CARE & MAINTENANCE

Seating

Finishes Care & Maintenance

April 2021

Lounge, stacking, nesting, task, executive, classroom, patient, folding and side chairs.



General Care & Maintenance

KI products require minimal maintenance. Proper care and careful use are the best methods of maintaining the appearance, finish, and function of any product. Periodic inspection of the product is recommended. Every 6 months, inspection of attachment hardware is recommended to ensure seating safety. If your chair has arms, the fasteners attaching the arms to the underside of the seat should be periodically tightened. For any questions or inconsistencies, please contact KI Customer Service at 1.800.424.2432.

Disinfection (excluding Markerboard Laminate & Upholstered Surfaces)

Follow standard instructions for routine and spot cleaning. Cleaning agents and disinfectants should be approved by the appropriate department(s) within the facility. Follow manufacturer's instructions for use, application, and specific product detail. If a need for disinfection exists, diluted bleach can be used in accordance with CDC cleaning and disinfection instructions.

Diluted Bleach Solution Ratios:

- 5 tablespoons ($^1/_3$ cup/2.67 oz) bleach per gallon of water.
- 4 teaspoons bleach per quart of water.

  Note: For some healthcare-specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Be sure to wipe or spray the solution uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Alternative Approved Disinfectants:

- Lysol® Disinfecting Wipes (EPA registration number 777-114)
- Clorox® Non-Bleach Disinfecting Wipes (EPA reg 67619-09)
- Lysol® All-Purpose Spray Cleaner (EPA reg 777-99)
- Fantastik® All-Purpose Spray Cleaner (EPA reg 4822-530)

CAUTION: Do not use alcohol-based cleaning agents.

Always pretest cleaning and disinfectant products on an inconspicuous area before proceeding. Residue left by a cleaning agent may continue to degrade surfaces, shorten their life, and/or affect surface appearance. ALWAYS finish cleaning by rinsing with clean, warm water and dry with a soft cloth.

Note: Please contact upholstery manufacturer for textile disinfection guidelines.

Disinfection (KI High Point Products - Wood Surfaces)

KI's finished products manufactured at KI's High Point plant contain a high performance polyurethane clear coat, allowing them to support select disinfectant cleaners. A list of approved and disapproved disinfectant cleaners can be found below. Residue left by a cleaning agent may continue to degrade surfaces and shorten their life, and/or affect their appearance. Always finish cleaning by rinsing with clean water and dry with a clean soft cloth. NEVER leave excess water or moisture on any finished wood surface.

Diluted Bleach Solution Ratios:

- 5 tablespoons ($^1/_3$ cup/2.67 oz) bleach per gallon of water.
- 4 teaspoons bleach per quart of water.

  Note: For some Healthcare specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Furnishing Knowledge®

Be sure to wipe or spray the cleaner uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Approved Disinfectants	Disapproved Disinfectants
10:1 Water to Bleach Clorox® Germicidal Bleach Wipes Clorox® Broad Spectrum Quaternary Disinfectant Cleaner PDI Sani-Cloth® Bleach Wipes PDI Sani-Cloth® HB Wipes Lysol® Disinfecting Wipes (EPA registration number 777-114) Clorox® Non-Bleach Disinfecting Wipes (EPA reg 67619-09) Lysol® All-Purpose Spray Cleaner (EPA reg 777-99) Fantastik® All-Purpose Spray Cleaner (EPA reg 4822-530)	70% Isopropyl Alcohol Oxivir® Tb Wipes (Diversey) PDI Sani-Cloth® Plus Wipes Clorox® Hydrogen Peroxide Wipes CaviWipes™

Upholstery

It's important to understand the correct use of cleaning and disinfecting agents to protect your warranty terms and ensure your KI product looks great for years to come. Our Care & Maintenance information is a guideline and does not relieve the user from the responsibility of the proper and safe use of the product and cleaning and disinfecting agents. The use of certain cleaning and disinfecting agents can be harmful to the surface appearance and lifespan of upholsteries. KI assumes no responsibility resulting from the use of such agents and does not endorse any cleaning and disinfecting agents. Please see KI Terms Conditions Rights and Warranties (KI-PLW-000484) at KI.com.

