) Repeat if necessary.
9. Soak a paper towel with 10% citric or acetic acid and place it on the stain for 10 minutes. Remove the dissolved limescale with a cloth.

* Make sure you observe the instructions for use and safety guidelines for cleaning agents / ** Caution: risk of fire and burn injuries

Foam cleaner HPL Primo Laminato

A powerful water-based foaming cleaning product. This foaming cleaner is ideal for cleaning our HPL Primo Laminato surfaces and serves as a universal cleaner for all furniture with a synthetic finish like melamine or HPL. To ensure that the cleaner does not damage the surface of your furniture, we recommend always testing the product on an inconspicuous place before use. Once the liquid has dried, make sure that the product has not affected the colour or damaged the surface. For best results, spray the surface and immediately clean and dry it with a lint-free cloth. Repeat for stubborn stains.

Greenfix

This product is a furniture oil (a linseed-based oil) for untreated types of wood such as oak, cherry and teak. Greenfix can also be used as a maintenance oil for furniture with an oil or wax coating. Greenfix prevents stains and protects the wood from moisture and heat. It increases the resistance of the furniture against wear and removes light stains. Greenfix gives the furniture a natural and warm appearance. (Warning: the wood darkens slightly after treatment, especially teak). For normal use, treat the surface three to four times a year with Greenfix.

Matte wax

Matte wax is a maintenance product specially designed for matte or oiled wood species. It revitalises the furniture without adding shine and also removes any glossy stains (such as grease). Clean the surface to be treated beforehand. Apply a thin and even layer of matte wax with a cloth and leave to dry. Stubborn glossy stains can be treated after the initial treatment. Warning: for glossy stains on two-compound lacquer coats, we recommend that you gently clean the surface with a sponge; always clean in the direction of the grain. Apply the matte wax treatment several times per year.

Natural Wood Cleaner

This product is an effective water-based wood cleaner. Clean the furniture thoroughly with Natural Wood Cleaner before treating it with a maintenance product for optimum results. It cleans, degreases and removes stains and dirt. It can also be used before treatment with a specialised wood care product. Natural Wood Cleaner can also be used to remove stains from furniture treated with wax or oil (using a fine-grained steel wool or a scouring pad). It is suitable for all types of wood and untreated, lacquered, oiled or waxed wood. Apply Natural Wood Cleaner with a cloth. For surfaces treated with an old layer of wax or oil, or for very dirty surfaces, several applications may be necessary. Natural Wood Cleaner is highly effective at removing dirt as well as part of the wax or oil undercoat. After cleaning, the surface should always be treated with a suitable maintenance product.

Natural wood sealer 2.0

To maintain the natural look of your furniture, we recommend you treat it with two or three coats of Natural - Woodsealer 2.0 New Formula for normal use or with four or five coats for intensive use. For normal use, repeat annually; apply twice per year for intensive use. By following the aforementioned advice, your furniture will be sufficiently protected. However, minor discolouration is always possible. Always read the instructions of the maintenance product.

Oil-wax

Wax-oil is a universal care product that is made from a combination of pure wax and natural oil. It maintains, protects and revitalises wooden furniture that has already been treated with a coat of natural matte wax, oil or a combination of both. The wax-oil is ideal for furniture with an "aged" look. For optimal protection of your furniture, repeat this treatment two to three times per year.

Shine and Fix

Shine & Fix is a product which is suitable for all colours and types of furniture with a lacquer, film or melamine/laminate coating. It maintains, protects and hides small traces of wear and tear and imperfections on high-gloss lacquered surfaces. Also, it restores the original shine on matte lacquers without leaving any marks. Apply an even layer of wax with a clean, soft cloth in a circular motion (instructions for use: ± 7.5 ml per m²). Allow the high-gloss wax to dry after application until the surface has a matte/earthy appearance; then wipe the surface with a clean cloth in a circular motion until the shine is restored, without streaks. Use a new part of the cloth each time you clean. Apply the product to the furniture two to three times per year.

Wood Power Cleaner

This is a powerful cleaning and degreasing product for wood treated with lacquer, wax, oil, wax-oil, as well as for untreated wood. It cleans lacquered wood surfaces and dirty layers of wax or oil. Wood Power Cleaner removes stains from furniture treated with wax or oil. To apply, use a fine-grained steel wool or a scouring pad. If you clean your furniture carefully with Wood Power Cleaner before treating it, the subsequent treatment with a maintenance product will deliver optimum results.

