



CARL HANSEN & SØN

MAINTENANCE GUIDE

OCTOBER 2021

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01 Canvas

Canvas is made of flax linen. Flax is one of the strongest plant fibers available which means it retains its shape and is a durable textile.

Normal cleaning and maintenance

See maintenance of textiles.

Special consideration

As flax is a natural product, there may be color variations in the fabric. See maintenance of textiles for additional remarks.



02 CH410 and CH411

General care

Peter's table and Peter's chair are made of untreated solid beech wood. The beechwood becomes beautifully patinated over time but, as it is untreated, it is particularly susceptible to dirt and stains.

If a more dirt repellent surface is wanted, we recommend giving the furniture a soap treatment before using it. To preserve the dirt repellent surface, the furniture must be subsequently retreated periodically.

It is recommended to clean and sand soiled furniture before any soap treatment. For the best results, stains and spots should be completely removed before retreating the furniture. Use 180 grade sandpaper on all surfaces and edges when sanding. Always sand in the longitudinal direction of the wood grain.

Soap treatment of Peter's table/chair (new furniture/sanded furniture)

1. Separate the furniture sections and apply the wood soap on all surfaces and edges.
2. If necessary, wipe the soap residue with a clean cloth to avoid stains and position the parts in such a way that they can dry on both sides at the same time.
3. When the furniture is dry, sand the surface quite lightly with 180 grade sandpaper to achieve a smooth surface.
4. Repeat the treatment when necessary.



03 Chrome, powder coated steel & stainless steel

Chrome

Glossy chrome plating consists of several layers. The outermost and visible layer consists of a thin layer of chrome. The underlying layer, which adheres to the base material, is nickel. The chrome plated surface does not alter with time and will always have a mirror gloss appearance.

Normal cleaning and maintenance

Furniture with chrome plated surfaces can be wiped with a damp cloth soaked in warm water or a mild detergent. Wipe the surface with a dry cloth after to avoid streaks and limescale stains.

Special cleaning

If normal cleaning products are not sufficient, the surface can be cleaned with household rubbing alcohol.

Special Consideration

Water can cause light rusting on chrome plated surfaces. We recommend using a suitable metal polish such as Brasso or Autosol® to remove rust on chrome-plated surfaces.

Powder coated steel

Powder coating gives the furniture a durable and uniform surface.

Normal cleaning and maintenance

Furniture with a powder coated surface is wiped with a damp cloth soaked in warm water or a mild detergent. Wipe the surface with a dry cloth after to avoid streaks and limescale stains.

Special Consideration

Do not use solvents, sharp objects or abrasive cleaners on powder coated surfaces.

Stainless steel

Stainless steel has a high chromium content which gives the steel its resistant surface (corrosion resistant properties).

Normal cleaning and maintenance

Stainless steel furniture can be wiped with a damp cloth soaked in warm water or a mild detergent. Wipe the surface with a dry cloth after to avoid streaks and limescale stains.



Special cleaning

If normal cleaning products are not sufficient, the surface can be cleaned with household rubbing alcohol.

Special consideration

Minor rust stains may appear on the stainless steel surface over time. The minor rust stains on the surface are often caused by metal or iron particles from other objects – shoe buckles, bags with metal fittings. In most cases, small rust stains and minor scratches can be removed by sanding the surface with a very fine sanding sponge intended for metal. Remember to always follow the direction of the steel grain when sanding. Note that chlorine based cleaners must not be used on steel as they will cause rust. Make sure to wipe the steel with a dry cloth after washing the floor to avoid stains on the steel



04 Cowhide

At Carl Hansen & Søn we use genuine cowhide of the highest quality from South America. No two hides are the same. Therefore, each piece of cowhide has its very own unique pattern and appearance.

Normal cleaning and maintenance

We recommend that upholstery with cowhide be vacuumed regularly with a soft brush and on a low to medium setting. To avoid unnecessary wear and tear of the cowhide, always vacuum in the direction of the hairs.

Special cleaning – stain removal

In the case of spilled liquids, soak up the liquid with a clean cloth as soon as possible. The stain is initially removed by gently dabbing with a clean cloth or sponge soaked in warm water. Avoid getting the cowhide too wet and always wipe the skin in the direction of the hairs so that the water and dirt do not seep further into the hairs. Wiping over the entire surface should be done quickly so that stains are avoided.

Special consideration

Since cowhide is a natural material, there can be significant variations in color, pattern and hair length. Avoid placing furniture with cowhide in direct sunlight.

Avoid using detergent or chemical cleaners.



05 Cushions with down/feathers

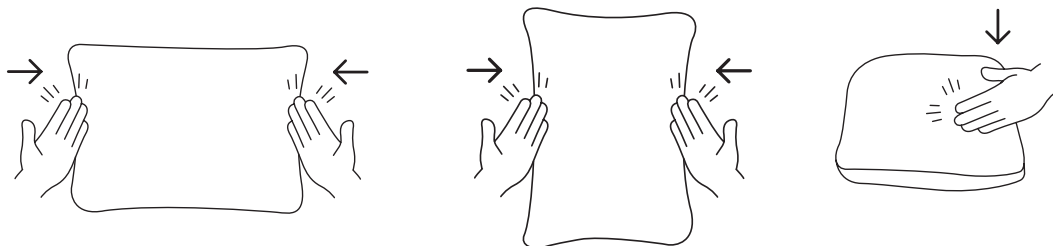
At Carl Hansen & Søn we use polydun. Polydun is a combination of natural filling and foam granules. The mixing ratio of the two filling materials varies depending on the intended use of the cushion and to ensure the best possible comfort and dimensional stability.