Similar to industry standards, KI does not recommend routine disinfection of upholstery. Use of specific cleaning and disinfecting agents is approved for select fabrics. Approved agents can cause some level of surface deterioration and/or discoloration; however, with proper use, they will cause the least amount of harm to fabrics. Bleach solutions pose the greatest risk of surface degradation and should be avoided.

Fabric Cleaning Codes

The easiest way to determine the correct method for cleaning your upholstery fabric is to refer to its fabric cleaning code. You will need to know the fabric supplier and pattern name in order to obtain the code from their website, or through their customer service personnel. Cleaning codes apply to the outer-covering fabric only and it is most important that the fabric not be over wet to avoid contact with filling materials.

Cleaning Code Definitions

W	Clean only with water-based shampoo or foam upholstery cleaner. Spot cleaning is recommended. Do not saturate upholstery materials and always test cleaner on an inconspicuous surface before cleaning. Do not use dry cleaning solvents to spot clean. Pile fabrics may require brushing to restore appearance. Cushion covers should not be removed and laundered.
S	Clean only with dry cleaning solvent. Spot cleaning is recommended. Do not saturate upholstery materials and always test cleaner on an inconspicuous surface before cleaning. Do not use water. Pile fabrics may require brushing to restore appearance. Make sure the room is well ventilated and there are no open flames, such as from a candle or cigarette lighter. Cushion covers should not be removed and dry cleaned.
WS	Clean with mild detergent or shampoo, foam or dry cleaning solvent as desired. Spot cleaning is recommended. Do not saturate upholstery materials and always test cleaner on an inconspicuous surface before cleaning. Pile fabrics may require brushing to restore appearance. Cushion covers should not be removed and dry cleaned or laundered.
X	Do not clean with either water or solvent based cleaner. Use vacuuming or light brushing only. Any cleaning product, whether water or solvent based, may cause staining, shrinkage or distortion of the fabric surface pile.
L	Gently remove dust with a soft, clean cloth. Remove dried-on dirt by wiping with a clean dampened cloth, then dry with a soft wool cloth. Allow to dry thoroughly. Clean with a leather-care agent. Dab liquids immediately with a dry absorbent cloth without rubbing. Remove food and grease immediately with a dry absorbent cloth without rubbing. Do not use Saddle soap or Ivory soap and water solutions. Do not soak with water or any other cleaning agents. Do not use a hair dryer.

The KI fabric code can be found below the item number on the white product label. If you are unable to locate your fabric code or have additional questions, please contact KI Customer Service at 1.800.424.2432 or visit KI.com.

Be sure to wipe or spray the cleaner uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Pallas Textiles

For specific maintenance and cleaning instructions on Pallas Textiles, please visit: Pallas Disinfecting Guidelines: https://p.widencdn.net/xkbijb/Pallas-Textiles-Maintenance-and-Cleaning-Guide and Pallas Cleaning Guidelines: https://ki.widen.net/s/klwf8jrphm/undefined

Note: Please contact upholstery manufacturer for textile disinfection guidelines for COM/KOM Fabrics.

General Upholstery Cleaning Tips

Periodic cleaning removes accumulated grime, helping retain a fabric's original appearance as much as possible. Regular vacuuming or light brushing is recommended to prevent dust and soil buildup. Do not over apply water or any liquid solution to fabric. Excessive wetting of the fabric may result in permanent damage to the material. Several light applications are better than one heavy application. Do not rub fabric too vigorously or you may damage the nap of the fabric or break fibers. Immediately soak up a stain with a soft absorbent cloth. Do not allow the stain to dry completely before treating, or it may set. The longer a stain is allowed to remain on the fabric, the more difficult it is to remove. When using a cleaning agent, soak up all remaining solution and then use a clean cloth or sponge dipped in cool water to remove any residue. Always pre-test your cleaning method on an inconspicuous area of the fabric to determine if the cleaning agent will work appropriately without causing color to bleed, fabric texture to shrink, or the character to be altered.

