



Allsteel®

Care Guide

This care guide provides detailed cleaning instructions for metal, plastic, veneer, leather, and many other surfaces and materials. It contains specific information to keep your Allsteel products performing like new.

With the proper care, you can expect years of trouble-free use.

ALLSTEEL CARE GUIDE

Congratulations on your purchase of Allsteel furniture! This care guide contains specific information to keep your Allsteel products performing like new. With the proper care, you can expect years of trouble-free use.

Durability is designed into Allsteel furniture. Thoughtful material choices, precise engineering, and lean manufacturing practices result in products that withstand extended use, multiple reconfigurations, and continue to look great over time. For the most up-to-date care and maintenance information for Allsteel products, visit www.allsteeloffice.com.

Your satisfaction is important to us. If you need assistance, please contact your local Allsteel Dealer, who has trained personnel on staff to support your service, maintenance, and warranty needs. For support directly from Allsteel, contact Allsteel Customer Support at 888-255-7833. For warranty information visit <http://cms.allsteeloffice.com/SynergyDocuments/Warranty.pdf>.

Caution! Improper cleaning of any material and failing to adhere to the instructions called out in this document may result in damage of product and voiding of the product's warranty.

A small, inconspicuous area should always be tested before large scale cleaning.

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CLEANING

PAINTED & POLISHED METAL

Cleaning painted and polished metal:

1. Apply a small amount of nonabrasive cleaner such as Windex®, Formula 409®, or Fantastik® to a clean, dry, lint-free microfiber cloth or paper towel.
2. Rub on the areas that may need spot cleaning.
3. Wipe clean using a new, clean, dry, lint-free microfiber cloth or paper towel.

Painted metal touch-up:

Color-matched touch-up paint is available through your local Allsteel Dealer.

PLASTIC SURFACES

Cleaning plastic:

1. Apply warm water and mild soap or ammonia-based foam glass cleaner solution to a clean, lint free microfiber cloth.
2. Gently wipe the surface to remove any surface dust.
3. Wipe dry with a new, clean, lint-free microfiber cloth.

Spot cleaning marks on plastic:

1. Apply a mild soap-and-water solution to a clean, lint-free microfiber cloth.
2. To remove markings from plastic, rub the marked area from several different directions until it disappears.
3. Then clean normally as instructed in the "Cleaning plastic" section above.
4. If the mark still remains, mix baking soda and water at a 3:1 ratio.
5. Spread the baking soda paste over the mark.
6. Let set for 5 minutes.
7. After 5 minutes, wipe off the baking soda mixture with a clean paper towel.
8. Next, clean normally as instructed in the "Cleaning plastic" section above.
9. Note: Some marks may require repeating this process.

CAUTION:

- Do not scrub the baking soda mixture on plastic surfaces as it may damage the finish.
- Do not use alcohol-based cleaners on plastic surfaces. Alcohol-based cleaners may dry out plastic and leave white marks on the surface.

PAINTED WOOD

Cleaning painted wood:

1. For everyday cleaning, apply a small amount of warm water to a clean, lint-free microfiber cloth. The cloth should be slightly damp.
2. Gently wipe the surface to remove any surface dust.
3. Wipe dry with a new, clean, lint-free microfiber cloth.

CAUTION: Do not use solvent-based cleaners such as Lysol®, Soft Scrub®, Comet®, and acetone-based cleaners as they may leave behind oily films or have abrasive components that could scratch the surface.

Spot cleaning marks on painted wood:

1. Apply Windex or a mild soap-and-warm-water solution to a clean, lint-free microfiber cloth.
2. To remove markings from painted wood, rub the marked area from several different directions. Repeat this process until the mark disappears.
3. Then clean normally as instructed in the "Cleaning painted wood" section above.
4. If mark remains, use white ink eraser on mark.
5. Then clean normally as instructed in the "Cleaning painted wood" section above.

Handling and care for painted wood:

1. Do not drag painted wood products across flooring.

2. Do not stand on surfaces.
3. Use care when handling sharp objects near the painted wood surface.

VENEER

Cleaning veneer:

1. For everyday cleaning, apply a small amount of warm water to a clean, lint free microfiber cloth. The cloth should be slightly damp.
2. Gently wipe the surface in the direction of the grain to remove any surface dust.
3. Wipe dry immediately with a new, clean, lint-free microfiber cloth in the direction of the grain until the surface is completely dry.