Normal cleaning and maintenance

We recommend that cushions with polydun are shaken/beaten often to keep the optimal spring in the filling and to maintain the shape as much as possible.

Special consideration

Cushions with polydun must not be washed but must be cleaned by a professional furniture cleaner.



O6 Flag halyard

The outer layer of the flag halyard consists of 100% natural flax fibers. The linen is of the highest quality and the textured braid surface gives the rope its rustic appearance. The core of the flag halyard is made of polyester which ensures a high load-bearing capacity.

Normal cleaning and maintenance

We recommend cleaning with a vacuum cleaner at low to medium strength.

Special cleaning – stain removing

If there is an accidental spill and the flag halyard is stained, the best cleaning result is achieved by removing the stain as soon as possible.

In the case of spilled liquids, soak up the liquid with a damp, wrung out cloth. Dab gently.

Avoid rubbing the flag halyard as this could pull out fibers and the rope will look worn.

Special consideration

As flax is a natural product, the shade of color of the flag halyard will vary. Furniture made with flag halyard must not be used outdoors, as the linen cord will absorb moisture/water.



07 Furniture webbing

Furniture webbing is produced from 85% recycled cotton. 15% polyethylene increases the webbing's water and moisture resistance. Cotton webbing is preferred as it has good load bearing capacity and prevents the webbing from starting to sag over time. Seats and backs braided with cotton webbing provide good support and comfortable seating.

Normal cleaning and maintenance

Furniture braided with cotton webbing should be vacuumed regularly.

Special cleaning – stain removal

The cotton webbing has been given a water-repellent treatment which means that spilled liquids are not easily absorbed. For additional special cleaning information, see maintenance of textiles.

Special conditions

See maintenance of textiles



08 Garden cushions, Sunbrella®

Sunbrella® is made of 100% acrylic fibers. The acrylic fibers are soaked with a UV-stable color pigment. This means that the color does not fade even if the fabric is exposed to the sun's destructive rays. The fabric has been given a light surface treatment which is why the surface is dirt and water resistant.

Normal cleaning and maintenance

Regular cleaning and maintenance are important in maintaining the upholstery fabric's appearance as well as extending its life.

- Remove loose dirt and grime with a soft brush or vacuum cleaner.
- Use a mild soap solution to clean the fabric.
- Clean the entire surface every time to avoid stains.
- Use a sponge or a soft brush with soapy water for cleaning.
- Allow the soap solution to soak into the fabric.
- Rinse afterwards with clean water to remove all the soap remaining.
- The fabric must subsequently be completely air-dried before use.

Special cleaning – stain removal

For all stains, in general, the quicker the stain is removed, the greater the chance for the stain to completely disappear.

- Soak up spilled liquids with a clean cloth as soon as possible. Non-greasy stains should first be removed by gently dabbing with a clean cloth or sponge soaked in clean, warm water or a mild soap solution.
- Stains from thick liquids or solids should be scraped up as much as possible before further cleaning.
- Clean the stain with a mild soap solution.
- Carefully work the soap solution into the stain with a sponge or a soft brush.
- Rinse with clean water afterwards to remove all the soap remaining.
- Any excess water can be soaked up with a clean towel or a sponge if the fabric is very wet.
- The fabric must subsequently be completely air-dried before use.
- Repeat if necessary.

Retreating

After thorough cleaning, Sunbrella® can be treated again with a water repellent impregnation suitable for furniture fabric.

Special consideration

If the fabric is heavily soiled, it is recommended to contact a professional furniture dry cleaner.

Steam cleaning must not be used.



O9 Glass

Use clean water or glass cleaner for normal cleaning of the surface. Subsequently, polish the glass dry with a microfiber cloth to avoid limescale stains and streaks on the surface.

Special consideration

Do not use abrasive, corrosive, acidic or alkaline cleaners as they may damage the glass surface and cause scratches. It is not recommended to use sharp tools for cleaning as this can also cause damage and deep scratches in the glass surface.



10 Hand sanitizers

Hand sanitizers are alcohol based and can contain e.g., ethanol or propyl alcohol. Therefore, never use hand sanitizers or other disinfectants on your furniture. In the worst case, they can cause permanent damage to the furniture surface.

If rubbing alcohol or similar spills on your furniture, remove it with a damp cloth immediately to avoid damaging the surface.

Damage caused by hand sanitizers, rubbing alcohol and other disinfectants is not covered by the warranty.

How to treat contaminated furniture

If you suspect that your furniture is contaminated with Covid-19, you should do the following:

- Follow the official guidelines.
- Avoid using the furniture in question for at least 48 hours.
- Before you clean, air the room out thoroughly with a low draft.



11 High gloss

High gloss is a process where the wood is first primed and then color is applied. A transparent topcoat is finally applied which gives the chair a glossy and shiny surface.

Normal cleaning

A high gloss service is susceptible to fingerprints which can easily leave marks on the surface. It is recommended to wipe the chair daily with a dry, microfiber cloth to preserve the chair's beautiful and glossy surface. For light soiling, use a damp cloth soaked in clean water. Never use harsh or abrasive cleaners as they can damage and, in the worst case, ruin the paint. It is not recommended to use sharp tools for cleaning as they can cause damage and scratches to the painted surface.