Woven Upholsteries

Follow standard instructions for routine and spot cleaning. Cleaning agents and disinfectants should be approved by the appropriate department(s) within the facility. Follow manufacturer's instructions for use, application, and specific product detail. If a need for disinfection exists, approved disinfectants include:

Diluted Bleach Solution Ratios:

- 5 tablespoons ($^1/_3$ cup/2 .67 oz) bleach per gallon of water.
- 4 teaspoons bleach per quart of water.

  Note: For some healthcare-specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Be sure to wipe or spray the solution uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Alternative Approved Disinfectants Include:

- Lysol® Disinfecting Wipes (EPA 777-114)
- Fantastik® All-Purpose Spray Cleaner (EPA 4822-530)
- Virex® II 256 (EPA 70627-24)

Always pretest cleaning and disinfectant products on an inconspicuous area before proceeding. Residue left by a cleaning agent may continue to degrade surfaces, shorten their life, and/or affect surface appearance. ALWAYS finish cleaning by rinsing with clean, warm water and dry with a soft cloth.

Non-Woven Upholsteries

Faux Leather

These quality products are a specially engineered nylon fiber matrix. They are designed with a built-in stain-resistant finish that will not wash or wear off and does not require a topically applied spray.

Ordinary dirt, smudges and water-soluble stains such as coffee, tea, juice, soft drinks, milk, beer, wine, etc. can be removed with mild soap and water. Use a clean cloth or soft sponge to dab the stain with soapy water then remove the soap solution by wiping the area with a cloth and clean water. Dry with a soft lint-free cloth or towel. Very stubborn stains or non-water soluble stains can be removed with a mild solvent such as naphtha (lighter fluid, paint thinner). Lightly wipe the stain with a clean cloth which has been moistened with solvent. Blot the area with a dry cloth and allow to dry. Many ink and magic marker stains can be removed using a solution of one part Wisk detergent and one part rubbing alcohol. Dab lightly with a cloth which has been moistened with the solution. Do not rub. As the ink loosens, blot the area with a dry cloth. Repeat if necessary. Rinse with a cloth dampened in clean water and dry with a soft cloth. For commercial installations use mild soap and water for general cleaning. Avoid using cleaners containing abrasives or bleach.

Always pretest cleaning and disinfectant products on an inconspicuous area before proceeding. Residue left by a cleaning agent may continue to degrade surfaces, shorten their life, and/or affect surface appearance. ALWAYS finish cleaning by rinsing with clean, warm water and dry with a soft cloth.

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- 4 teaspoons bleach per quart of water.
  Note: For some healthcare-specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Be sure to wipe or spray the solution uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Alternative Approved Disinfectants:
- Lysol® Disinfecting Wipes (EPA 777-114)
- Clorox® Non-Bleach Disinfecting Wipes (EPA 67619-09)
- Sani-Cloth® Plus (EPA 9480-6)

NOT RECOMMENDED:
- Products containing alcohol above 20%
  - Coe Spray II Pump
  - Coe Spray™ II Pump
  - Citrex® Hospital Spray Disinfectant
  - Super Sani-Cloth®
  - DisCide® Ultra Disinfecting Towelettes
  - Lysol® Brand Disinfectant Spray
  - Lysol® Brand II Disinfectant Spray
  - Lysol® Brand III Disinfectant Spray
  - Lysol® Professional Disinfectant Spray
- Products containing Iodophors
  - Wescodyne®
  - Iodo-Five™

Leather
Gently remove dust with a soft, clean cloth. Remove dried-on dirt by wiping with a clean dampened cloth, then dry with a soft wool cloth. Allow to dry thoroughly. Apply a leather-care agent. Dab liquids immediately with a dry absorbent cloth without rubbing. Remove food and grease immediately, wipe with a clean dampened cloth, and then dry with a soft wool cloth.

WARNING: Never use Saddle soap or Ivory soap and water solutions on leather. Never soak the leather with water or any other cleaning agents. Never use a hair dryer.

Mesh
Using a soft bristle brush, loosen surface dirt then vacuum well or use compressed air to remove loosened dirt and dust. Apply a mild detergent solution if needed. Heavy soiling may require a cleaning agent such as diluted liquid bleach, Oxi-Clean, or Virex 256. Rinse cleaning agent from the mesh and dry thoroughly with a clean cloth. Brush out, and vacuum or use compressed air. Always follow the cleaning solution's manufacturer's directions.

