



Product Guide and Care

A. MFC & Laminate Products (Applicable to desktops, panel legs, filing system and panels)

1. Characteristics of MFC & Laminate furniture

- ✧ MFC or Laminate is equipped with better waterproof, abrasion-resistance, flammability-resistance and against chemical pollution.
- ✧ Urea-formaldehyde glue is used to seal the edge of MFC or Laminate, so they can be dissolved when heated.

2. Safety

Passed test & certificate:

- ✧ The emission of Carcinogen-formaldehyde complies with the GB18580-2001 and International E1 Standard. We ensure our products are within safety level to users and the environment.
- ✧ Meet the requirement of QB/T1951.1-2010

3. Care & Maintenance

- ✧ Use damp soft cloth to remove general soiling and water-borne stains. Use mild soap or detergent when cleaning difficult dirt.
- ✧ Avoid water penetration into the edges of desktops. It will make the wood-top swollen and edges may detach from the top.
- ✧ To remove oil-borne/greasy soil, use a damp soft cloth soaped with a solvent or thinner (diluted according to manufacturer direction), wipe the surface in back and forth direction until the soil is removed. Wipe the surface clean with another damp soft cloth.
- ✧ Contact our Customer Services Department for maintenance arrangement. Maintenance or delivery fee may be charged.

B. Lacquering Products

1. Characteristics of lacquering furniture

- ✧ It can be divided into two categories: they include veneer and MDF or particle board with lacquering. Both categories are made up of top quality lacquer and craftsmanship and fulfill the GB standard.
- ✧ Since all veneers at Lamex are natural, each piece of veneer has its own color and pattern. It is normal that variation in patterns and color will be occurred on the same desktop when placing different veneers together.
- ✧ Fading may occur after long time usage, especially light color veneer.

2. Safety

Passed test & certificate:

- ✧ The emission of Carcinogen-formaldehyde complies with the GB18580-2001 and International E1 Standard. We ensure our products are within safety level to users and the environment.
- ✧ Meet the requirement of QB/T1951.1-2010 to abrasion, heat resistance and corrosive resistance.

3. Care & Maintenance

- ✧ The maximum loading of drawer complies with GB/T 10357.5.
- ✧ To prevent distortion of desktop, heavy loading of desktop complies with GB/T 10357.1.
- ✧ Use diluted cleansing solvent to remove any oil-borne stains instead of oils/ammonis-containing cleaners or concentrated/erosive solvent.
- ✧ Prevent direct contact with erosive solvent, alcohol, nail enamel, cleansing detergent etc.
- ✧ Periodically move desk accessories and other objects kept on the worksurface to ensure even aging.
- ✧ Acidic, alkaling, hot objects will damage the surface of the desk. Use desk pads or coasters to help protect the finish against permanent damage.
- ✧ Avoid contact with sunlight or ultra-light since they will accelerate the aging of the painting.

- ✧ Lift objects like stationeries when you move them, instead of pulling or pushing them across the surface, to avoid scratching the surface.
- ✧ Use soft brush to wipe away surface dust, or use dry soft cloth to wipe the surface in the direction of the wood grain only.
- ✧ Don't wipe the surface in circular motion for damaging the brightness of paint.
- ✧ Use damp soft cloth soaped with solvent mix with water and lighter fluid to eliminate difficult stain. Use another damp (do not saturate) soft cloth to clean again and finally use a dry soft cloth to absorb excess water. Avoid using rough and unclean cloth to wipe the surface of desk.
- ✧ Soft cloth soaped with diluted alcohol to remove stamp, ink, lipstick stain.
- ✧ Soft cloth soaped with methanol, alcohol or acetone to eliminate pencil mark.
- ✧ Soft cloth soaped with acetone, thinner or naphtha to eliminate juice, paint or marker stain.
- ✧ Soft cloth soaped with toluene to eliminate tea, coffee or instant glue.
- ✧ For the above difficult stain, use another damp soft cloth (not wet) to clean again and finish by wiping with a soft, dry cloth.
- ✧ Be cautious when using methanol, acetone and toluene (they are flammable and corrosive).
- ✧ Suggest polishing the surface twice a year, allowing 2-3 days for absorbing the wax. Don't use the desk within this period. Before polishing, use soft cloth soaped with lukewarm cleansing solvent to remove old wax.
- ✧ In case of serious scratch or damage, contact our Customer Services Department for maintenance arrangement. Maintenance or delivery fee may be charged.

C. Fabric Upholstery Products (applicable to panels, sofas & chairs)

1. Characteristics of fabric upholstery furniture

- ✧ Lamex provides over 100 selections of fabric, they can be divided into 4 groups: 100, 300, 700 and 800. Some of them are fire retardant and can be upholstered for panel, sofa and seating products. For details, please contact our sales professionals.
- ✧ Different dye lots may have color deviation.
- ✧ Fire retardant process is conducted after knitting, it is normal that a white scratch will appear if strong scrape is applied on the surface of the fabrics.

2. Safety

Passed tests & certificates:

- ✧ Flammability: BS476 Part 7 Class 1/bs en 1021-1:1994 cig/bs en01 1021-2:1994 Match/California Technical Bulletin 117 Section E, Part 1 (Depend on different category).
- ✧ Abrasion: ≥ 25000 times; GB/T19817-2005 (depend on different category).

