



CARE & MAINTENANCE OF YOUR FURNITURE

Wood Veneer Furniture

All William Hands furniture is polished with a high-performance lacquer conforming to FIRA Standard 6250:1999 (Specification for domestic & contract furniture).

General wear and tear can be minimised by using a desk pad or mat to protect your wood surfaces from marks, scratches and rings left by glasses and cups. Always lift heavier items up, rather than dragging them across the surface and mop up spills straight away.

Wood “mellows” with time and exposure to UV light. To avoid uneven shading allow equal exposure to daylight, move any items covering the surface regularly.

Avoid extreme temperatures and humidity.

Do not use cleaning products containing silicone, this will damage the finish.

Clean with a soft, slightly damp cloth (with mild detergent if necessary) and always dry thoroughly.

Upholstery (Fabric)

Upholstery should be regularly vacuumed to remove dust using low suction and the manufacturers brush attachment. Mop up spillages as soon as possible to reduce the risk of permanent staining.

All our fabrics are fire retardant so consult a specialist for cleaning excess soiling or staining.

Upholstery (Leather)

Dust occasionally with a soft clean dry cloth.

Never use furniture polishes, oils, varnishes or ammonia on leather. Most marks can be removed with a damp cloth and mild detergent. Some cleaning products may cause discolouration and should be tested on an inconspicuous area before using.

Maintenance

Andrew Muirhead & Son Limited aviation quality upholstery is cared for by simple cleaning, using our own Leather Wipes. There is no requirement for dry cleaning or any other solvent based cleaning systems helping to reduce the costs for on-going maintenance and potential “out of service time” associated with the aviation interiors. In extreme cases where the leather finish has been damaged, for example by scuffs and scratches, coloured touch-up fluid as supplied by Andrew Muirhead can be applied to minimize the problem. The upkeep of leather will have significant economical advantages in comparison to other materials whilst providing passengers with a more luxurious and comfortable travel experience.



General Cleaning and maintenance requirements are shown on the following chart:

Stain / Substance	Method of Treatment
Hot Beverages	Mop up fluid, wipe with AMS cleaning wipes, buff dry
Bleach	Immediately mop up fluid using cold water to dilute bleach
Blood	Mop up using cold water, buff dry
Butter	Wipe off, buff dry.
Candle Wax	Allow wax to harden then peel off.
Chewing Gum	Using ice cube, harden gum then peel off.
Chocolate	Wipe with AMS cleaning wipes, buff dry.
Cooking Oil	Wipe with AMS cleaning wipes, buff dry.
Cream, Milk	Wipe with AMS cleaning wipes, buff dry.
Egg (Raw)	Remove semi-solids, wipe with AMS cleaning wipes, buff dry.
Fruit Juice	Wipe with AMS cleaning wipes, buff dry.
Gravy, Sauce	Wipe with AMS cleaning wipes, buff dry.
Ink (Fountain Pen)	Wipe with AMS cleaning wipes, buff dry.
Ink (Ball Point)	Apply AMS ink remover immediately – potentially touch up
Lipstick	Wipe with AMS cleaning wipes, buff dry
Nail Polish	Allow to dry, peel off – potentially touch up if necessary
Oil, Grease	Wipe with AMS cleaning wipes, buff dry.
Paint (Water Based)	Wipe with AMS cleaning wipes, buff dry.
Paint (Oil Based)	Carefully remove stain with paint remover. Touch up required
Wear & Tear (Slight)	Carefully apply touch up to disguise damage.
Wear & Tear (Major)	Professional refinishing may be required.
Shoe Polish	Carefully remove stain using paint solvent, potentially touch up.
Tar	Carefully remove stain using paint solvent, potentially touch up.
Urine	Wipe off and clean using AMS leather wipes, buff dry.
Vomit	Remove solids, Clean using AMS Leather wipes, buff dry.
Wine	Wipe with AMS cleaning wipes, buff dry.



