



Operations and Maintenance Manual

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Maintenance guidance – key points

Hard Surfaces

Dust regularly. Clean hard surfaces with a damp cloth and then polish with a soft dry cloth (microfibre cloths are ideal for both purposes). On veneer and wood-effect MFC, wipe and polish in the direction of the grain. DO NOT use spray polishes/cleaners or waxes which may damage the finish and result in an undesirable sheen^(*1) and a sticky build-up which can be difficult to remove^(*2).

Remember to clean the underside of computer mice and keyboards. A build up of grease and grit under these and similar components can cause abrasion and scratching of both veneer and MFC worksurfaces.

Upholstery

Regularly vacuum upholstery using an upholstery brush attachment and a low power setting. Dust, grit and contaminants grinding together against the fibres of upholstery and are the major cause of fabric wear. Regular careful vacuuming will greatly extend the life of your upholstery.

Sensible precautions

Use mouse mats to prevent scratching and premature wear to work surfaces.

We recommend the use of coasters when placing drinks/mug/cups and saucers on veneered surfaces. Spillages make surfaces harder to clean, and the powerful chemicals used in dishwashers can soak into the the unglazed, porous bases of crockery and cause damage to veneered surfaces.

Some – generally older – electronic equipment may have soft 'rubbery' feet containing plasticisers that can leach out and cause indelible marks on veneered surfaces over time. Such feet should be isolated from contact with the surface. Modern/hard nylon and hard plastic feet present no problem.

In the event of damage to any component please contact our technical department on 01384 400120 before attempting any repair.

**¹ A highly polished worksurface can cause excessive and distracting reflections.*

**² Often the only way to prevent cleaners using spray polishes is to insist that such materials are removed from the cleaners' supplies.*

Cleaning guidance for hard surfaces

General cleaning of hard surfaces

(veneer, MFC, epoxy coated metal, chrome and plastic)

Dust regularly. Clean surfaces with a damp cloth and then polish with a soft dry cloth (microfibre cloths are ideal for both purposes). On veneer and wood-effect MFC, wipe and polish in the direction of the grain. DO NOT use spray polishes/cleaners or waxes which may damage the finish and result in an undesirable sheen and a sticky build-up which can be difficult to remove. Exercise special care when cleaning Perspex[®] screen panels as they are vulnerable scratching, and use only a damp cloth.

For heavier general soiling and marks on hard surfaces

(veneer, MFC, epoxy coated/painted metal, chrome and plastic)

Soak a cloth in mild solution of soapy water (e.g. a little washing up liquid), wring until damp (not dripping wet) and use to wipe the surface concerned. Then wipe with a clean (not soapy) damp cloth and finish by drying with a soft cloth.

To remove tape/sticker residue, grease, chewing gum, make-up and adhesives, try “De-Solv-it Sticky Stuff Remover” (available online and in some hardware stores). Other stubborn marks can sometimes be removed with a little Isopropyl Alcohol (available from Chemists/Pharmacies). Use both these products sparingly and with care.

Cleaning guidance for upholstery

General cleaning of upholstery – fabrics

Fabrics should be vacuumed regularly on an upholstery setting and using an upholstery brush attachment. This helps remove contaminants and gritty particles that have an abrasive effect which reduces the life of the fabric – as a guide, fortnightly assuming average office use. For spot and stain removal from fabrics please see the guide on the following page.

General cleaning of upholstery – leathers

Leathers should be dusted regularly and wiped with a soft damp cloth. For more thorough cleaning use 'leather wipes' available from all the major leather suppliers (*¹). Alternatively use a soft cloth dampened with a mild solution of pure soap flakes (not detergent or other chemicals), being careful not to soak the leather. After cleaning, polish with a soft dry cloth. Do not apply any polishes, waxes, 'leather food' or similar products: these are not required on modern upholstery leathers due to the sophisticated tanning and finishing processes used and can have a negative effect on the leather. Avoid placing leather upholstery in direct sunlight or close to heat sources such as radiators.