Always pretest cleaning and disinfectant products on an inconspicuous area before proceeding. Residue left by a cleaning agent may continue to degrade surfaces, shorten their life, and/or affect surface appearance. ALWAYS finish cleaning by rinsing with clean, warm water and dry with a soft cloth.

Diluted Bleach Solution Ratios:
- 5 tablespoons ($^1/_3$ cup/2.67 oz) bleach per gallon of water.
- 4 teaspoons bleach per quart of water.
  Note: For some healthcare-specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Be sure to wipe or spray the solution uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Alternative Approved Disinfectants:
- Lysol® Disinfecting Wipes (EPA 777-114)
- Clorox® Non-Bleach Disinfecting Wipes (EPA 67619-09)
- Lysol® All-Purpose Spray Cleaner (EPA 777-99)
- Fantastik® All-Purpose Spray Cleaner (EPA 4822-530)

Vinyls

For light soiling, a solution of 10% household liquid dish soap in warm water can be applied with a soft damp cloth. Rub gently and clear water rinse with a dampened cloth. Moderate scrubbing with a soft brush will help loosen soiling materials from the depressions of embossed surfaces.

For heavy soiling, dampen a soft white cloth with a one to one (1:1) solution of Formula 409® and water or Fantastik® and water. Rub gently and clear water rise with a water dampened cloth.

For more difficult stains on vinyl, dampen a soft white cloth with a solution of household bleach. Rub gently and clear water rinse with a water dampened cloth to remove bleach concentration. If a need for disinfection exists, diluted bleach can be used in accordance with CDC and disinfection instructions.

Always pretest cleaning and disinfectant products on an inconspicuous area before proceeding. Residue left by a cleaning agent may continue to degrade surfaces, shorten their life, and/or affect surface appearance. ALWAYS finish cleaning by rinsing with clean, warm water and dry with a soft cloth.

Diluted Bleach Solution Ratios:
- 5 tablespoons ($^1/_3$ cup/2.67 oz) bleach per gallon of water.
- 4 teaspoons bleach per quart of water.
  Note: For some healthcare-specific applications requiring a more concentrated bleach solution, a 10:1 water to bleach ratio (12.8 oz bleach to one gallon water) can be used.

Be sure to wipe or spray the solution uniformly, to minimize the impact of the diluted bleach on the material's colorways.

Alternative Approved Disinfectants:
- Lysol® Disinfecting Wipes (EPA 777-114)
- Oxivir® 1 Wipe (EPA 70627-77)
- Sani-Cloth® Plus (EPA 9480-6)
- Virex® II 256 (EPA 70627-24)

CAUTION: Do not use alcohol-based cleaning agents.

Laminate (excluding Markerboard Laminate)

To clean, use a mild solution of water and detergent. Always rinse thoroughly with warm water and wipe clean with a dry cloth. Never use a water hose or spray washer to clean surfaces. In the event a surface becomes wet, thoroughly dry both sides of the top with a dry cloth as soon as possible. Excessive moisture will cause the particleboard core to swell the top and bottom, exposing the core behind the molding. The top will appear to grow in thickness. Difficult stains can be removed using a mild household cleaner/detergent and a soft bristled brush, repeating as necessary. Never use acidic cleaners or a harsh abrasive such as Comet cleanser, steel wool, scrub pads, etc., to clean the surface. If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush. Light scrubbing for 10 to 20 strokes followed by wiping clean with a damp cloth should remove most stains. Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish. Always finish cleaning by rinsing with warm water and thoroughly dry the surface with a soft, dry cloth. Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Apply the bleach or nail polish remover to the stain and let stand no longer than two minutes. Rinse thoroughly with warm water and wipe dry. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

WARNING: Prolonged exposure of the laminate surface to bleach will cause discoloration. Always rinse laminate surfaces after cleaning and dry with a soft, dry cloth. Failure to rinse after cleaning can cause damage, even if only a small amount of cleaning solution remains on the surface. A dry residue may be invisible, however moisture from cups or drinks can reactivate it and result in permanently etched scars or stains over time.