Polishing veneer:

1. Several times a year the veneer finish may be polished with Guardsman® wax-free furniture polish to clean, restore, and protect veneer surfaces. Frequent polishing is not recommended.
2. Use a clean, lint-free microfiber cloth and wipe in the direction of the grain.

Spot cleaning marks on veneer:

1. Immediately wipe any liquids from the veneer surface with a clean, lint-free microfiber cloth.

Handling and care for veneer:

1. Use a clean, soft cloth to wipe all spills immediately to prevent water rings and stains. Do not allow spills to dry.
2. Avoid extreme heat, cold, or humidity variances.
3. Prolonged sunlight may affect the veneer finish.
4. Protect veneer surfaces from pens and sharp objects.
5. While veneer is durable and easily cleaned, avoid using hard-bristle brushes which may scratch the surface.
6. Avoid sliding objects over the surface to prevent scratching.
7. The use of coasters is recommended to prevent stains from liquids.

LAMINATE

Cleaning laminate:

1. For everyday cleaning, apply a vinegar-and-water solution to a clean, lint-free microfiber cloth.
2. Gently wipe the surface to remove any surface dust.

CAUTION:

- Completely dry the surface as pooled liquid may leave a stain and cause warping at the seams.
- Do not use furniture polish that contains waxes and oils on laminate surfaces.
- Do not use bleach-based cleaners on laminate as it may cause discoloration.

Spot cleaning marks on laminate:

1. Apply a mild soap-and-water solution or Windex to a clean, lint-free microfiber cloth.
2. To remove markings from laminate, rub the marked area in the direction of the grain. If no grain is present, rub in a circular motion.
3. Rub gently to avoid damaging the surface texture or gloss.
4. Then clean normally as instructed in the "Cleaning laminate" section above.
5. If mark remains, use white ink eraser on mark.
6. Then clean normally as instructed in the "Cleaning laminate" section above.

Handling and care for laminate:

1. While laminate is durable and easily cleaned, avoid using hard-bristle brushes which may scratch the laminate surface.
2. Avoid sliding objects over the surface to prevent scratching.
3. The use of coasters is recommended to prevent stains from liquids.

MARKER BOARDS

Cleaning marker boards:

1. Thoroughly erase your marker board after every use.
2. Marker boards should be cleaned weekly with marker board cleaner. Reminder: Completely erase the board before applying any cleaners.

Handling and care for marker boards:

1. Leaving ink on the board for an extended period of time may lead to images remaining on the board, commonly known as "ghosting," after erasing.
2. To avoid ghosting, clean your board weekly with marker board cleaner.
3. Expo® brand dry-erase markers are recommended for best erasing results.
4. Avoid using red and orange markers for easier cleaning and to reduce the likelihood of ghosting.
5. Do not use permanent or non-dry erase markers.
6. To maintain eraser performance, follow manufacturer's instructions.

GLASS TILES

Cleaning glass tiles:

1. To wash the glass, use a pre-mixed vinegar-based cleaning solution (or make your own with one part white vinegar to ten parts water).
2. Apply to a soft, clean, lint-free microfiber cloth or paper towel such as Scott Rags® in a Box or Scott Shop Towels. You may also use an ammonia-free glass cleaner such as Windex or Sparkle®.

CAUTION: Avoid getting any cleaning solution on non-glass tiles or panel frames as it may discolor the finish.

INFINITE SPECTRUM™ TILES

Cleaning Infinite Spectrum tiles:

1. Using a clean, lint-free microfiber cloth or paper towel such as Scott Rags in a Box or Scott Shop Towels, dampen the cloth with an ammonia-free cleaner or multi-purpose cleaner such as Orange Glo® or Goo Gone®.
2. Rubbing in a circular pattern, clean the entire surface with a clean, lint-free microfiber cloth with warm water to completely remove any cleaning agents.

CAUTION:

- Do not spray cleaning liquids directly on the tile surface.
- Do not spot clean the tiles as it may cause an inconsistent appearance.

