

Maintenance instructions & Warranty

General

Before using, we recommend you to clean your furniture with a damp cloth to remove any remaining dust residues. It is recommended to also clean the underside of the legs. Make sure that the carpet is completely dry before placing the furniture on a cleaned carpet.

Hard (scratches!), hot (shrinkage!) or wet (stains!) objects must never be placed directly on the table, as it could cause irremovable damage. It is therefore recommended to always use coasters.

Some of our products have removable parts; should there arise some space in the joints as a result of dryness or use, simply tighten the bolts and screws of the construction.

We also like to point out to you again the fact that wood is a natural material. For example, the final colour of the wood develops under the influence of (sun)light during use (ask your dealer for explanation and advice). For an equal colouring, it is advisable to also place the extra leaves in the same light during the first months. Very important for the condition of the wood is to maintain the humidity of the air as constant as possible (approx. 60%) in order to avoid drying out of the wood (shrinkage!).

Wood

Wood (veneer, solid, duramas) with P-lacquer and furniture with colour lacquer

Daily cleaning with a cotton cloth. Remove stains with a damp cloth. More persistent stains can be removed using a degreasing detergent.

When the cleaning agent can soak for a while you will get the best result. You can spray in the table and wipe away with a damp cloth. Always clean the table thoroughly with clean water to remove the detergent used (however, do not over-wet the surface). Finally, dry the table top thoroughly. Always work in the direction of the grain. Never use wax, wax containing substances or abrasive agents.

Wood (veneer, solid, duramas) with mat-natural finish (N-finish)

Daily cleaning with a cotton cloth. Important: N-finish is more sensitive to grease than P-finish. This finish therefore requires a little more attention as to daily maintenance. Remove grease stains immediately with a moist cloth. More persistent stains can be removed with a degreasing detergent. When the cleaning agent can soak for a while you will get the best result. You can spray in the table and wipe away with a damp cloth. Always clean the table thoroughly with clean water to remove the detergent used (however, do not over-wet the surface). Finally, dry the table top thoroughly.

Important: liquids spilled on the surface should be cleaned up immediately or within 5 to 10 minutes at most! Pollen (e.g. from flowers) must be carefully removed using adhesive tape. Never rub the pollen! Pollen and stains of marker pens cannot be removed. We also wish to draw attention to the presence of plastic protective caps under certain items (e.g. lamps, bowls, phones, laptops) as some pigments in the rubber could cause spots in the matnatural lacquer. These stains cannot be removed afterwards. To prevent this, always put felt under the rubber feet.

Solid wood and duramas with a transparent oil finish

For daily maintenance it is sufficient to clean the table with a dry cloth or lukewarm water if necessary. We recommend removing spilt liquids immediately. Treat the table regularly with oil (twice a year on average) in order to preserve the warm, natural glow of the wood and to provide the wood with the best possible protection against the effects of substances such as liquids. We supply a special maintenance kit together with an oiled table, including a bottle of oil, (apply a thin layer of oil on a clean, dry table, distribute well and polish with a dry cloth). You can also use a good quality teak oil (see the packaging or product documentation for instructions). Treat your table regularly with oil to provide the wood with proper care and protection, thereby promoting the longevity of your table. You can easily remove light scratches and stains yourself. The special maintenance kit also contains a ball of steel wool to lightly sand the table top. It is important to sand the entire table top (not only the location of the stain or scratch), and always work in the direction of the grain. After sanding, treat the table with oil or teak oil. Avoid using caustic or abrasive cleaning agents.

Solid wood and duramas with a white oil finish

For daily maintenance it is sufficient to clean the table with a dry cloth or lukewarm water if necessary. We recommend removing spilt liquids immediately. To protect the wood against scratches and the influence of substances such as liquids, the table should be treated a few times a year with white oil. A bottle of white oil is provided for this purpose. Apply a thin layer of oil, using a clean, lint-free cloth and allow it to soak for a few minutes. Use a clean cloth to wipe it away. Always try first on an unnoted area.

NB: Do not sand the table top.

Smoked oak

See maintenance for solid wood and duramas with the respective finish (N-, P-lacquer or oil (only solid)).