Andrew Muirhead

FINE SCOTTISH LEATHER

Cleaning Finished Leather

Andrew Muirhead Leather Cleaning Wipes contain just the right amount of cleaning solution. Simply pull out a wipe, clean your Andrew Muirhead Leather and dry with a clean cloth..

Suitable for all Andrew Muirhead finished Leathers. Available in tubs of 50 large wipes at a cost of **£35.00 plus vat** includes shipping to UK Postal address.

As an alternative to the cleaning wipes you may wish to do the following:

Use a cloth soaked in a mild soap/water solution (not detergent) and wring it out until damp. Apply the cloth to the surface of the leather in a light circular motion, turning the cloth regularly. Avoid aggressive rubbing action. Repeat with a damp cloth rinsed in clean warm water.

Allow to dry and then lightly polish using a clean, dry soft cloth.

Don't use cleaning fluids and preparations unless specifically directed by the tanner.

Don't over clean - leather really doesn't take much looking after!

Don't use wax/spray polishes - upholstery leather is not the same as shoe leather! Wax polishes and furniture spray often contain silicone which will, in time, produce an unpleasant sticky feel to the leather.

Don't feed - modern leathers do not require 'feeding'. Despite this, there is much encouragement to use so-called hide foods, care kits, saddle soaps and waxes - avoid them all!

For further advice on care and maintenance please contact the tannery or its recognised Agents.

Further information can also be found on

http://www.muirhead.co.uk/AndrewMuirhead/Care_Maintenance/AMS_Cleaning_Finished_Leather.aspx

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VAT Reg No. GB 260 0119 14 Registered in Scotland No. 47567 A member of the Scottish Leather Group

FENIX NTM Material specification and propoerties

PRODUCT DESCRIPTION

FENIX NTM® - NanoTech Matt material- is an innovative product created for interior design.

Designed by Arpa Industriale, it combines elegant aesthetic solutions with state-of-the-art technological performance obtained thanks to the use of nanotechnologies and next generation acrylic resins.

The panel surface has unique properties such as: thermal healing of superficial micro scratches, low light reflectivity thanks to extreme opacity, soft touch and anti-fingerprint feature.

The nanoparticles of the surface make it highly resistant to scratches and abrasion, as well as to stains thanks to the barrier effect and thermal healing of superficial micro scratches.

The structure of the nanoparticles used for FENIX NTM (nano dimension, below 100 nm) are amorphous and not crystalline.

Thanks to the high technology manufacturing process, these nanoparticles are evenly distributed and incorporated in a homogeneous way in the coating of the surface designed specifically for FENIX NTM.

After hardening of the surface coating, the nanoparticles are fully integrated and fixed inside the coloured part of FENIX NTM. FENIX NTM is suitable for contact with food as there is no evidence of substance migration from the material.

FIELDS OF APPLICATION

Thanks to its special characteristics, FENIX NTM can be used both for horizontal and vertical surfaces and in a very wide range of typical interior design applications, both for home and business markets: kitchens, bathrooms, as a material for worktops, coating shutters, doors and walls; hospitality, healthcare, as well as furnishings and fittings such as tables, bookcases, chairs, partitioning. Its surface characteristics make it a highly performing material and, furthermore, it can represent a valid alternative to other materials, such as solid surfaces or glass, with the added advantage of easy workability.

Fields of application: kitchen, bathroom, furniture, healthcare, hospitality, offices, transport, lifts, doors.

FENIX NTM PROPERTIES

8 main characteristics:

- Low light reflectivity

- Extremely matt surface
- Thermal healing of superficial micro-scratches
- Anti-fingerprints, soft touch
- Resistance to scratches and abrasion
- Resistant to dry heat
- High resistance to acid solvents and household reagents
- Enhanced anti-bacterial properties

Thanks to the technologies used, FENIX NTM – besides its main properties of matt surface, anti-fingerprints, soft touch and thermal healing of superficial micro-scratches – stands out for specific properties, such as: extreme ease of cleaning, high inhibition of bacteria and mould growth, high resistance to rub, scratches and abrasion, as well as acid solvents and household reagents. These properties facilitate normal cleaning processes and do not require particular maintenance for the material.