Handling Infinite Spectrum tiles:

1. Do not remove from packaging until tiles are ready to clean and install. Unpacking and staging might chip edges and cause surfaces to be scratched.
2. Use soft, cotton gloves or gloves with a vinyl grip surface. Tiles are susceptible to scratching, finger printing, and marring if not handled properly.

GENERAL TEXTILE CLEANING

A Gonzo® Wonder Sponge may remove dirt and grime from fabric surfaces; however, it will not remove stains and marks such as ink. Using the sponge, gently scrub the dirt away. As the sponge becomes dirty, clean per sponge manufacturer's recommendation.

GENERAL TEXTILE CLEANING GUIDELINES

- Regularly clean your fabric by vacuuming or light brushing.
- Always check the cleanability code before deciding which cleaning products to use.
- Test cleaning product in an inconspicuous area first to guard against color bleeding or fabric shrinkage.

CAUTION: Do not steam Gather™ upholstered products. Doing so can damage the adhesive used in their construction.

COATED TEXTILES

Polyurethane Coated Upholstery

Contourett Only

- For wet spills gently blot with dry cloth to remove spill

- For dried spill gently work the spill in a non-aggressive circular motion using a damp cloth making sure to not oversaturate the fabric
- For dried stains use a mixture of Tide® or Oxiclean® and warm water (1 teaspoon of soap for every 16 ounces water) – follow instructions for dried spills above. Make sure to wipe away any excess soap left behind and remove any moisture with a dry cloth.
- For non-liquid spills always remove excess contaminant from surface before cleaning. The use of a soft brush or soft abrasive can be used to remove dried contaminants before performing liquid cleaning.
- For Healthcare related stains a water to bleach solution of 5:1 is recommended. Rinse cleaned area with water.
- For stains requiring the use of a solvent, spray the solvent directly onto the stain and allow it to sit for 2-3 minutes, avoid over saturating the fabric – follow directions for dried stains above.
- Always allow fabric to air dry

Approved cleaners for Contourett:

It is important to remember that after use of any cleaning agent, the fabric should be rinsed with water and wiped dry to remove any remaining residue or moisture. Shockwave, Recon, Benefect, Microban, Greased Lightning-Degreaser, Lysol Wipes, Diluted bleach solution (5:1 water to bleach), Dispatch disinfectant towels with bleach, PDI Sani-Hands wipes, PDI Super Sani-Cloth germicidal disposable wipes, Diversity Morning Mist Neutral Disinfectant Cleaner, Virex 256, Fantastik, Oxycide, Formula 409

Dolce Only

- Soak up any excess moisture immediately.
- Do not saturate the surface.
- When brushing stains, use light, quick strokes and work the stain from the outside in.
- Avoid excess rubbing to prevent discoloration and damage to the face of the material.
- For coated textiles labeled as ink resistant clean all ink-based stains with 91% isopropyl alcohol.
- For solid stains, first let the stain dry thoroughly and then gently break up any hardened areas.
- Completely remove all cleaning solution residue after cleaning.

Approved cleaners for Dolce:

Coverage Plus Germicidal Wipes

Parker Only

Regular Cleaning and Maintenance:

Clean the soiled area with mild soap and water, then rinse with fresh water and wipe dry with a clean cloth.

Food Stains / Oils:

Wipe affected area with a soft cloth or soft bristle brush using a non-abrasive cleaner, for example Formula 409 or Fantastik. Rinse with fresh water and wipe dry.

Healthcare:

Clean the soiled area with a 10% solution of Household Bleach and water. It is important to rise the cleaned area with fresh water after applying the bleach solution.

Difficult Stains:

Clean the soiled area with 50% solution of isopropyl alcohol (rubbing alcohol) and water. it is important to rise the cleaned area with fresh water after applying the alcohol solution.

Vinyl Coated Upholstery

Whisper Only

For regular cleaning, follow the steps below. For the removal of heavy soiling, the cleaning process should be started as soon as the problem occurs or is noticed. Delays in starting the cleaning process may result in permanent staining or damage to vinyl.