*¹ www.yarwood.co.uk www.bowleather.co.uk www.muirhead.co.uk

General cleaning of upholstery – vinyls

Warm soapy water is the best cleaning medium for most soiling on vinyl. Ballpen ink may be removed by careful use of a cotton bud dipped in methylated spirit or white spirit.

Spot & stain removal guide – fabrics

If you spill anything on your upholstery, deal with it as quickly as possible.

Use this simple guide to determine how specific stains should be treated. Try step A first, applying small quantities of liquid and blotting well with clean tissues after each application. Work carefully to remove the stain from the outside in and allow to dry. If the stain is still apparent, try step B and later C.

STAIN	A then if necessary	B then if necessary	C
Alcoholic drinks	9	11	7
Blood	5 then 8	3	7
Butter	14 then 15	1 or 2	3
Chewing gum	14	2 and 4	16
Chocolate	3	1	
Coffee	13	11	3
Colas & soft drinks	9	7	
Fruit juice/cordial	7	3	6 and 3
Furniture polish	1	3	2
Gravy & sauces	3	1	7
Ink (biro)	6	4	10
Ink (felt tip pen)	6	4	3
Ink (writing)	3	16	
Jam	3	7	
Lipstick	1	2	3
Milk	8	3	7
Nail varnish	4	16	
Oil & grease	1	2	3
Paint (oil based)	1	3	16
Paint (water based)	5	3	16
Shoe polish	1	2	3
Tea	3	11	7
Urine	3	12	16
Vomit	3	12	16
Wine	3	13	11

1. White Spirit, Turps, or substitute
2. 1,1,1 Dry cleaning fluid
3. Upholstery Detergent or Shampoo at manufacturer's recommended dilution
4. Acetone, nail polish remover - non oily
5. Cold water
6. Surgical spirit (alcohol)
7. Borax 2% solution, dissolve 1 teaspoonful in warm water, top up cup with cold
8. Salt 2% solution, 1 level teaspoon in cup of tepid water
9. Use 3 as above + drop of spirit vinegar
10. Biological detergent 1% solution (1 level tsp in cup of warm water)
11. Use 6 as above diluted 1:5 water
12. Disinfectant, dilute as recommended on bottle, or 1 tsp in 2 pints water
13. Use 7 as above + drop of spirit vinegar
14. Chill with ice cubes in plastic bag
15. Hot iron over layers of white tissue
16. Consult a professional cleaner
17. Vacuum thoroughly

Relocating Furniture

All furniture should be picked up and not dragged: linked items should be separated before relocating. Tables, desks and links can all be disassembled for relocation with ease. Copies of assembly instructions for all our furniture area available on request from our Service Department.

All fixings are reusable with the exception of the (cosmetic) plastic camlock covers, which may need replacing and will be supplied on request by our Service Department. Storage units and pedestals are not designed to be disassembled – if there is a requirement to do so please contact us for guidance.

Recommended maintenance

Aside from regular cleaning following our guidance as listed elsewhere in this document our furniture requires little in the way of maintenance. Should any components appear to be loose the cause should be investigated without delay and the appropriate fixings tightened where possible. If this does not provide a solution please contact our Service Department.

Hinges, drawer runners, drawer slides and locking mechanisms may be lightly oiled if they appear stiff in operation.

Sven Service Department: call 01384 400120 or email: service@sven.co.uk



Contact Information

Factory, Service Department and Showroom

Sven Christiansen plc
21 First Avenue
The Pensnett Estate
Kingswinford
West Midlands
DY6 7TU

Tel: 01384 400120
Fax: 01384 404620
Email: service@sven.co.uk

Head Office, Southern Warehouse

Sven Christiansen plc
Court Barn
Littleton Lane
Guildford
Surrey
GU3 1HW

Tel: 01483 302728
Fax: 01483 569903
Email: info@sven.co.uk

London Design Studio

111 Charterhouse Street
London
EC1M 6AW

Tel: 020 7436 4777
Fax: 020 7631 4666
Email: london@sven.co.uk

Scotland Showroom

5 Mid Road
Blairlinn Industrial Estate
Cumbernauld G67 2TT

Tel: 01236 808011
Email: scotland@sven.co.uk

www.sven.co.uk