Special consideration

Although the painted surface is very strong, it cannot be avoided that, with daily use, minor marks and scratches can eventually occur on the surface. Armrests and the outer edges of the exposed furniture are especially vulnerable. Pay close attention to e.g., wristwatches, buttons and buckles on clothes.

Marks and small scratches can be repaired with repair paint which can be ordered where you bought your furniture. Note that it is not possible to achieve the same glossy surface with repair paint as the original surface treatment.

As the chair is made of solid beechwood, there may be variations and minor irregularities in the painted surface. The gloss may also vary from chair to chair and on individual parts of the same chair. Minor imperfections show up more clearly on high gloss surfaces which must be accepted.



12 Laminate

Nanolaminate: Brad Ascalon, PK52, Embrace

Nanolaminate is made based on nanotechnology and a new generation of acrylic resin. With its low reflection the surface is extremely opaque, fingerprint repellent and it has a very nice soft touch. Nanolaminate is resistant to wear and scratches, easy to clean and has anti-bacterial properties.

High pressure laminate: CH417

Laminate is made of impregnated paper, which is then compressed under high pressure and at a high temperature. The surface is covered with a thin layer of transparent melamine that protects the underlying decorative paper which gives the laminate its color and structure. Laminate has a resistant surface which is easy to clean.

Normal cleaning and maintenance

The surface should be cleaned regularly but no special maintenance is required. For daily use, wipe the table with a damp cloth rung out in warm water or a mild detergent.

Special cleaning

If there are stains that cannot be removed with normal cleaning products, a melamine sponge is recommended. The melamine sponge can be used dry as well as slightly moistened. It can also be used for normal, daily cleaning. Certain chemicals, brightly colored fruit juices, spices and similar stains can discolor the surface if they are left unattended for long periods of time and, therefore, should be removed as soon as possible.

Special consideration

Although the surface of nanolaminate and high pressure laminate is very durable, it must never be cleaned with products that contain abrasives, abrasive sponges or with unsuitable products such as sandpaper and steel wool. Avoid using products with high acidity or high alkalinity as they can stain the surface and leave marks. Do not use furniture polish or wax-based cleaners as they will add an adhesive layer to the surface. We recommend avoiding products containing sulfur for daily cleaning as they leave a film on the surface.



13 Lamps

Normal cleaning and maintenance

Carl Hansen & Søn recommends that lamps be cleaned with a dry, soft, antistatic cloth. Glass and metal lampshades can benefit by being wiped with a damp, soft cloth.

Special cleaning

Remove stains with a soft cloth wrung out in lukewarm water, and, if necessary, with a mild detergent added. Cleaning agents should not be used on copper, aluminum and gold-like surfaces, only a dry cloth.

NOTE!

BL5009B Mouth blown glass – EK61

The glass for this lamp is blown by mouth and is original craftsmanship. As the manufacturing process is manual, small air bubbles and irregularities may occur in the glass and the thickness of the glass may vary.

Mouth blown glass should always be cleaned while cold. All water must have evaporated before the lamp is turned on again.

Special consideration

Never use detergents with abrasives or solvents.



14 Leather

Carl Hansen & Søn offers a selection of different types of leather. Each type of leather has its own qualities and characteristics which are useful to know before using the furniture.

Pigmented Leather: LOKE, FREJA

Loke and Freja are buffed and pigmented cowhide. This type of leather is known for its durable and easy to clean surface. The leather is buffed which means that the leather's surface is sanded, removing all the natural marks and errors. Subsequently, the leather is coated and embossed to give the leather a uniform and smooth appearance. Pigmented leather, therefore, is very suitable for both private and public environments where furniture is subjected to more wear and tear.

Semi-aniline Leather: THOR

Semi-aniline leather is cowhide which has a thinner layer of surface protection than pigmented leather which makes it softer but also less resistant to dirt and stains. This type of leather, like aniline leather, is characterized by its natural appearance and good seating comfort. Semi-aniline leather is recommended when it is important to have a practical type of leather without forfeiting the soft and comfortable characteristics.

Aniline Leather: SIF

Aniline leather is cowhide without any form of surface protection. Aniline leather is made from the highest quality rawhide and is characterized by its exclusive and soft surface as well as excellent seating comfort. As the leather is untreated, natural markings such as insect bites and scars will be part of the leather's unique appearance. Aniline leather is recommended for individuals who want the purest quality and the best comfort and value the exclusive patina effect of natural leather.

Goatskin (aniline leather)

Our goatskin is vegetable-tanned aniline leather. The goatskin is made from the highest quality rawhide. To begin with, the leather has a completely natural, untreated surface where all natural markings such as fat streaks, insect bites, scars etc. are visible and contribute to the leather's exclusive and unique appearance. The leather's natural structure of the surface is maintained and, therefore, the leather is porous which makes for optimum seating comfort. The use of the furniture and the influence of light will give the leather its very own character and beautiful patina. Regular treatment with vegetable-based leather cream or other vegetable-based care products is recommended.

Saddle Leather (aniline leather)

Saddle leather originates from the middle section of the back of the cowhide. It is a strong and long lasting type of leather. Saddle leather is very durable and will eventually develop an attractive patina.



In general

We recommend that leather furniture should be vacuumed regularly with a soft brush. Avoid using cleaning products.