For light soiling, a solution of 10% household liquid dish soap in warm water, applied with a soft damp cloth. Rub gently and rinse with a water dampened cloth.

For heavy soiling, dampen a soft white cloth with a one to one (1:1) solution of formula 409® and water or Fantastik® and water. Rub gently and rinse with a water dampened cloth.

For more difficult stains, dampen a soft white cloth with a solution of household bleach (10% bleach and 90% water). Rub gently and rinse with a water dampened cloth to remove bleach concentration.

CAUTION: Do not scrub vinyl with abrasives or hard-bristle brushes as they might damage the vinyl. Do not use with alcohol base cleaning agents!

Approved cleaners for Whisper:

303 Fabric/Vinyl Cleaner 9dilution: 1/2 cup (4 oz) in 1 gallon water), A&G Boat Wash & Multipurpose Cleaner (6:1 dilution), All Purpose Vinyl Cleaner, Asepticare TB + II, Babe's Boat Care Wash (dilution: 1 oz per gallon of water), Bio Kleen Amazing (dilution: 6 oz per gallon of water), Caviwipes XL Packed, Coverage Plus Germicidal Wipes, Dispatch (1:10 dilution), Ducky All Purpose Cleaner, Fantastik® Antibacterial All-Purpose Cleaner Heavy Duty, Formula 409® Antibacterial All-Purpose Cleaner, Glance NA Diluted (1:50 dilution water), GP Forward Diluted (1:64 dilution water), Hydrogen Peroxide Cleaner Disinfectant Wipes, Lustrell Faux Leather Care Kit - Lustrell Regular Cleaner, Lysol Foaming Disinfectant Cleaner, Mold & Mildew Stain Remover (dilution: 1 scoop (1/2 oz) per quart water), Oxivir TB Wipes, Sani-Cloth AF 3, Stride Fragrance Free Neutral Cleaner (1:266 dilution in water), Stride Floral Neutral (1:32 dilution - daily cleaning, 1:64 - cleaning excess dirt), Super Sani-Cloth, Virex II 256 (1:256 dilution), Vinyl Sauce, Virox 5 Rtu, Wex Cide 128 (1:128 dilution).

Approved cleaners for Moxie:

Isopropyl Alcohol - 7:3 dilution, Birex SE Disinfectant, Bleach - 1:4 dilution, Citrace Germicide, Clorox Disinfecting Wipes, Clorox EZ Kill Wipes, Clorox Healthcare Bleach Germicidal Wipes, Clorox Healthcare Hydrogen Peroxide Wipes, Clorox Hydrogen Peroxide Disinfectant, Formula 409 All Purpose Spray Cleaner, Greenworks All purpose cleaner, Oxivir TB, Virex II 256 , Virox 5, Virox AHP 5 Disinfectant Cleaner Surface Wipes, Neutral Disinfectant Cleaner, Oasis 146, Oasis Quat 144, Oxycide, Purtabs (dilution: 500 ppm), Purell Food Service Sanitizer, Caviwipes, PDI Sani-cloth AF3, PDI Sani-cloth Germicidal Wipe, PDI Sani-cloth HB, PDI Sani-professional Multi Surface Wipes, PDI Sani-professional Table Turners No Rinse Wipes, Lysol Spray, Lysol Foaming Disinfectant Cleaner, Fade-A-Dyne, SaniZide plus germicidal solutions, Fantastik Spray Cleaner, Optim 33 TB, Simple green, Perisept, Accel Prevention Concentrate, Accel TB

LEATHER

Cleaning leather:

1. For everyday cleaning, wipe leather with a clean, dry, lint-free microfiber cloth.

Spot cleaning on leather:

1. Apply a clean, dry cloth or sponge to any spilled liquid immediately.
2. Using a clean, lint-free microfiber cloth, gently dab a non-detergent-soap-and-warm-water solution to the impacted area.
3. Do not scrub or rub the area.
4. Allow the area to dry naturally.

Spot cleaning butter, oil, or grease on leather:

1. Never use water to clean or treat.
2. Dab the surface of the leather with a soft, clean cloth until you've absorbed as much as possible.
3. Wait a day or so to let the stain "cure."
4. Usually the oils will absorb into the leather and the stain will disappear.