MAINTENANCE

FENIX NTM surface should be cleaned regularly but does not require any particular maintenance. Almost

all normal household cleaning products or disinfectants are perfectly well tolerated (household degreasers

rinsed with warm water).

For the daily cleaning, it is suggested to use a melamine foam sponge, also known as magic sponge.






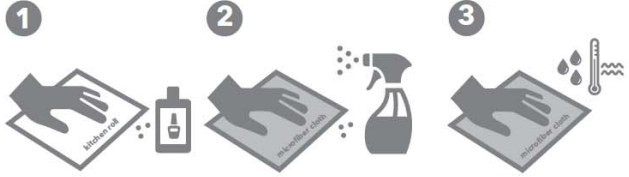
In case of dirt which cannot be cleaned with normal household detergents, due to the irregular topography

and close surface of FENIX NTM, the use of non-aggressive aromatic solvents (acetone) is suggested.

In case of micro scratches, please refer to the specific surface thermal healing instructions.

CLEANING RECOMMENDATIONS

The tables below show the cleaning products and the recommended methods to the different types of dirt.

Type of dirt	Recommended cleaning product
 <p>Syrup, fruit juice, jam, spirits, milk, coffee, wine, soap, ink</p>	 <ol style="list-style-type: none"> 1. REMOVE stains using a degreaser applied on a wet microfibre cloth 2. RINSE with microfibre cloth warm
 <p>Animal and vegetable fats, sauces, dry blood, egg, black smoke, gelatine, vegetable and vinyl based glues, organic residues, gum. arabic</p>	 <ol style="list-style-type: none"> 1. REMOVE using kitchen paper. 2. REMOVE stains using a degreaser on a microfibre cloth. 3. RINSE using a microfibre cloth and warm water.
 <p>Hair spray, vegetable oil, Biro and felt tip pens, wax, foundations and greasy make-up, residual solvent marks, nail polish, spray lacquer, linseed oil, synthetic oil paints, neoprene glues, traces of silicone, limescale deposits.</p>	 <ol style="list-style-type: none"> 1. REMOVE stains using kitchen paper and acetone (nail polish remover). 2. CLEAN using a degreaser on a microfibre cloth. 3. RINSE using a microfibre cloth and warm water.

GENERAL PRECAUTIONS

For best results in cleaning FENIX NTM, it is important to remember certain precautions:

- although very durable, the surface of FENIX NTM must still never be treated with products containing abrasive substances, abrasive sponges (extra green abrasive fibre) or unsuitable products media, such as sandpaper or steel wool;
- products with a high content of acid or very alkaline products should be avoided as they could stain the surface;
- when using solvents, the cloth used must be perfectly clean so as not to leave marks on the FENIX NTM surface. In any case, streaks can be easily removed by rinsing with hot water and drying;
- avoid furniture polishes and wax based detergents in general, because they tend to form a sticky layer on the dense FENIX NTM surface, to which the dirt adheres.

THERMAL HEALING OF SUPERFICIAL MICRO SCRATCHES

One of FENIX NTM most innovative property is the thermal healing of superficial micro scratches.

After the scratch, place a thin paper (kitchen/tissue paper) between the iron and the damaged FENIX NTM surface in order to prevent further scratching produced by the iron. The paper must be damp.

