

Product Guide and Care

1. Melamine Faced Chipboard Products (Applicable to desktops, panel legs, filing system and panels)

1、 Characteristics of melamine faced chipboard furniture

- ◆ Melamine faced chipboard has features of good wear resistance, heat resistance, chemical pollution resistance, etc.
- ◆ Hotmelt glue is applied to adhere PVC edgeband to the edges of board, so it can be dissolved when heated.

2、 Care & Maintenance

- ◆ Use a clean and slightly wet cotton cloth to clean the dirt off the board surface and then wipe it dry with a dry cotton cloth at once.
- ◆ Avoid water from penetrating into the edges of board when cleaning. It will cause wood board swollen and PVC edgeband may detach from the board.
- ◆ If there is oil stain adhered, use a cotton cloth dampened with detergent solution (diluted according to manufacturer direction) or alcohol to scrub until the stain is removed. Then clean with another clean and slightly wet cotton cloth, and finally wipe the surface dry with a dry cotton cloth at once.
- ◆ Contact our Customer Services Department to arrange repair service. We will charge maintenance fees and transportation fees as appropriate.

B、 Lacquering Products

1、 Characteristics of lacquering furniture

- ◆ It can be divided into two categories including wood veneer and medium density board (MDF) or particleboard directly applied with lacquering. Both of them adopt top quality lacquer and modern craftsmanship, and conform to national standards.
- ◆ Since wood veneer is a natural material, each piece of veneer has its unique color and woodgrain pattern. Hence veneer products will have different degrees of color variance existed. It is normal that variation in pattern and color will occur on same table top if it is made up of several panels.
- ◆ Color fading will occur after a long time usage. It will be more obvious for light-color wood veneer.

2、 Care & Maintenance

- ◆ If the table top is stained with greasy dirt, use diluted mild cleaning detergent to wipe it off. Try to avoid using volatile or high concentrated cleaner.
- ◆ Prevent direct contact with erosive solvent, alcohol, nail enamel, polisher, etc., so as to avoid damaging the surface coating.
- ◆ Shall try to avoid prolonged placement of object at same location on table top.
- ◆ Acidic or alkaline substance and hot object will harm the finish. Use heat insulation pad to protect table surface against permanent damage.
- ◆ Do not let sunlight and light sources containing ultraviolet shine on lacquered surface

directly. Avoid being placed in a location that will be exposed to the sun. Please make full use of curtains, shading screens, and use protection cloth to cover the furniture that is not used for a long time, so as to prevent acceleration of aging and color fading.

- ◆ Avoid placing the furniture in a place that is too dry or too close to the air conditioner and heater, so as to prevent rapid loss of moisture inside and increase the chance of cracking and deformation.
- ◆ Do not let stationery or other items abrade table top. Avoid hitting or scratching product surface with sharp object, so as to prevent the coating from being damaged.
- ◆ Do not adhere something to product surface.
- ◆ Use a feather duster to gently sweep away the dirt on product surface or use a clean cotton cloth to wipe in one direction along the wood grain direction. Do not wipe back and forth or in circles, otherwise the luster of the coating surface will be damaged.
- ◆ For stubborn stains, use a clean cotton cloth dipped with alcohol to wipe. Then clean with another wet cotton cloth (damp but not dripping). Wipe the surface dry with a dry cotton cloth immediately after cleaning. Avoid wiping with a hard or rough dirty towel to prevent damaging the product coating.
- ◆ Be cautious when using methanol, acetone and toluene. They are flammable and corrosive to surface finishes.
- ◆ If serious scratch or damage is found on product surface, please contact our Customer Service Department to arrange for the product to be returned to factory for repair. We will charge maintenance fees and transportation fees as appropriate.

C、 Fabric Upholstered Products (applicable to panels, sofas and chairs)

1、 Characteristics of fabric upholstered furniture

- ◆ Lamex offer a wide selection of fabrics. 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 treatment is conducted after weaving. it is normal that a white scratch mark will appear if strong scrape is applied on the surface of the fabrics.

2、 Care & Maintenance

- ◆ Use vacuum cleaner regularly to remove dust.
- ◆ Avoid exposure to direct sunlight. Ultraviolet will accelerate the aging of fabric fibers making its color fade and become fragile.
- ◆ Pay attention not to spray water directly on fabric board or wipe it with a soaked towel to avoid moisture from penetrating into the core board causing deformation or other problems.
- ◆ Do not place the fabric upholstery furniture in a humid and stuffy environment. Should keep room adequately ventilated to avoid mildew due to moisture.
- ◆ If there is oil stain adhered, should immediately use a towel to remove the stain, then use dry-cleaning foam to clean the remaining stain off.
- ◆ For some of the sofa seat cushion covers that are removable, suggest being dry cleaned regularly at reputable laundry to avoid shrinkage, deformation or discoloration.