NOTE: Edelman® Leather offers a cleaner for leathers with Crypton™. This product can be used on their All Grain™, Dream Cow™, and Royal Hide™ leathers and is especially good for cleaning color transference from white or light-colored leathers. To order call Edelman® at 800-886-8339.

CAUTION:

- Do not use saddle soap, cleaning solvent, furniture polish, oils, varnish, abrasive cleaners, window cleaners, or ammonia water to clean leather.
- Do not scrub leather with abrasives or hard-bristle brushes as they might damage the leather.

WOVEN UPHOLSTERY

General Recommendations for Cleaning and Stain Treatment of Woven Textiles

- Be sure to treat stains immediately. The longer a stain sits, the more difficult it is to remove.
- It is not recommended to use heat to clean textiles as heat can cause stains to set.
- Do not over saturate textiles during cleaning and always soak up any excess moisture.
- Avoid the use of cleaning agents that contain bleach as they can cause discoloration of the textile over time.
- Always pre-test new cleaning methods in inconspicuous areas.
- Start with light applications of a cleaning agent before moving to more concentrated amounts. The higher the concentration of a cleaning agent, the greater the chance of damage.
- Completely remove all cleaning solution residue after cleaning.

Purl Only

- For wet spills gently blot with dry cloth to remove spill
- For dried spills gently work the spill in a non-aggressive circular motion using a damp cloth making sure to not oversaturate the fabric
- For dried stains use a mixture of Tide® or Oxiclean® and warm water (1 teaspoon of soap for every 16 ounces water) – follow instructions for dried spills above. Make sure to wipe away any excess soap left behind.
- For non-liquid spills always remove excess contaminant from surface before cleaning. The use of a soft brush or soft abrasive can be used to remove dried contaminants before performing liquid cleaning.
- Always allow fabric to air dry

Please note that pile fabrics may require that the entire panel be cleaned in a seam to seam fashion in order to restore the overall appearance of the fabric. Excessive spills may require a consultation with a professional upholstery cleaning company.

TEXTILE MAINTENANCE CODES

According to industry standards, the code for cleaning fabrics is denoted by one of four letters or letter combinations (W, S, W-S, X). Each code refers to a specific cleaning method. This industry code appears on the back side of Allsteel fabric cards. In the section below, you'll find more information on how to clean Allsteel seating upholsteries and panel fabrics as well as a cleaning code reference guide.

Code W

Code W applies to fabrics that should be cleaned with water-based cleaning agents.

Everyday cleaning:

For everyday cleaning, frequent vacuuming or light brushing to remove dust is recommended.

Spot cleaning W fabrics:

Spot clean using foam from only water-based cleaners or non-solvent cleaning products. Apply foam with a soft brush in a circular motion and vacuum when dry. Another cleaning alternative is to mix two tablespoons ammonia or ammoniated detergent to a quart of water. Dampen a clean cloth with this solution and dab the stain gently. Continue turning the cloth so you're always using a clean portion. Let dry naturally and vacuum when dry.

Code S

On fabrics with an S code, use a mild, water-free cleaning solvent or dry cleaning product (Energine or Carbona®).

Everyday cleaning:

For everyday cleaning, frequent vacuuming or light brushing to remove dust is recommended.

Spot cleaning S fabrics:

Spot clean with a mild solvent, an upholstery shampoo, or the foam from a mild detergent. Dampen a clean cloth and dab the stain gently. Continue turning the cloth so you're always using a clean portion. Let dry naturally and vacuum when dry.

CAUTION: Use of water-based or detergent-based solvents may cause shrinking and/or permanent water stains.

Code W-S

Code W-S fabrics can be cleaned with either water-based cleaning agents or water-free solvents.

Everyday cleaning:

For everyday cleaning, frequent vacuuming or light brushing to remove dust is recommended.

Spot cleaning W-S fabrics:

Use a water-based cleaning agent, mild detergent, foam, or pure, water-free solvents. Dampen a clean cloth and dab the stain gently. Continue turning the cloth so you're always using a clean portion. Let dry naturally and vacuum when dry.

Code X

Code X fabrics should only be vacuumed or brushed gently.

