



## **CLEAN AND CARE INSTRUCTIONS – DOOQ, LDA**

Our priority is to deliver products that reflect our commitment to great design, material integrity, and heirloom-quality craftsmanship. These Clean and Care instructions are an overview of best practices and solutions for the various materials our brand uses in its products. Please feel free to contact us with any specific questions that may not be covered in the information below.

### **METALS**

#### **Lacquered finishes (steel)**

Lacquered metal components in our products are powder coated and present an even, shiny or semi shiny and smooth finish. Powder coating is a safe, dry finishing process that uses finely ground particles of pigment and resin to create a protective finish. We choose this finish technique because it is low in toxicity and has low-flammability. To increase hardness and resistance against scratches, the powder coating is melted in a high temperature oven and then cooled into a durable film.

#### **Brass and Copper - Polished, brushed and satin finishes**

Solid or plated brass or copper components in our products assume one of three possible finishing: polished, brushed or satin. In all three cases, a finishing layer is applied to coat the material evenly and assure the protection of its properties such as colour and shine. This layer prevents direct contact with air and the oxidation that results from it. The metals are powder coated with a transparent varnish and present an even and smooth finish. Powder coating is a safe, dry finishing process that uses finely ground particles of pigment and resin to create a protective finish. We choose this finish technique because it is low in toxicity and has low-flammability. To increase hardness and resistance against scratches, the powder coating is melted in a high temperature oven and then cooled into a durable film.

#### **Stainless Steel – natural (color reference Nickel) or with brass or copper colors top varnish**

Characterized by its high resistance to dents and scratches, to light and to corrosion caused by chemical or atmospheric agents, stainless steel is therefore a particular type of steel. Polished finish is obtained by polishing the surface, first with impregnated sisal disks and then with cotton disks, to get a glossy finish. The satin finish is obtained by treating the steel surface with abrasive materials, which gives the surface an opaque, somewhat rough appearance. The brushed finished is obtained by brushing the surface to produce an evenly textured surface with unidirectional scratches.

The brass or copper color finishes over stainless steel is obtained by powder coating the stainless steel with a layer or varnish that is then melted and cooled resulting in an even surface.

### **Metals Cleaning and Maintenance**

To clean use a mild/neutral soap and water and dry it immediately with a clean soft cloth.

Use any common neutral detergent, provided it does not contain neither chlorine nor chlorine derivatives, such as bleach and muriatic acid, ammonia and vinegar.

Do not use any abrasive materials that would unavoidably scratch the surface.

Do not use stain removers, diluent, acetone, trichloroethylene, vinegar, ammonia, bleach, limescale remover, as well as liquids containing such substances and do not use any abrasive powder detergents, capable of damaging the aesthetic and surface finish look.

Avoid shocks and etchings by using blunt items capable of scratching the surface, subsequently removing its protective top layer.

Avoid any deposit and prolonged retention of liquids to prevent long-lasting stains and marks from forming. Any liquids must be removed as soon as possible;

Do not drag any object on the metal surfaces and do not insist to clean a single area (it may alter its color and texture).

Do not put the metal surfaces in contact with high temperature objects as that may cause deformations and yellowing.

## **MARBLE SURFACES**

The marbles we use in our products are hand selected from the best, most consistent sources for durability and beauty. All our marble surfaces get a protective treatment before they are sent to the customer. Stone is a natural product and as such it has variations in tone, colour, granularity and pattern. Because of this, a sample may not exactly match a slab or finished product. The samples should give a general idea of the colour, finish and pattern of the stone you choose.

All stones have veining and crystallizations that can appear to be cracks or pits but are actually a natural property of the stone. Stone forms over thousands if not millions of years. These slow processes lead to many variations in structure, colour and pattern.

Natural stone products differ in composition, color, pattern and texture even among pieces from the same source. This is usually considered a benefit, lending itself to one-of-a-kind designs and distinctive, dramatic applications. This kind of material is more durable than many artificial products, often lasting for decades with very little maintenance.

### **Cleaning and Maintenance**

Normal cleaning is done by wiping the surface with a damp soft cloth, then wipe dry. Regular wiping should be done with a clean cloth and clean water; microfiber or suede cloths are good options. Marble is a limestone and therefore does not tolerate acidic liquid such as vinegar, lemon juice or wine due to the risk of staining. Stains such as these may be impossible to remove. In case of spilling something acidic on the marble surface, immediately wash away. Do not use scouring pads, acidic detergents or abrasive cleaners as this may damage the surface. Use coasters under all glasses, particularly those containing alcohol or citrus juices.

