

Care and Maintenance Standards

Architectural Wall Products

September 2017

In order to preserve the integrity and longevity of our product, Haworth has established certain care and maintenance standards for our Architectural Wall Products . Within this document you will find important information to verify that your office and doors are performing to Haworth’s high standards.

Important! Improper cleaning and maintenance of any material may result in the voiding of the material warranty.

General Statements for Wall product

lifeSPACE Era (LSE), Enclose (ENC), Enclose FrameLess Glass (EFG) and Trivati (TVT)

- **Stability**—LSE, ENC and EFG Product lines described above utilizes a horizontal track that is fastened to your ceiling, carpet grippers/smooth surface bases that hold the bottom of the panel to your floor. TVT does not utilize a ceiling track, the main top horizontal is fastened directly to the grid/ceiling surface.
- All **Panels and Doorframes** are connected to each other via vertical connectors. All product when the panel face is gently pushed will have a allowable amount of deflection. This deflection is 1/8” to 1/4” dependent on panel height. If your panel deflects greater than 1/4” or any vertical connections have released please contact your local dealer.
- all **Glass** with the exception of EFG in corner and pane to pane connections is assembled within a plastic bead, this bead should not have cracking or splitting. All glass panes have edge beveling , this beveling should not be visible outside of the plastic bead. All glass product should be free of any cracks or chips. EFG corners and pane to pane seaming uses glass tape (pls see ‘tape’)
- all **Doors** should operate smoothly. Butt hinge and Pivot doors should have a consistent 1/8” reveal between door and frame. Any door that impacts the frame when closing will need adjustment, please contact your dealer. Sliding doors have 4 stops in both the open and closed position, two at the top and two at the bottom of the door. If the door doesn't stop equally top to bottom or if the protective covers on the 2 lower stops are missing or damaged please contact your dealer. If your door is soft-close enabled the door when closed with appropriate force should dampen within 6 inches of either full closed or open position. If your Soft-Close door doesn't dampen or close fully please contact your dealer. Double glass slab doors have edge bumpers to ensure that when the doors are fully closed the glass edge is protected from impact of the second door, if these protective bumpers are missing or damaged please contact your dealer.

- All pivot and butt hinge doors should have either a wall or floor mounted stop to prevent damage to surrounding materials, if your stop is missing please contact your dealer.
- All **Locks** should perform smoothly with minimal effort to operate. The latch should enter the door-frame strike without rubbing or force applied by the user. All doors have a designed amount of movement when latched. This movement should not exceed 1/8", if latch doesn't perform as described contact your dealer. All hook latch locksets installed on glass slab door require a slight pull or push when operating the key/thumbturn as all glass slab have a amount of allowable bow.
- All **Tape** connections should be fully bonded between the glazing products. A tight and consistent joint should be visible from top to bottom of connection with no gaps. All Glass pane to pane connections should be centered on the glass with no tape protruding away from the edge. All metal/poly-carbonite corners and inline connectors should not have a gaps or released bond. If a taped connection has released please contact your dealer.
- All **Trim** should be securely fastened to the product it is applied to. If any trim has a space/gap between the backside of the trim and the wall face greater than 1/8" or gaps between lengths is greater than a 1/8" please contact your dealer.

Cleaning of Wall Product

When using any cleaning agent, we recommend that a small, inconspicuous area be pre-tested for colorfastness before cleaning the stain. And in the case of overall soil condition or a large-scale stain, you should contact a professional furniture cleaning service for cleaning recommendations.

Any stains should be removed quickly as permanent damage can occur. Work from the outside of a stain moving inwards. Always carefully rinse a wallcovering surface after cleaning with clean water to remove any residual cleaning agents. Dry the surface with a clean white cloth using a blotting motion.

Maintenance for any Material

- No material is immune from stains or soiling
- The Longer a stain remains on any surface, the more difficult it will be to remove. Address any stain as quickly as possible
- Removing any cleaning residue is an important part of the cleaning process, and one that is often overlooked. All cleaners, even mild ones, leave behind a residue that can be harmful to the surface if not thoroughly removed (usually through clean water).

