



MAINTENANCE GUIDELINES

Establishing a Comprehensive Care and Maintenance Procedure

To maintain the optimal condition of your chairs, it is crucial to establish a comprehensive care and maintenance procedure. This procedure should include daily, weekly, monthly, quarterly, and annual check steps to ensure that the chairs receive the necessary care to prevent damage or personal injury. Document these steps clearly and provide training to staff members responsible for regular cleaning and maintenance. Implement a sign-off process to record the completion of assigned tasks, including the activity, date, and location. By establishing clear accountability, you ensure that the chairs are well-maintained throughout their lifecycle.

Accountability and Record-Keeping

Maintaining accurate records and checklists of all care, cleaning, and maintenance activities is essential. This practice helps prevent the omission of important steps and can be crucial for warranty claims or product liability matters. Keep track of maintenance tasks, inspections, and any repairs or replacements performed on the chairs. Regularly review these records to identify patterns or recurring issues, enabling proactive measures to be taken.

Cleaning and Maintenance Tips for Different Chair Materials

There is one steadfast rule: Never use any type of abrasive materials!

Different chair materials require specific cleaning and maintenance approaches. Here are comprehensive guidelines for various chair types:

Wood Chairs

- Use a liquid cleaner specifically designed for wood finishes.
- Avoid exposing wood to extreme temperatures or moisture.
- For light cleaning, use a very mild diluted soap and water mixture with a cloth.
- Periodically inspect and tighten any loose screws or joints.

Metal Chairs and Aluminum Chairs

- Remove dirt, dust, and fingerprints from plated finishes using a non-abrasive glass cleaner or a mild soap and water using a damp cloth.
- For chairs with powder coat finishes, wipe using a damp cloth and use a mild soap and water mixture for stubborn stains or grease marks.

Upholstery on Chairs

- Regularly vacuum fabric upholstery to remove loose dirt and debris.
- Attend to all spills or stains immediately using a mild detergent and water mixture, carefully blotting the affected area.
- For deeper cleaning, consult The Seating Shoppes recommended professional cleaning methods and services.
- Inspect fabric for any signs of fraying or tears, and promptly address them to prevent further damage.

Vinyl and Fused Edge Chairs

- Wipe vinyl upholstery with a soft cloth and a mild soap and water mixture.
- Avoid using abrasive cleaners that may damage the vinyl surface.
- Inspect the fused edges regularly and address any signs of separation or damage immediately.

Laminate Tops

- Clean with a mild detergent and water mixture, using a soft cloth or sponge.
- Do not use any abrasive cleaners or scrub brushes that can scratch the laminate
- Wipe dry after cleaning to prevent water damage.
- Inspect laminate surfaces for any signs of delamination or peeling and report any issues to The Seating Shop.

Regular Maintenance Checks and Inspections

Implement regular maintenance checks to identify potential issues and address them promptly. These checks should include the following:

- Inspect chairs for loose screws, bolts, or joints, and tighten them if necessary.
- Examine all the upholstery and finishes for signs of wear, such as frayed fabric, torn upholstery, or damaged components.
- Test the functionality of moving parts, such as casters, swivel mechanisms, and reclining features, to ensure they operate smoothly.
- Monitor chair stability and balance, address any wobbling or instability issues immediately.
- Document the results of these inspections and promptly address any identified issues to The Seating Shop.

Immediate Repair Requirements

If a chair requires immediate repair or replacement due to damage or malfunction, remove it from use and contact The Seating Shoppe customer service for assistance. Provide them with detailed information about the issue and follow their instructions regarding repairs or replacement parts. It is crucial to adhere to their guidance to maintain the chair's warranty coverage and preserve its intended performance.

Storage and Moving Tips

When storing or moving chairs, take care to prevent scratches, dents, or other damage. Consider the following tips:

- Use appropriate packaging materials to protect chairs during storage or transportation.
- Follow the manufacturer's stacking guidelines to avoid excessive weight on chairs at the bottom of the stack.
- Ensure that the storage area is clean, dry, and properly ventilated to prevent the accumulation of moisture or dust.
- Avoid placing heavy objects on top of stored chairs, as this can cause deformation or damage.

Additional Help and Advice

For any questions, concerns, or further assistance with chair handling and maintenance, please contact The Seating Shoppe's customer service department. Their knowledgeable staff will provide expert guidance, warranty information, and additional resources to ensure the continued satisfaction and longevity of your chairs.

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CUSTOMER SERVICE INQUIRY

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