Typical features and natural marks that can occur on saddle leather, aniline and semi-aniline leather:

- Insect bites
- Scars
- Neck folds
- Fat streaks
- Beauty marks
- Hide hair
- Color differences from one leather hide to another and even from the same hide
- Variation in the natural grain from one hide to another and even from the same hide

Normal cleaning and maintenance - pigmented leather: LOKE, FREJA

Wipe the surface with a clean, soft undyed cloth for normal and daily cleaning. Use a damp, well wrung cloth if slightly soiled.

Special cleaning - pigmented leather: LOKE, FREJA

If the well rung damp cloth is not sufficient for getting rid of a deeper stain, the leather can be wiped with a clean, soft cloth soaked in soapy water (see instructions). Be sure to wipe the entire surface. Spot cleaning is not advisable as it can cause stains or blotches and cause color variations in the leather.

Normal cleaning and maintenance - aniline, semi-aniline and saddle leather: THOR, SIF, Goatskin

Wipe the surface with a clean, undyed cloth for normal and daily cleaning. Use a damp, well wrung cloth for lighter stains. Wipe the surface quickly over the entire surface to avoid blotches.

Special cleaning - aniline, semi-aniline and saddle leather: THOR, SIF, Goatskin

Spilled liquids and the like should be removed immediately. If the well rung damp cloth is not sufficient, the leather can be wiped with a clean, soft cloth soaked in soapy water (see instructions). Be sure to wipe the entire surface. Spot cleaning is not advisable as it can make stains and cause color variations in the leather.

Instructions for cleaning the leather with a soap solution

The soap solution should consist of ¼ dl natural, colorless soap flakes to 1 liter of warm water. Whip the soap flakes in the warm water and let the solution cool to room temperature before using. It is important that only the foam is used from the solution and that the leather is not soaked. Remember to dry the leather with a dry, undyed cloth or stains from the foam may appear. Polish the furniture with a dry soft cotton cloth when it is dry.



Special consideration

Textile dyes from non-colorfast clothes can stain the leather types which have natural surfaces (aniline, semi-aniline, saddle leather) and can cause permanent discoloring of the leather.

Never place leather right next to heat sources or in direct sunlight. They can degrade the quality of the leather.

If the leather needs special treatment, use vegetable-based leather cream or other natural vegetable-based care products.

Warning! Do not use care products too often.

Warning! If the surface is very worn or dirty, leather creams can stain the surface or cause color changes to the leather.



15 Outdoor wicker

Cuba Chair, MG501 Outdoor, is woven with thin rope made of flat woven polypropylene. Polypropylene is a strong synthetic fiber which is ideal for outdoor use as it is easy to clean and does not absorb moisture. Polypropylene is also easy to recycle.

Normal cleaning and maintenance

Regular cleaning is done with a clean dry cloth or soft brush. For lighter soiling, use a damp cloth rung out in clean water. Use of sharp tools is not recommended for cleaning as it can cause damage and spoil the weave.

Special cleaning

The weave can be cleaned with mild soapy water and a soft brush for heavier soiling. The weave should then be rinsed thoroughly with clean water. Thereafter, it must be completely dried out before the chair is used again.

Special consideration

Although polypropylene is suitable for outdoor use, furniture with synthetic weave should not be in direct sunlight. Synthetic weave cannot tolerate high heat and, therefore, it should not be placed near a garden grill or a fire pit.



16 Painted furniture

Only water based paint is used at Carl Hansen & Søn.

Water based paint has many benefits. Firstly, the paint is very durable and holds the color well over time. Secondly, the environmental impact of water-based paint is minimal in comparison to the use of paint based on solvents. Finally, water-based paint contributes to ensuring a good working climate for our employees.

Normal cleaning and maintenance

Daily cleaning is done with a clean dry cloth. Use a damp cloth soaked in clean water for light soiling. Harsh or abrasive cleaners should never be used as they can cause damage and, in the worst case, scratch the painted surface. It is not recommended to use sharp tools for cleaning as this can cause damage and deep scratches in the painted surface.

Special consideration

Although the painted surface is very strong, it cannot be avoided that, with daily use, minor marks and scratches can eventually occur on the surface. Armrests and the outer edges of the exposed furniture are especially vulnerable. Pay close attention to e.g., wristwatches, buttons and buckles on clothes.

Small scratches can be repaired with repair paint which can be ordered where you bought your furniture. Larger scratches and damage should always be repaired by a professional carpentry or painting workshop.



17 Paper cord

The paper cord used at Carl Hansen & Søn is made of FSC certified, sustainable materials. We use two different colors of paper cord: natural and black. The natural paper cord is made of unbleached paper, while the black cord is dyed.

Normal cleaning and maintenance

Paper cord normally requires no maintenance, or very little, as the strong paper cord is designed to last for years. If you would like to clean the seat, you can wipe it with a tightly wrung soft cloth with a neutral, colorless soap solution. It is not recommended to do this too often as it can unnecessarily cause wear to the paper cord. The paper cord is treated with a thin layer of wax that helps prevent stains. However, discoloration of the paper cord can happen if strong liquids, e.g., red wine, fruit juice or brightly colored food, are spilled on the yarn.

If a stain does come on the paper cord, we recommend using a tightly wrung soft cloth to remove as much of the liquid as possible. Be careful not to rub the liquid into the paper cord but dab the cloth gently on the stained area.

Paper cord is a naturally cool, comfortable and resistant material. It can last for many years and can be replaced or repaired by a skilled weaver if necessary.