- ◆ If product has a large area of stain or products need to be cleaned in batch, contact our Customer Service Department. We will recommend professional cleaning companies to provide cleaning service

D. Leather Products (Applicable to chairs & sofas)

1、 Characteristics of leather furniture

- ◆ Leather sofa or seating is made of genuine leather. Blood vessels, wounds, scars, etc. appeared on leather surface are the natural characteristics instead of quality problems.
- ◆ Genuine leather is a natural material. Its tensile elasticity is not as good as synthetic leather, so wrinkling and sagging after usage is normal.
- ◆ Natural leather has the features of air permeable, good texture, etc.

2、 Care & Maintenance

- ◆ Use a clean cotton cloth moistened with clean water to wipe, better once a week. Do not use a fully soaked sponge or cloth to clean the leather and should sop up the water with dry cotton cloth immediately if any.
- ◆ In case of stubborn stains, can use diluted cleansing agent to clean. Must pay special attention that concentrated cleaner is not suitable for daily care.
- ◆ If wrinkles appear on leather cushion after usage, use hand to smooth out to restore its original appearance
- ◆ Avoid using solvents that will damage leather's texture and its color and luster, such as acid, alkaline, gasoline, etc.
- ◆ Avoid direct sunlight, or storing in a humid place or placing at a place with radiation and heat sources.
- ◆ Avoid scratching leather surface with hard objects or sharp tools
- ◆ If there is mildew stain, can buy leather cleaner on the market to clean, and move the product to a dry environment for placement and use.
- ◆ Apply leather wax or lotion after cleaning to keep leather soft and moisturized. Entire product should be wiped evenly to avoid leaving streaks
- ◆ If serious scratch or damage is found on leather surface, please contact our Customer Service Department to arrange for the product to be returned to factory for repair. We will charge maintenance fees and transportation fees as appropriate.

E. Tempered Glass Products (applicable to desktops, cabinets, panels and full height partitions)

1、 Characteristics of tempered glass furniture

- ◆ It has properties of higher bending strength, mechanical impact resistance and thermal shock resistance
- ◆ In case of glass broken, the broken pieces will not have sharp edges and corners to minimize the harm to users.
- ◆ No post production processing such as cutting or drilling can be conducted
- ◆ Tempered glass has self-explosion possibility (around 3‰)

2、 Care & Maintenance

- ◆ Use a clean and soft cloth to clean, or can spray with glass cleaner.

- ◆ Avoid using strong acidity or alkalinity solution to clean, especially hydrofluoric.
- ◆ If glass surface is adhered with dust and fiber particles and the like that are difficult to clean, use a soft cloth moistened with water to wipe away and then use old newspaper to buff the glass
- ◆ Do not damage edges, corners or surface of glass with hard objects when cleaning, otherwise it will increase the probability of self-explosion of tempered glass.
- ◆ Do not place over-heated object or any heat source on glass surface to avoid partial expansion and contraction leading to cracking of tempered glass.
- ◆ Do not place heavy object on glass (especially in the middle of glass) for a long time. It will increase the chance of cracking due to pressure.

F. Steel Products (applicable to steel panels and steel cabinets)

1、 Characteristics of steel products

- ◆ The surface is coated with electrostatic powder, which is attractive and durable, environmental friendly, non-toxic and odorless.
- ◆ Anti corrosion and moth prevention is the greatest feature of steel cabinets. After treatment, steel cabinets can resist water oxidation for a long time.

2、 Care & Maintenance

- ◆ Steel cabinet and steel panel should always be kept dry and clean. If the surface is not clean enough, it should be wiped with alcohol. The dust on the surface can be gently wiped with a dry soft cloth.
- ◆ If the coating on the surface is scratched, you can use crayons or pigments similar to the color of furniture to cover the exposed steel surface, and then apply a layer of transparent nail polish.
- ◆ Steel cabinet is suitable to be placed in a well ventilated, dry and cool place. The floor must be kept dry to prevent cabinet from being oxidized due to moisture.

G. Electroplating Products

- ◆ Avoid to be placed in a humid environment. Use dry cloth to wipe when cleaning and avoid it from contacting with acidity and alkalinity substances, such as cleaning agents, etc., otherwise the electroplating coating will be eroded and get rusted

Our customer service hotline is set up to provide a simple, convenient and direct channel of communication between our customers and Lamex specifically handling customer inquiries and complaints, repair and maintenance services, product presentation and customer visit arrangements. If you have any question, please feel free to contact us.

Service Hotline

Mainland China: (86) 400 686 8073 / (86) 800 820 6073

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