

1. Painted and Anodized Surfaces

Wiping with a damp cloth will remove general soiling and water-borne stains from painted surfaces. If needed, use a hard-surface, all-purpose cleaner such as Formula 409, Fantastic, Top Job, Mr. Clean, etc. Follow the manufacturer's instructions for general purpose cleaning. To prevent staining, ink should be removed as soon as possible. Do not use paint thinners, naphtha, or solvent based fluids.

Clean metal finishes with a non-abrasive cleaner. Apply the cleaner sparingly, making sure that it does not come into contact with any wood surface. Wipe the hardware with a dry, clean, soft cloth.

Minor blemishes and light scratches on anodized aluminum may be repaired with Steelcase service part Anodized Cleaning Stick applied in a wet sanding technique with very light pressure. Then wipe with a dry, clean, soft cloth.

2. Vertical Surface Fabrics

Fabrics used with V.I.A. have a WS cleaning code. Smaller stains and dust are removed by using mild detergent shampoos, foams, or dry cleaning solvents.

When large fabric areas must be cleaned, such as complete panels, it is recommended that you employ a professional cleaning firm that uses a dry-foam upholstery shampoo and an immediate wet pick-up vacuum system. Do not steam clean or use other methods that soak or heat the fabric. Regular and proper maintenance of your upholstery fabric permits less frequent cleaning. Maintenance is routine, on-going care which reduces soil buildup on a fabric's surface. Vacuum regularly with a proper upholstery attachment to remove air-borne dust and lint thoroughly. Clean periodically to remove accumulated grime and retain the fabric's original appearance as much as possible.

Note: An International Fabricare study confirmed the detrimental effects of allowing stains to age, when they could have been successfully removed, if treated immediately. After one week, 20% of stains could not be removed. After 3 weeks, 50% of stains could not be removed. If stain has oxidized, or totally hardened, it forms an insoluble product that cannot be removed.

If you have a problem, question, or request, call your local dealer, or Steelcase Line 1 at **888.STEELCASE** (888.783.3522) for immediate action by people who want to help you.

(Outside the U.S.A., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands, call: 1.616.247.2500)
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3. Touchup Paint

If any scratches or abrasions occur on painted surfaces, they can be repaired by following these touch-up painting instructions:

1. Preparation of the surface to be painted:

- Ensure that the surface is degreased and free of dust – use Xylene or Toluene to degrease and Tack Rags to move dust.

2. Paint Application:

- Apply paint with a small artist's brush for small chips or scratches.
- Severe damage to painted surfaces can be filled with car body filler and then painted.

3. Drying Time:

- Keep the re-painted surface dust free for 30 to 40 minutes.
- After 2 hours the surface will be "touch-dry".
- The surface will be thoroughly dry after 24 hours.

4. Veneer Surfaces

Dusting: Clean with a slightly damp, soft cloth, using another soft cloth to dry. Always wipe the surface in the direction of the wood grain.

Cleaning: Clean the surface with a quality cleaner such as Murphy's Oil Soap, Orange Glow or a mild detergent. Dilute in accordance with manufacturer's directions. Dampen but do not saturate a soft cloth with the diluted cleaning solution and wipe the surface in the direction of the wood grain to remove dirt and fingerprints. Wipe surface clean with a soft, dry cloth.

Oils, ammonias, and wax should never be used on your wood furniture.

5. Glass

Remove dirt from glass surfaces by using a conventional non-abrasive glass cleaner together with lint free cloth. Dust and slight amounts of dirt can be removed easily from the glass with clean warm water.

Although the glass used in V.I.A. is strong, it is still breakable. Avoid striking it with any sharp or hard objects.

6. Ceramic Markerboard Skins

Suggested dry-erase markers:

We recommend solvent-based dry-erase markers (instead of water-based, or “low-odor” dry-erase markers). Low-odor markers take longer to dry and the ink clings more aggressively to the surface, leaving behind a residue.

Cleaning:

1. Wipe board with a clean cloth moistened with a liquid cleanser.
2. Rinse with warm, clear water to remove any residue from the cleanser (a very important step).
3. Wipe dry with a clean cloth. If your board is used daily, the cleaning should be performed two or three times a week. Repeated cleaning may be required if writing is left on the board for more than two days.

Removing permanent marker:

A quick and easy way to remove permanent marker from the board's surface is to write over the top of the permanent marker writing with a dry-erase marker and simply erase.

If this doesn't sufficiently clean the surface, use the following technique:

1. Moisten a clean, dry cloth with isopropyl alcohol.
2. Wipe the board in a circular motion to loosen marker residue.
3. Rinse with clear water and dry the board with a clean cloth.
4. Repeat these steps as necessary to remove all residue.

7. LED Light Lens

Remove dirt from glass surfaces by using a conventional non-abrasive glass cleaner together with lint free cloth. Dust and slight amounts of dirt can be removed easily from the glass with clean warm water.