Never use detergent on paper cord.

Special consideration

As in other furniture, especially white woven seats, but also seats in the natural cord can be discolored by deeply colored textiles, e.g., a new pair of blue jeans. If you want to protect the cord as much as possible, a cushion on the seat is recommended. However, the natural material is designed to patinate beautifully and naturally over time.

The woven chairs may be slightly askew when delivered. The paper cord on the chair is handwoven and very tight which can cause the chair to twist a little. However, that will correct itself, after a short time, once the chair is in use.

As paper cord and wood are living materials that are affected by daylight and humidity, finished furniture woven with paper cord may change. If a woven piece of furniture is exposed to heat, for example, underfloor heating, a wood stove or sun through picture windows, you can expect the paper cord/chair to creak to some degree.



18 Rattan

Rattan is a natural product that is made from the stem core of the tropical palm, Calamus Rotang. Calamus Rotang is a climbing palm that has long, flexible vines that can be over 100 meters long and up to approximately 4.5 cm thick. The palm has leaves with strong thorns and grows like vines up the trees in the rainforest.

Carl Hansen & Søn uses rattan from plantations in Indonesia, ensuring a product of the highest quality. Rattan has a beautiful and natural color spectrum which varies from yellow to light brown nuances.

Normal cleaning and maintenance

Rattan is a strong, natural material and usually requires no maintenance. Loose dust and dirt are removed most easily by vacuuming. If vacuuming is not sufficient, the braid can be cleaned with a damp cloth. To avoid stains, remove any spilled liquids as soon as possible.

To prolong the life of the braid, you can moisten the back of the braid a couple of times a year.

Special consideration

Rattan is a natural material where the appearance can vary greatly. The color spectrum goes from light yellow to light brownish shades. Likewise, the surface gloss may fluctuate which is why some frames may appear shinier than others. The color variation is a characteristic of the natural materials and is not considered a defect/reason for complaint.

Rattan reed widths are never exactly the same so the number of windings can vary from frame to frame and be different at the end of each frame.

Do not place the rattan near heat sources or in direct sunlight.



19 Rugs

Carl Hansen & Søn's rug collection includes rugs made of wool and rugs made of jute, a plant fiber.

Normal cleaning and maintenance – jute

Do regular cleaning by vacuuming. Alternatively, beating the rug is recommended. Do not remove stains with water as this can cause spotting, instead contact a professional carpet cleaner.

Note: Colors may fade if the rug is exposed to strong sunlight for an extended period. It is recommended that the rug be turned and rotated regularly.

We recommend using a rug pad to avoid color smudges.

General cleaning and maintenance – wool

Do regular cleaning by vacuuming. Always vacuum the carpet in the direction of the pile. Avoid rubbing forcefully with the vacuum cleaner's nozzle and never use a vacuum cleaner with rotating brushes as this can, in the worst case, damage the fibers.

In the case of stains and soiling, it is recommended that the carpet be washed flat by a professional carpet cleaner.

Most new carpets shed wool which is perfectly normal. Remove excess pile from the carpet.

We recommend using a rug pad to avoid color smudges.

Special consideration

Threads can protrude from the rug. This is not a fault but can, e.g., happen in connection with vacuuming. Never pull the threads but remove them carefully with scissors. Make sure to only cut the loose thread and not the loop in the rug.



20 Stained furniture

Stain consists of color pigment which is dissolved in water and then used to color the surface of the wood to achieve a specific shade of color on the finished furniture. Stain is not a final treatment and is, therefore, subsequently covered with clear varnish to ensure durability and resistance to scratching.

Normal cleaning and maintenance

See painted furniture.

Special consideration

Damage to the surface of stained furniture is repaired with clear repair varnish. It is recommended that major damage and damage to the underlying stain be repaired at a professional carpentry workshop.



21 Tabletops in veneer

The core material of a veneered tabletop is wood fiberboard to which a thin layer of veneer is glued on both sides. This construction means that veneered tabletops are not affected by changes in humidity to the same degree as tabletops in solid wood. The thickness of the veneer varies according to the type of wood but is typically about 0.5mm thick. The veneer strips on a table are always cut from the same trunk which makes the table look harmonious and uniform.

Normal cleaning and maintenance – oiled tabletops with veneer

General daily cleaning is done with a soft cloth soaked in warm water. Avoid using detergents or chemicals.

Oil treatment

Veneered tabletops can be retreated in the same way as solid wood tabletops. We recommend that you oil your tabletop regularly, all depending on the location and use. As the veneer is relatively thin, great care must be taken when using abrasive sponges and sandpaper.

Normal cleaning and maintenance – lacquered tabletops with veneer

General regular cleaning is done with a soft cloth which has been soaked in warm water and rung out. Avoid using detergents or chemicals.

Lacquered surfaces cannot be retreated or repaired in the same way as oil treated surfaces. If bigger scratches or scuffs should occur on the surface, it is recommended that the damage be repaired at a professional carpentry workshop.

Special consideration

Despite the veneer on the individual table being cut from the same trunk, there may be color variations in the individual veneered panel. Minor knots, marked veins and color variations are a part of the wood's natural appearance.

As daylight matures the color of the wood, it is important to be careful about permanently placing various objects on the tabletop, e.g., dishes, vases and candlestick holders that can cause unwanted color differences during the maturing which will subsequently be difficult to even out.

Never use abrasive cleaners, steel wool or polish on furniture with veneer.