4.7 Finishing layer

- **RAW:** the surface of raw furniture has not been treated. As such, the wood is not protected against the effects of moisture. Moisture stains can be partly removed by lightly rubbing the surface with fine sandpaper.
- **OIL:** treating with oil consists of applying several layers of oil on top of the layer of paint. Wood oil provides a weaker protective layer than wax. This is because the oil is easily absorbed by the wood. Furthermore, the surface often remains sticky afterwards. In the past, oil was used more for wooden tools and workbenches.
- **NC LACQUER:** nitrocellulose lacquer is the most commonly used type of lacquer. These lacquers dry quickly and provide a protective layer to the surface. Small indentations can be restored with a touch-up pen, available from your salesperson. The lacquer is suitable for all types of indoor furniture, in particular living room and bedroom furniture.
- **AC LACQUER:** acrylic lacquer is a water-based lacquer that is resistant to scratches and wear and tear. This type of lacquer dries quickly, has a soft texture with a stable shine and does not yellow much over time.
- **PU LACQUER:** polyurethane lacquer is also referred to as a two-component lacquer. This high-quality lacquer consists of a mixture of lacquer, thinner and hardener. The lacquer is applied after mixing the hard and soft components in order to blend the best characteristics of both components. This means the PU lacquer is both flexible and resistant; it is suitable for furniture.
- **WATER-BASED LACQUER:** this product is also referred to as a dispersion lacquer. It is used as an alternative lacquer system and has good chemical and physical properties. This water-based lacquer does not contain volatile thinners. Its hardening is caused by the evaporation of the water-based thinner.

5 Frequently asked questions

Certain phenomena and changes are normal. It is helpful to know when it is normal and when it is not. Here is a list of frequently asked questions and our answers.

Question 1:

What type of material is primo laminato?

Answer:

Primo Laminato high pressure laminate (HPL) with seven layers. The synthetic top layer consists of several layers of special paper impregnated with phenolic resin. The resin layer forms the core and guarantees the flexibility of the product. The top layers, the decorative surface and the coating are impregnated with a melamine resin. These layers guarantee the solidity of the product.

Question 2:

Are the measurements precise or approximate?

Answer:

All measurements listed on the website and on the product information sheet correspond as accurately as possible to the real measurements of the item in question. However, wood is a "living" material that can expand or contract to some extent. Furthermore, numerous pieces of furniture are (in part) produced or manufactured by hand, which can always lead to minor deviations.

Question 3:

My LED light is blinking, what is the problem?

Answer:

Check all plugs. It is possible that one of the plugs is not fully inserted into the socket. If the problem persists, the adapter probably needs to be checked and/or replaced.

Question 4:

How many light fixtures should I hang above a dining table?

Answer:

To answer this question, we need to take into account the length of the table. If the table is 2 m or longer, two to three light fixtures will be needed to provide enough light. Start in the middle of the table and spread the light fixtures at equal distance above the table. Therefore, in order to place three light fixtures above a two-metre table, you will have one light at 50 cm, one at 1 m and the other at 1.5 m. In general, above a round table, one light fixture is more than sufficient.

Question 5:

From where can I get the maintenance products?

Answer:

You can get the appropriate cleaning products from the shop where you purchased your furniture. We recommend our CARE+ products. They have been subject to extensive testing on our materials. By using these products, your furniture will receive ideal care and protection.

Question 6:

My furniture was supplied with extra support legs, but they are shorter than the normal legs. Is this a mistake?

Answer:

The extra support legs provide additional support. They should not touch the floor, instead they should sit just above the floor to absorb any pressure during use and when the furniture is transported. Therefore, they should always be a little bit shorter and "float" above the floor.

Question 7:

When fully extended, my table is not exactly perpendicular. How can I fix the problem?

Answer:

Your extendable table is equipped with a system that allows you to adjust the table tops according to your needs. Please check the assembly instructions supplied with the table to see how to adjust your table. You can also contact our customer service department.

Question 8:

A yellowish stain has appeared on my furniture. What is this caused by?

Answer:

This can occur with certain materials, such as linoleum. It is possible that a dish or another object has been placed in the same place for a certain amount of time, which has deprived that area of light. A lack of (UV) light will cause the colour to change. Don't worry, if you expose the affected area to light again, the original colour be restored naturally after a period of time.

Question 9:

Has my furniture been manufactured in an environmentally friendly way?

Answer:

Thanks to the different sawing techniques, our factories use most of the tree. By combining solid wood (we glue together both large and smaller pieces of solid wood) and veneer, it is possible to use the remaining smaller parts of trunk. Since we use veneer, we can produce more "surface area" of wood from one tree. Our manufacturing process aims to protect the environment and we try, as much as possible, to take into account climate change issues around the world.

This is why we work mainly with wood from plantations. If this is not possible, we make sure that new trees are planted. In Europe, where most of our tree species are sourced, this is carefully controlled by national governments. As such, this represents one of the most important sources of income for these countries (especially in the case of European oak in Romania). Your furniture is therefore manufactured in a responsible and sustainable manner.



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