Brushed oak

See maintenance for solid wood and duramas with the respective lacquer finish (N- or P-lacquer). However, dirt and moisture can remain in the 'seams/grooves', which can work their way into the wood. It is therefore advisable to quickly remove moisture and dirt.

Laminates

HPL Fenix NTM®

For daily maintenance it is sufficient to clean the surface with a damp cloth with warm water and mild detergent when necessary. We recommend using acetone for persistent dirt. Superficial scratches can be polished away by friction using a sponge. The warmth generated by rubbing closes the molecules, causing the scratches to disappear.

Forbo Furniture Linoleum

For daily maintenance, we recommend wiping the surface with a damp cloth using warm water. If necessary, use a mild detergent (a pH neutral soap). Always rinse thoroughly with clean water to remove any detergent used. Allow the surface to dry thoroughly.

Important: Immediately remove any spillages (including ink, coffee, tea, red wine). Prevent stubborn stains (rings) and scratches from sharp objects; use coasters with a soft underside for cups, glasses, vases, etc.

Metal

Finish: epoxy fine texture

Keep clean with a soft, lint-free, dry cloth and mild soapy water.

Finish: Chrome/stainless steel/stainless steel optic

It is sufficient to rub with a soft, dry cloth or to clean with mild soapy water. Moisten lightly with methylated spirit if necessary. Rub with acidfree vaseline once a year.

Finish: Casted aluminium

See chrome/stainless steel/stainless steel optic. Superficial scratches on a casted aluminium base can be removed with soapy water and Scotch Brite. Always work in the polishing direction.

Concrete

For maintenance instructions for concrete, see 'wood (veneer, solid, duramas) and color lacquer with P-finish'.

Textile

Keep the chair or sofa dust free by using a soft brush or vacuum cleaner (with a soft brush tip). Use a foaming agent to clean the furniture. It is difficult to provide instructions for removing stains in a nutshell, as it varies by type of stain and material. For treating stains, please see <http://www.james.eu/en/stain-removal>. The following applies for all agents: first try carefully on a spot that is not directly visible. Never use too excessive amounts of agents to prevent discoloration and to prevent damage to the foam layer.

Leather

Aniline leather (Leathers in group B and D)

For maintenance of this type of leather, regularly wipe down with a soft dry cloth. Aniline leather should be treated once a year with a leather protective agent for full-aniline leather. Please note! In the case of spills, dab the liquid immediately (do not rub). See www.ohmannleather.com for leather maintenance products.

Semi-aniline and dyed leather

For maintenance of this type of leather, regularly wipe down with a soft dry cloth, a soft brush or a moist cloth if necessary. It is recommended to treat this leather twice a year with a leather nourishing agent. See www.ohmannleather.com for leather maintenance products.

Warranty

Every piece of Arco furniture is produced from especially high quality materials and manufactured with the greatest care. The furniture only leaves our factory after careful quality control. If, despite of this, component or manufacturing faults occur, Arco will cover the cost of replacement or repair according to the following schedule:

Years of use contribution from Arco (in percentage of costs):

0-1	100 %
1-2	80 %
2-3	60 %
3-4	40 %
4-5	20 %

As condition we give that our maintenance advice has been used correctly. Furthermore, we are talking about normal, domestic use. Defects which are a result of injudicious use are excluded from warranty.

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A warranty claim to Arco has to be made within the warranty period, which starts on the day of delivery to the first owner or at the latest 30 days after delivery from Arco to the Arco dealer. Submitting a claim has to be done by presenting the invoice and the warranty certificate.

Specific exclusions

1. Normal wear and tear and damage are not covered by the warranty.
2. Damage due to incorrect use or wrong maintenance are excluded from warranty.
3. Indirect damage due to a possible defect, such as loss of profits, etc., are also excluded from warranty.
4. Repairs to the furniture and/or upholstery without written permission from Arco, are not covered by the warranty.
5. Chairs: the Arco warranty conditions do not apply for leather and fabric upholstery which are not from the standard Arco collection (e.g. customer own materials).