Do not place hot or damp objects directly on the tabletop.



22 Tabletops in solid wood

Carl Hansen & Søn produces tabletops made of glued slats of solid wood. The individual tabletop is made up of a varied number of slats depending on the table's size and shape. Gluing the slats makes it possible to arrange the wood according to color and structure, thereby giving the table a balanced and harmonious appearance.

Normal cleaning and maintenance – soap treated tabletops

The soap treatment makes the wood appear beautiful and natural. The soap fat is water soluble which is why it is important to regularly treat your table with the soap solution.

Regular cleaning is done with a soft cloth soaked in warm water added to the soap solution from the care kit. Avoid using cleaning products or chemicals on the tabletop.

Spilled liquids, water stains from glasses and similar should be removed immediately to avoid stains and marks on the tabletop.

The tabletop is primed with a soap treatment from the factory, but to achieve a stain and dirt repellent surface quickly, the tabletop should be treated with soap treatment again before it is used. Regular maintenance of soap treated solid wood is easy and, at the same time, protects the wood as best as possible from stains and dirt. Soap treatment should be repeated at regular intervals, all depending on the position and use of the furniture.

Soap treatment for tabletops

- We recommend using the soap treatment care kit that came with the table.
- Clean the tabletop first. To achieve the best results, stains and dirt must be completely removed before retreatment. Remove difficult stains with an abrasive sponge or fine sandpaper grade 220.
- Before applying the soap, lightly sand the entire tabletop with the sanding sponge. Always sand along the longitudinal direction of the wood grain.
- Apply the soap solution with a cloth or a sponge on the entire tabletop in the direction of the wood grain. Avoid stains and soap streaks. Soap residue, especially on oak, can subsequently be difficult to remove.
- Wipe the excess soap from the tabletop.
- Always remember to treat the underside of the tabletop to avoid uneven drying. Uneven drying can cause the tabletop to crack and warp.
- Allow the tabletop to dry completely before using it again.
- Wood fibers can rise again after the first soap treatments. The wood fibers are removed with the sanding sponge when the tabletop is completely dry.



Soap mixture for treating tabletops

As an alternative to the care kit, you can make a soap mixture yourself for the maintenance of your wood furniture. The soap mixture is made from ¼ dl of natural soap shavings without color and 1 liter of hot water. The soap shavings are completely dissolved in the hot water and cooled to room temperature before use. Never pour the soap solution directly on the furniture. The furniture only needs soap fat, not water. If there is too much water used, the subsequent drying can cause cracks in the wood.

When applying the soap treatment to oak furniture, the solution must not be too strong, a strong solution makes the wood darker.

Normal cleaning and maintenance – oil treated tabletops

Regular cleaning is done with a soft cloth soaked in warm water. Avoid using detergents or chemicals. We recommend that you oil your tabletop regularly, all depending on the position and use of the furniture.

Oil treatment of the tabletop

- We recommend using the oil treatment care kit that came with the table.
- Clean the tabletop first. To achieve the best results, stains and dirt must be completely removed before retreatment.
- Before applying the oil, lightly sand the entire tabletop with the sanding sponge. Always sand along the longitudinal direction of the wood grain.
- Apply the oil with a sponge or cloth. The oil is applied in a thin and even layer over the entire tabletop including the edges. Let the oil sit for approximately 5 min.
- Thoroughly wipe the excess oil off the tabletop with a clean cotton cloth and let the tabletop dry.
- The oil must be completely dry before the table is used again. The drying time for the oil depends on the temperature so always check that the table is dry before using it again.
- **WARNING!** Take note that cloths or sponges that have been used for oil treatment can spontaneously ignite which is why they must always be stored in an airtight metal or glass container. This also applies when disposing of cloths.

Normal cleaning and maintenance – lacquered/painted tabletops

Regular cleaning is done with a soft cloth soaked in warm water. Avoid using detergents or chemicals.

Lacquered/painted surfaces cannot be retreated in the same way as soap or oil treated surfaces. We recommended using a professional carpentry workshop for any major scratches or scuffs which occur on the surface.



Special consideration

Wood is a living material that is affected by daylight and the room's humidity. The ideal relative humidity for a solid wood table is between 30 and 60%. A humidity of less than 30% increases the risk of cracks in the wood. Solid wood furniture, therefore, should not be placed too close to heat sources or in direct sunlight as this may cause cracks on the tabletop. High humidity can cause the tabletop to warp.

Solid wood tabletops are sensitive to changes in humidity and temperature. Warm air contains more water than cold air which means that the widths of the solid wood tabletops can change from season to season. When the air is dry in winter, the wood will contract. It will expand again in summer when the air is typically humid. This can be seen, for example, on pull out tables where spaces can appear in the side joints in winter and in the middle in summer.

As a rule of thumb, a solid wood tabletop can fluctuate 1% in width. If the table width is 100cm, it can fluctuate a whole centimeter. The wood does not fluctuate significantly lengthwise.

Soap treated tables tend to creak. The creaking sounds occur as the wood shifts and is due to the friction between the frame and the tabletop or the table joints. The phenomenon typically occurs during the summer period when the wood expands but it has no effect on the table's functionality.

The wood color matures as the table is exposed to daylight. The biggest changes occur at the beginning of the table's life. Vases, placemats or ornaments can leave color shade differences on the surface of the wood if they are placed in the same position for a long time. It is, therefore, a good idea to leave larger wooden surfaces uncovered for the first few months of the furniture's use. The solid wood furniture should not be placed in direct sunlight to avoid markings from ornaments and drying out.