ALLSTEEL MAINTENANCE CODES

| SEATING UPHOLSTERIES | |
|----------------------|---|
| Upholstery | Cleanability Code |
| Apex | W-S |
| Arris | W-S |
| Appoint Seating | W-S |
| Attire | W |
| Blume | W-S |
| Burst | W-S |
| Centurion | W |
| Clyde | W-S |
| Contourett | Refer to Polyurethane and Vinyl Upholstery Section of this document for cleaning instructions |
| Dapper | W-S |
| Dolce | W-S |
| Dotty | W |
| Ensemble | W |
| Hamilton | W |
| Optic | W-S |
| Parker | Refer to Polyurethane and Vinyl Upholstery Section of this document for cleaning instructions |
| Purl | W |
| Quill | W-S |
| Rush | W-S |
| Seed | W-S |
| Spin Seating | W-S |
| Inertia | W-S |
| InSeason | W-S |
| Whisper™ Moxie | Refer to Vinyl Coated Upholstery section of this document for cleaning instructions |

| PANEL FABRICS* | |
|----------------|-------------------|
| Fabric | Cleanability Code |
| Analog | W-S |
| Appoint Panel | W |
| Binary | W-S |
| Circuit | W-S |
| Coast | W-S |
| Disperse | W-S |
| Element | W-S |
| Etch | W-S |
| Exchange | W-S |
| Landscape | W-S |
| Lucy | W-S |
| Mica | S |
| Reflections | S |
| Refuge | S |
| Sarto | W-S |
| Spin Panel | W-S |
| Tempest | W-S |
| Terrain | W-S |

*Allsteel modifies its textile offerings periodically. For the most current information on textiles and textile cleaning tips, contact Allsteel Customer Support at 888-255-7833 or go to allsteeloffice.com/design-resources/textiles-and-finishes.

These guidelines are for Allsteel standard textiles. For cleaning guidelines on partnership textiles please reference suppliers' website.

TROUBLESHOOTING GUIDE

SEATING

Casters:

The easiest way to keep casters clean and functioning properly is to ensure the floor is routinely cleaned. Dust, dirt, and lint from the floor collect on the casters and degrade their performance over time. Casters should be cleaned with a mixture of mild soap and water applied to a clean, soft cloth.

Adjustable-height cylinder:

If the adjustable-height cylinder is not actuated for long periods of time, the lubricant on the cylinder column may dry out from lack of movement, preventing the cylinder from freely moving up and down. To remedy this situation, add weight to the seat and cycle from top to bottom several times to spread lubricant on the entire column. If the problem persists, apply any grease to the cylinder column and cycle from top to bottom. Do not use spray lubricants as they might drip and damage the flooring.

Chair glides:

Glides should be cleaned of dirt and waxed regularly to avoid buildup. Apply household cleaner and wipe dry with a clean, soft cloth.

Chair base:

Bases may be cleaned by applying a mixture of mild soap and water or a small amount of nonabrasive cleaner such as Formula 409 or Fantastik to a clean, dry, lint-free microfiber cloth or paper towel.

SYSTEMS & STORAGE

Drawer slides:

The drawer slides are lubricated during assembly and should not need additional lubrication during the life of the product. If the drawer becomes difficult to operate, contact your local Allsteel Dealer or Allsteel Customer Support for resolution.

Locks:

To ensure proper function, occasionally cycle the key through the lock. Doing so will keep the assembly properly lubricated. If debris becomes trapped in the slot, compressed air or WD-40® will help free the debris.

CAUTION:

- Avoid heavy contact with blunt objects, or any object that could cause damage to glass products.
- Protect against damage to glass and fabric screens by avoiding contact with sharp objects.

TABLES

Flip-top mechanism:

If the flip top of the folding mechanism becomes difficult to operate, spray WD-40 on the mechanism and cycle. Doing so will both clean and lubricate the mechanism.

Casters:

Please see "Casters" section under the Seating heading above.

Allsteel®

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Allsteel supports green initiatives in the contract furniture industry as a member of the U.S. Green Building Council. The majority of Allsteel products are SCS Indoor Advantage™ Gold and level® 2 certified.