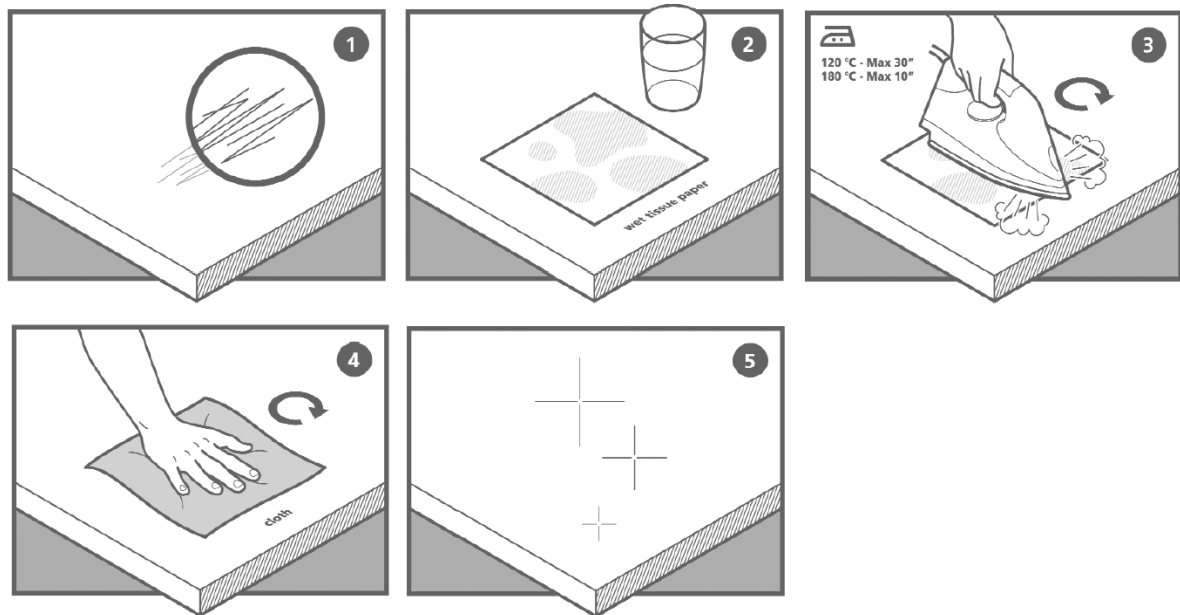
Place the iron on the paper on the damaged surface for maximum 30 seconds at 120°C.

After ironing, wipe the surface and dry with a dry cloth (microfiber cloth or kitchen/tissue paper).

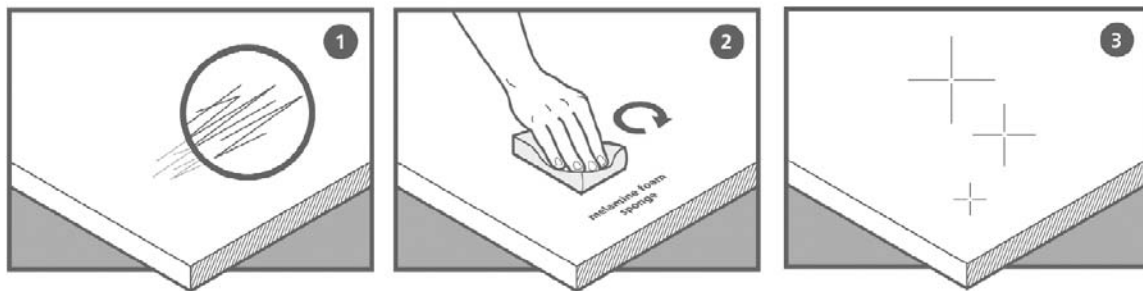
It has been observed that after 100 cycles of removing superficial micro scratches and repairs using the

iron, there is still no evidence of scratches on FENIX NTM surface (scratches made in the same area).

If the structure of the material is not permanently damaged, the product can resist to more than 100 repair cycles of superficial micro scratches. Furthermore, small abrasions can be removed using a melamine foam sponge either straight away or after 24 hours.



Maintenance using an iron



Maintenance using a melamine foam sponge