Do not place hot items directly on the marble surfaces, and wipe up food spills immediately after they occur, particularly liquids likely to stain or etch into the surface.

Marble can withstand heat for short periods, but does not tolerate extremely high temperatures. Hot cookware directly from the stove can mark or damage the marble. This will show as a spot and cracks can also appear. In such cases, please use a coaster. To avoid marking or scratching the surface, avoid pulling abrasive objects across the marble surface.

## **WOOD SURFACES**

Wood is long-lasting when properly cared for. Furniture made of wood reacts to its environment. Exposure to light, for example, alters its colour.

Wood is able to adapt its own moisture content levels to that of its environment. In the case of excessive fluctuations in temperature and humidity, however, it reacts by cracking and warping. To avoid stains and other damage, liquids should be wiped away immediately.

We seal our veneers with a high-quality finish. Because of this, a soft, slightly damp cloth – with a mild detergent only in the case of stubborn dirt – is sufficient for cleaning solid wood and veneer surfaces. Wet surfaces should be dried immediately with a cloth.

Avoid rubbing the surface while cleaning it, as this will make matte finishes shiny and charge the varnish with static electricity which will attract more dust.

#### **Natural finish (beech, walnut, oak or iron wood)**

All wood used in our collection is subjected to a process of priming to close the pores. Afterwards, it is sanded, in order to reach a smooth, even surface.

A final finishing layer is applied to protect the surface.

##### **Cleaning and Maintenance**

Regularly clean the surface with a soft cloth and specific cleaning products for wood. Do not use abrasive materials.

#### **Stained finish (beech, walnut, oak or iron wood)**

Firstly, the wood is put into a stain process. Then, it is carefully sanded to reach a flat surface with no imperfections. A final finishing layer, which stains and protects the wood, is applied.

##### **Cleaning and Maintenance**

Regularly clean the surface with a soft cloth and specific cleaning products for wood. Do not use abrasive materials.

#### **LACQUERED SURFACES**

MDF is the base material for our lacquered surfaces (except for upholstery feet, in which the base is solid wood) subjected to a priming process, after which is sanded to obtain a homogeneous surface. Afterwards, the material is lacquered in successive layers, until its surface becomes flat and homogeneous.

##### **Cleaning and Maintenance**

For cleaning use a soft cloth and only with persistent dirt, use a colourless ammonia-free liquid detergent (like the ones for glass) and remove immediately the traces with a dry cloth to avoid tarnishing or streaks.

Gloss lacquering: in case of small stripes or streaks, the surface can be fixed with a soft cloth and a common polish. Remove the traces immediately with a dry and clean cloth.

Matt lacquering: use a soft cloth and only with persistent dirt, use a colourless ammonia-free liquid detergent (like the ones for glass) and remove immediately the traces with a dry cloth to avoid tarnishing or streaks. To prevent damages please avoid insisting too long on a small portion of the product. Excessive pressure generates glossy patches which are irremovable.

#### **CANE WORK**

Cane work, also called rattan, is a vine that grows in the tropical virgin forests of Indonesia. It is considered an especially robust material. Filaments are peeled off the outer shell and used for cane work on chairs. Cane has many ecological advantages: it has the quality and resistance of nature, and the plants quickly grow back.

Our woven cane is not treated with whiteners or ammonia to unify the colour of the fibers. Variations in the colour of the cane yarn, small cane laments or interruptions in the yarn are a guarantee that it is a natural cane.

### **Cleaning and Maintenance**

Natural woven cane is highly sensitive to humidity or the lack of it.

In the presence of high levels of humidity in the setting, the fibers may prove less taut. If this is the case, simply dehumidify the space where the piece is placed or move them to a dryer environment to restore the initial tension. If you need to remove dirt or dust from the cane, we recommend you use a dry anti-static cloth; in the case of tougher stains, moisten the cloth first, then leave the cane to dry naturally. Make sure no moist or water residues remain behind the cane.

The cane work should be dampened on the rough underside on a regular basis in order to preserve its elasticity – this is especially important in dry or air-conditioned rooms. Sustained dryness turns the natural material more prone to cracking. If filaments come off, they can be reattached with glue. Strong concentrated stress to the cane work should be avoided as to avoid breakage.

Never pour water directly onto the cane and never use sources of heat to dry woven cane and never place products with cane near direct sources of heat (replaces, stoves, etc.), as the excess heat could break the cane fibers. Direct exposure to sources of heat or excess humidity will cause the cane to break.