Markerboard Laminate (Dry-Erase White Board)

Pilot®, Expo® and Pentel® brand dry-erase markers are recommended for use on markerboard laminate, though any non-permanent dry-erase marker is compatible. Solvent-based markers are preferred over low odor markers. DO NOT use permanent or non-dry erase markers. Markerboard should be cleaned once a week or more, depending on use to remove all dry ink residue and prevent ghosting. Ink should be completely dry before erasing, as attempting to remove wet ink can cause smearing and ghosting. Always use a dry eraser or a soft cloth to remove the marker, three color chalk brushes are recommended. Remove residue with a soft cloth and a mixture of warm water and mild detergent followed by a clean water rinse. For thorough cleaning and stubborn stains, various whiteboard specific cleaners and conditioners such as Quartet® and Expo® can be used. Clean erasers often to remove dry-erase marker residue. Dry the board using a clean, soft cloth. Use of abrasive cleaners, powders, scouring pads, paper towels, steel wool, sandpaper, etc. as well as acid or
alkaline-based cleaners or compounds will damage and permanently discolor the surface of the laminate and severely affect the look and performance. Never use these materials on the dry-erase markerboard laminate nor allow containers, rags, etc. contaminated with them to contact the surface. DO NOT polish or wax the surface. It is not recommended to stack chairs, use wire bound notebooks or other abrasives objects on the markerboard surface as these objects can cause scratches on the surface.

Diluted bleach is not approved for use on markerboard surfaces as it will negatively impact the performance of writable surfaces. The use of disinfectants may deteriorate the surface of markerboard, causing the marker ink to embed into the surface (known as ghosting). KI cannot warrant nor assume responsibility for surface degradation resulting from the use of cleaning agents. Cleaning with a mild detergent and water mixture, followed by a clean rinse will help reduce germs, dirt, and impurities.

When cleaning any "laminate" or "markerboard laminate" surface, DO NOT use products that contain the following ingredients:

Chemical Ingredient	Synonymous Names
Hydrochloric Acid	Muriatic Acid Hydrogen Chloride
Sulfuric Acid	Oleic Acid Oil of Vitriol Oleum
Hydrofluoric Acid	Rust Remover
Phosphoric Acid	Rust Remover
Sodium Hydroxide	Caustic Soda Caustic Lye Soda Lye
Pumice (abrasive)	N/A

If a product containing one of the above chemicals is accidentally spilled onto a surface, wipe it up immediately, wash with soapy water, and rinse several times.

Plastic/Poly Parts

Clean frequently using a mild solution of warm water and detergent. Always rinse thoroughly with warm water and wipe clean with a dry, soft cloth.

CAUTION: Never use harsh solvents, abrasive powders, or a coarse cloth when applying cleaning agents to smooth surfaces, as they may damage the surface.

CODE COMPLIANCE

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KI Furnishing Knowledge®

Powder-Coated, Painted or Chrome-Plated Metal

It is recommended that frames and surfaces be kept dry and away from water, rain, ice, snow, and salt. Clean using a mild solution of warm water and detergent. Always rinse thoroughly with warm water and wipe clean with a dry, soft cloth. Wax or furniture polish may be applied after cleaning.

CAUTION: Never use harsh solvents, abrasive powders, or a coarse cloth when applying cleaning agents to smooth surfaces, as they may damage the surface.

Paint in all KI standard colors is available to repair minor chips and scratches.

Wood & Veneer

Protect wood and veneer from direct sunlight to prevent UV darkening. Avoid extreme heat, cold or humidity variances. Immediately wipe any liquid from the surface using a clean, soft cloth. NEVER leave any excess water or moisture on any wood surface. Regular cleaning or dusting can be accomplished using a slightly damp, soft, lint-free cloth wiping in the direction of the wood grain. Always wipe dry immediately with a dry, clean, lint-free cloth. Avoid using any cleaners containing abrasives or corrosive agents. Do not use spray polishes or cleaners, or those containing silicone, wax, or oil. Do not use cleaners such as Clorox® or Lysol® brand disinfecting wipes, or other products containing polyethylene glycol.

CODE COMPLIANCE

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