Never use abrasive cleaners, steel wool or polish on solid wood furniture.

Do not place hot or damp objects directly on the tabletop.

Wood is a natural material and, therefore, no two pieces will be alike. Minor knobs, visible growth marks and color variations are a part of the wood's natural look.



23 Teak (outdoor)

Teak is the ideal type of wood for outdoor furniture. The wood is very durable and resistant to wind and weather due to its natural oil content and it is not attacked by insects and rot. We only use FSC®-certified teak at Carl Hansen & Søn.

Normal cleaning and maintenance – oil treated teak

Oil treated teak furniture has a nice reddish-brown color. If you want to preserve the reddish-brown color, the furniture needs regular maintenance with teak oil.

How often the furniture has to be retreated with oil depends on the environment where the furniture is located. Outdoor furniture requires retreatment more often than furniture under an eaves or a covered terrace. If you want to maintain the teakwood's beautiful golden color, the furniture must be treated before the wood begins to appear dry and pale.

To achieve the best results, it is important that the furniture is thoroughly cleaned before retreatment. If the oil is applied to a dirty surface, it may become moldy and discolored. The furniture is easiest to clean with warm water with a small amount of a gentle cleaning agent. Use a soft brush to remove dirt. When the furniture is completely dry, lightly sand the surface with fine sandpaper, grain 180–220. Apply the oil afterwards. Do not apply the oil in direct sunlight.

For instructions on oil treatment: See tabletops in solid wood.

If you do not retreat your teak furniture, the color will gradually change. The reddish-brown color will diminish over time, turning it into a beautiful silver-gray surface which is characteristic for teak. The natural oil content of teak allows the wood to be left untreated without compromising durability and strength.

For normal cleaning, use a damp cloth soaked in warm water.

Normal cleaning and maintenance – untreated teak

Before using your new teak furniture, you should consider which kind of look you prefer for your furniture. If you choose to leave your furniture untreated, the color of the light brown teak will change to the very characteristic silver-gray surface, for which untreated teak is known. This process of transformation depends on the specific environment where the furniture is located and will happen within weeks or months.

If, on the other hand, you want the furniture to remain a golden, warm color, you get the best results by oil-treating the furniture before using it the first time.



Special maintenance - Teak

It is important to regularly clean teak furniture, whether oil treated or untreated. Regular cleaning prevents dirt and algae from discoloring the surface. If normal cleaning is not sufficient to remove dirt, we recommend using a special wood cleaning agent. After thoroughly cleaning the wood, oiled furniture should be retreated with oil.

Special consideration - Teak

Teak is a natural material where variations in color and texture of the furniture may occur.

For retreatment, use oil for outdoor use. Oil for outdoor use contains fungicides, which prevent microorganisms from discoloring the surface.

Over time, alternating humidity and weather conditions may cause the veins of the wood to rise, resulting in a rough surface. Furthermore, due to weathering, very small cracks may appear in the wood. Minor cracks do not affect the design of the furniture nor compromise durability.

To take the best possible care of teak furniture, we recommend that the furniture is stored in an unheated shelter during the winter season.

Please note that untreated teak is prone to discolor if the wood gets wet, e.g. from rain or ring stains from drinking glasses.

We recommend covering teak furniture when not in use for protection from the elements.



24 Textiles

Carl Hansen & Søn offers a comprehensive choice of textiles. The textiles, used for upholstery, come from leading Danish suppliers. The quality and properties are carefully chosen and are suitable for both private and public use. The textiles are tested according to standardized test methods as great importance is placed on durability, resilience and functionality.

Normal cleaning and maintenance

Regular cleaning and maintenance of upholstered furniture is important in retaining the upholstery fabric appearance, as well as prolonging its life. Dust and dirt also contribute to a bad indoor climate.

We recommend that the upholstered furniture is vacuumed often and preferably every week. Where there are loose cushions, it is a good idea to swap the cushions from time to time so that the cushions have equal wear and tear. Cushions with polydun should be shaken regularly during use to ensure an even distribution of polydun in the cushion and to keep the shape of the cushion (see also cushions with down and feathers).

Special cleaning – stain removal

Generally, for all stains, the quicker the stain is cleaned and treated, the greater the chance for the stain to be completely removed.

In the case of spilled liquids, soak up the liquid with a clean cloth as quickly as possible. Non-greasy stains can be removed initially by gently dabbing with a clean cloth or sponge soaked in clean, warm water. Avoid getting the fabric too wet so that the water and dirt do not seep in further. Work on the stain from the outer edge towards the middle.

Grease stains can be removed with suitable stain removers. We always recommend that the stain remover first be tested on a less visible place before the more visible area. Stains from thick liquids or solids should be scraped up as much as possible before further cleaning. Dried stains should be vacuumed for loose particles before any further treatment.

Note: Do not rub firmly on the material as this can damage the fabric and the color.

After cleaning with water, the upholstery fabric must be completely dry before use. It is recommended to dry the cover carefully with a blow dryer to avoid stains on the microfibers.

Multiple or larger stains require special treatment and techniques. Therefore, it is always recommended to contact a professional furniture dry cleaner before trying to remove a larger stain yourself. Steam cleaning must not be used.