### **LEATHER SURFACES**

Leather is a natural material; it can mold, scuff, crack or be ruined by moisture if treated improperly. Different types of leathers are included in our range, which differ by the animal origin, its' anatomy, the various treatment processes used for tanning and finishing and the quality chosen.

### **Cleaning and Maintenance**

The best cleaning strategy for leather is to regularly dust with a dry cloth. Leather can also be wiped down with a lightly-dampened white cotton cloth to remove topical dust / dirt.

Do not use soaps or other cleansers; inappropriate soaps and detergents can soak into the leather, altering the pH, and causing premature deterioration of the fibers. Do not use bristles that may damage the surface. Prolonged exposure to direct sunlight or heat should be avoided, in order to preserve color and natural humidity. To keep leather hydrated and elastic, we recommend the regular application (every 6 months) of special creams for furs and leathers, focusing particularly on areas subjected to heavier use, such as seats, arms, and the upper back rest. Although removing stains is very difficult, sometimes good results can be achieved by applying soapy water (neutral soap) with a soft cloth right way. It must be completely rinsed and immediately dried — even so, it is probable that some traces will still be visible. Do not ever use abrasive substances such as acetone, alcohol, detergents, etc. Use specific anti-greasy cleansing products at least twice a year, passing it on all the surface for a correct maintenance of the leather.

### **FABRICS**

We provide a wide variety of fabrics of different natures. Please ask us for the maintenance and cleaning sheet for the particular fabrics needed.

### **Cleaning and Maintenance**

To care for cover fabrics, Hoover dust and lint regularly using an upholstery nozzle with very light motions and check other specific indications for each particular fabric with us.

Fresh stains can usually be removed quickly by wiping immediately with an absorbent, lint-free sponge or cloth. Start from the outer edge of the stain and work towards the centre to avoid creating a halo effect. We recommend using normal household distilled water to prevent limescale residue from building up on dark fabrics after drying. Fabric surfaces should not be rubbed vigorously to avoid discoloring or loosening of fibers. Please be sure to consult a specialist before using any solvent-based cleaning product.

## **COTTON VELVET**

Velvet is a type of woven tufted cotton fabric in which the cut threads are evenly distributed, with a short dense pile, giving its characteristic expression and soft touch.

### **Cotton Velvet Cleaning and Maintenance**

Cotton velvet is a delicate fabric, the pile can easily be disturbed, but with careful handling and a proper understanding of its nature, products made from velvet can be enjoyed for many years. If the pile does become crushed, the angle of the pile alters, which may result in areas of the pile appearing lighter or darker in shade. This is often described as pressure marking, which can easily be mistaken for uneven dyeing and it is a very common situation with cotton velvets. It is impossible to prevent pressure marks in velvet. If any pressure marking continues to persist, a light steaming or gentle brushing in the direction of the pile will also be beneficial. Newly made velvet products usually need time to condition in the atmosphere after unpacking. During this time the pile will relax and lift, improving the richness and the luster of the velvet.

## **CUSHIONS**

### **Cleaning and Maintenance**

In order to keep the cushions in good conditions, they have to be tidied up and aired frequently, shaking the filling which will distribute and adapt itself uniformly. It is recommended, whenever possible, to change the position of the seat and back cushions, inverting the most used ones with the other ones less used. Cushions with goose-down padding must be “shaken-up” periodically, gently beating them with your hands and leaving them in the open air in such a way as to evenly settle the padding and to avoid flattening and creases.

## **TRIMMINGS AND FRINGES**

All of our trimmings and fringes are made of natural fibers. These are delicate details in our upholstery and should be taken care of carefully in order to maintain its original look and texture.

### **Cleaning and Maintenance of upholstery fringes**

Gently brush the fringe with a soft bristle brush to remove dust, and loose debris.

## **GLASS AND MIRROR**

Laminated glass for our table tops is made of two glass layers, which are joined by a polyvinyl interlayer. In case of breaking, the interlayer ensures that the glass holds together when shattered and increases its resistance to impact — laminated glass is also referred to as “security glass”.

### **Cleaning and Maintenance**

Remove dust using a damp cloth. The glass part should be cleaned with either alcohol diluted with water or glass detergent, and then dried with a soft cloth. Pay the maximum care while making these operations to avoid scratching the surface and be sure to use a dust free cloth.

Avoid the use of products containing acetone, ammonia, chlorine and solvents, any abrasive product or wax for furniture.