3. Care & Maintenance

- ✧ Use common cleaning solvents to remove soil or staining materials.
- ✧ Use vacuum cleaner regularly to remove dust.
- ✧ Avoid contact with sunlight, it will make the fabric color fade, fragile, and aging may occur.
- ✧ Avoid contact with excess water, it may lead to wood distortion or other damage.
- ✧ Always keep the room temperature and humidity at optimum condition to avoid mildew.
- ✧ If oil-borne/greasy stain is found, use soft cloth to soap up the stain, then apply a dry-cleaning fluid to the soiled area using a damp, clean cloth to wipe away the difficult stain.
- ✧ For some cushion covers, suggest washing them at professional cleaning shop to prevent shrink and color changes.
- ✧ Contact our Customer Service Department if professional cleaning service is needed for large fabric areas.



D. Leather Products (Applicable to chairs & sofas)

1.Characteristics of leather furniture

- ✧ Leather sofa is made of genuine leather, blood vessel, scar may appear at the surface. Both appearances will not affect the tenderness and strength.
- ✧ Genuine leather is not similar to the elastic plastic leather, that's why the genuine leather will be loosen.
- ✧ Genuine leather has good ventilation and texture.

2.Safety

Passed test & certificate:

- ✧ Meet the requirement of ANSI/BIFMA X5.1-2011-100000times collision.
- ✧ Meet the requirement of GB/T16799-2008, - tenderness and abrasion requirement.

3.Care & Maintenance

- ✧ Wipe the leather with damp soft cloth (not wet) once a week.
- ✧ Don't use a fully saturated sponge to clean the leather, soap up the excess water immediately.
- ✧ Use diluted soap or detergent to eliminate difficult stain only. Don't use concentrated soap or detergent for daily care, it will damage the texture and color of leather.
- ✧ Use hand to eliminate the wrinkled and restore appearance.
- ✧ Avoid using solvents that damage the leather's texture and brightness, e.g. acid, alkaline, or gasoline.
- ✧ Avoid contact with sunlight or damp areas, or at area with radiation or heat source.
- ✧ Avoid scratch from sharp and hard object that will damage the leather.
- ✧ If mildew appears, use leather cleansing solvent to remove mildew, and move the sofa to dry area.
- ✧ After cleaning, use leather wax or protective lotion to make leather soft and shiny. Wipe the wax evenly on the leather surface so that the brightness is equal.
- ✧ If serious scratch or damage is found on the leather surface, please contact our customer service department. We will arrange the product back to the for maintenance. Maintenance and delivery fees may be charged.

E. Tempered Glass Surface Top (applicable to desktops, cabinets, panels & full height partition)

1.Characteristics of tempered glass furniture

- ✧ High tolerance to distortion and crash from hard objects, resistance to heat, and shaking.
- ✧ In case of broken glass, the broken pieces will not have sharp edges. This minimizes its damage to users.
- ✧ No post-production procedure can be done like cutting or drilling.
- ✧ Tempered glass has self-explosion possibility (around 3‰)

2.Safety

Passed test & certificate:

- ✧ GB/T9963-1998

3.Care & Maintenance

- ✧ Use clean & soft cloth to clean glass surface top or use glass cleaner.
- ✧ Use thinner, acetone, or alcohol to eliminate permanent marker or greasy stain.
- ✧ To eliminate difficult stain, use damp soft cloth to wipe and then use newspaper to polish.
- ✧ Don't use strong acid or alkaline, especially hydrofluoric.
- ✧ Avoid hard object crashes with edges, corner or surface top, otherwise it will increase the probability of self-explosion of the tempered glass.
- ✧ Avoid placing over-heated objects on top of the desktop to prevent partial expansion or damage.
- ✧ Avoid placing heavy object on the tempered glass top (especially in the middle of glass top) for long time, it will make glass top distorted or appear cracked, a complete break may occur later.



F. Plating Product

Avoid to place in damp environment; use dry cloth to wipe, prevent contact with acid and alkaline substances, such as cleaning agents.

G. Combustion Modified(Cm) Foam

It is safe filling material, which conforms to stringent international fire safety standards, i.e. Technical Bulletin Test #117 in California under Federal Regulations. It has been treated with a fire retardant compound, so in the case of fire, its high density material releases toxic gases much slower. The surface of the foam is charred within 10 seconds of initiating fire being extinguished. This benefits occupants by giving them more time to evacuate safely.

Ergonomic

All Lamex chairs are designed according to ergonomic standards, which ensure healthy sitting posture.

E1 Standard

The materials we choose to manufacture our products are fire retardant and up to the international E1 standard to ensure the emission of Carcinogen-Formaldehyde is within safety level. In short, Lamex means environmental friendly.

Up to 5 Years Warranty

Lamex provides product warranty up to 5 years on selected products. Different warranty periods are applied to various products. Under warranty, remedial action will be undertaken to the extent of either by means of repairing or free replacement of the defective component(s). This warranty does not apply to all trading items/products, electrical products/components, accessories, and upholstery materials, alternation/modification of product, failure to apply/install/maintain products.

如客户现场进行了一些关于除甲醛或净化空气的操作，可能在空气中喷洒了一些湿剂或液体物品，如在喷洒后未及时对家具产品作清洁或保养，对产品会产生质变影响，如：生锈、白斑或霉渍等，严重影响产品的外观。故在进行了以上操作后需对空间内的家具产品作相关的清洁与保养。

After Sales Service

Our customer service center provides an easy channel of communication between our customers and all our services. The center handles all customer inquiries and complaints, maintenance, product demonstrations, and courtesy visits.