Important :

- Avoid saturation of cleaning liquid on all finished product and all cleaning solution MUST be removed with clean water and a clean white cloth.
- Do Not Use any cleaners with corrosive ingredients (lye, acids or ammonia).
- Do Not Use solvent cleaners. Solvents may make the finish material brittle and possibly cause a chemical reaction resulting in discoloration.
- Do Not Use any Citrus Based cleaners as deterioration or possible staining of the finish material can occur.
- Do not use abrasives or steel wool as this will damage the finished surface.

Architectural Wall Finishes

Vinyl

- Remove common dirt or smudges with a mixture of mild soap and warm water. Use a soft cloth to wash the area, rinse with clean water, and dry with a clean, soft white cloth. A soft bristle brush may be needed if there is a surface texture to remove dirt from crevices.
- Do not use solvent cleansers. Solvents may make the vinyl brittle and could cause cracking.

Non Vinyl (Sustainable)

- Blot wet spills promptly with an absorbent cloth or polyester sponge.
- Remove common dirt or stains with a mixture of mild soap and warm water. Use a soft cloth to wash the area, rinse with clean water, and dry with a clean, soft white cloth.
- Do not use solvent cleansers.
- Do not use firm bristle brushes of any kind.

Woven/Olefin

- Brush dry stains off with a soft nylon brush.
- Blot wet stains with an absorbent cloth or polyester sponge.
- Remove common dirt or stains with a mixture of mild soap and warm water. Use a soft brush if necessary to loosen dirt from crevices. Rinse with clean water, and dry with a clean, soft white cloth.

Markerboard

- For general cleaning use 'BoardGear Marker Board Cleaner & Conditioner in One manufactured by Quartet (part #703107001). Or EXPO White Board Spray Cleaner (Part #7031-7002).

Laminate

- For general cleaning, use mild detergent and warm water. If the surface becomes stained, use a non-abrasive cleaner. After washing, rinse with warm water and dry with a clean white cloth.
- For Haworth proprietary laminates, use Glass Plus spray cleaner for general cleaning. For heavier cleaning of fingerprints or food oils, use soap and water with a soft bristle brush, rubbing in a light circular motion.

Wood Trim and Tiles

- Regular dusting will help avoid build-up of dirt and grime that can dull the finish. Use a damp cloth, following the grain of the wood, and wipe dry.
- Avoid using any cleaners containing any form of abrasives or corrosive agents.
- For more through cleaning, use a mild detergent and wipe dry with a clean white cloth.

Painted Steel Trim and Tiles

- Painted metal/steel trim requires minimum maintenance. Clean with lukewarm water and a mild detergent as needed. After washing, rinse with clean water on a soft cloth, and dry with a clean white cloth.

Architectural Wall Glass

- Use a mild solution of clean water, and a few drops of mild liquid soap. Apply with a clean white cloth, and remove excess with a squeegee or wipe dry with a clean white cloth. Ensure that excess cleaning solution does not collect in the bottom horizontal.
- Do Not Use any type of glass cleaner that contains ammonia.

General Recommendation for Environmental Cleaning Procedures to Reduce Interior Environmental Impacts

- Minimize the amount of cleaning chemicals used since excess chemicals result in rapid resoiling.
- Use of Green Seal Certified Cleaning Products. Green Seal is awarded to products that work well and have less impact on the environment.
- For general maintenance cleaning, consider using vacuums with high efficiency particulate air (HEPA) filtration to trap airborne particles and keep them from affecting the indoor air quality.
- Use no or low VOC cleaning products. Consider detergent based products compared to those containing solvents, where possible.
- Consider extraction processes where appropriate to remove excess chemicals and water to maximize cleaning results. Extraction can also help reduce chemical levels in the indoor environment. Spot extraction may also reduce the chances for over-wetting of fabrics and resulting water stains.
- Choose cleaning products with no or low levels of dyes or fragrance. Dyes and fragrance do not generally improve cleaning results and can cause allergic reactions in people with sensitivities to chemicals. Some dyes could cause staining on fabrics.