Special consideration

Upholstered furniture should not be in direct sunlight or near heat emitting sources such as wood burning stoves and radiators. Do not use solvents as they may dissolve the underlying upholstery material. Also, do not use undiluted detergents, bleach, ammonia or soap, which are intended for hard surfaces, on upholstery fabrics.

Be aware that non-colorfast clothing dyes can rub off on upholstery fabric. Unfortunately, the stain from the clothing cannot always be removed by washing or cleaning.

Steam cleaning must not be used.



25 Upholstery foam

Carl Hansen & Søn uses only polyurethane foam (PUR). PUR is a highly stable and light material with excellent comfort and longevity.

When our furniture is used in public places, it must meet strict fire requirements. This means that fabrics such as cotton and the like are less suitable for upholstery in these situations. We, therefore, work with two different types of foam – those that are fire retardant and those that are not.

Our CMHR (Combustion Modified High Resilience) cushion foam is treated with fire retardant materials to meet the following standards:

- BS5852 Crib 5 test
- BS5852 Source O+1
- EN1021-1 (the cigarette test)
- EN1021-2 (the match test)

CMHR upholstery is mainly used for products for the UK market.

Our HR (High Resilience) upholstery foam meets the following standards:

- Cal TB 117 (California Technical Bulletin)
- Ordinance 211-17
- AB2998

HR upholstery foam is used for products for the US market and for all other markets.

General maintenance of furniture with upholstery foam

Regular maintenance of furniture with upholstery foam is important to extend its life span. Dust and dirt also contribute to a bad indoor climate. Therefore, it is necessary to vacuum furniture with upholstery foam regularly.

Normal cleaning and maintenance

We recommend that you vacuum furniture with upholstery foam often, preferably every week. Chemical cleaning done by a professional company is recommended for stain removal.

Special consideration

Newly produced furniture containing foam can give off a distinctive and harmless faint scent that decreases over time.



Furniture with foam should not be exposed to direct sunlight or close to heat sources (e.g., wood burning sources and radiators).

Do not use solvents as these can dissolve the foam material. Also, do not use undiluted detergents, bleaches, ammonia or soaps intended for hard surfaces on furniture fabric.

Steam cleaning must not be used.

Since upholstery foam is not biodegradable, we recommend that furniture with upholstery foam be brought to recycling stations or similar.



26 Wicker: PK1

Wicker is a natural product that comes from the stem core of the tropical palm, Calamus Rotang. All wicker seats and backrests are woven by hand. Wicker has a wide color range which varies from white to green and brown nuances. It develops a beautiful patina over time.

Normal cleaning and maintenance

Wicker dries out if it is placed where the humidity is low, e.g., near a wood stove or a radiator. The wicker becomes hardened if it dries out. To prevent the wicker from drying out, the furniture must be treated regularly. We recommend this maintenance treatment to be done 10-12 times a year.

For maintenance, use a mixture of 2-3 tbsp. soap shavings dissolved in 1 liter of warm water. Spray the mixture on both sides of the chair with a water atomizer and let it penetrate into the wicker. Subsequently, wipe off any excess water/drops with a damp cloth. The furniture must be completely dry before being used.

Special consideration

The color of wicker can vary greatly. The color variation is a characteristic of the natural materials and is not considered a defect or reason for complaint.

Carl Hansen and Søn does not, unfortunately, accept complaints where the weave made from wicker has dried out due to lack of maintenance.

When stacking chairs, it is recommended to have a protective liner in between chairs to avoid pressure marks on the wicker.

Note the special conditions which necessitate a reduced 2 year warranty.



27 Wood furniture

Normal cleaning and maintenance – all surface treatments

Wood is a living and natural material and, therefore, should always be cleaned as gently as possible. Regular cleaning with a damp cloth ensures that the furniture always looks nice and patinates beautifully. In principle, all types of furniture, with the exception of tabletops, do not need to be re-treated. Never apply harsh cleaning agents when cleaning the furniture.

Wood and daylight

The color of the wood matures as the furniture is exposed to daylight. The biggest change in the color most often occurs at the beginning of the furniture's life. Vases, placemats, ornaments or throws can leave darkened areas on the wood's surface if they are put in the same place for a longer period. It is, therefore, a good idea to leave the larger wooden surfaces uncovered for the first few months the furniture is being used. To avoid marks from ornaments and the furniture drying out, solid wood furniture should not be placed in direct sunlight.

Wood and water

Solid wood furniture cannot withstand water or other liquids in large quantities. If liquid is spilled on the furniture, it should be wiped up immediately to avoid damage and discoloration of the wood. Greater amounts of water can cause cracks in the wood and warp the furniture. Minor stains or water spots should also be removed immediately as they can leave marks on the surface which will subsequently be difficult to remove later.

Wood and humidity

Humidity has a great influence on solid wood furniture. Wood breathes and works and adapts naturally to the environment it is in. Solid wood furniture should not be put in a room where the humidity fluctuates greatly as larger fluctuations in humidity can cause cracks in the wood and contribute to loosening the joints.

Solid wood furniture should not be placed close to heat sources such as radiators and wood stoves or stored in unheated rooms.

Wood and appearance

Wood is a natural material and, therefore, no two pieces will be alike. Minor knobs, visible growth marks and color variations are a part of the wood's natural look. The parts in the individual piece of furniture are always assembled according to color shade and structure, so that the piece of furniture looks beautiful and complete. There can be variations in color shades and texture from one piece of furniture to another.

