



MARKETING ANNOUNCEMENT

Maintenance Instructions of UFOU Office Products

Thank you for becoming a valued user of UFOU. Our products are trustworthy.

To maintain the integrity and service life of our products, UFOU has formulated some care and maintenance standards regarding our fabrics and finishes.

Important Note: Improper cleaning and maintenance may void the product warranty! Before using any cleaner, you're recommended to perform pretest of color fastness in a small but inconspicuous local area. To deal with large stains, you should contact professional furniture cleaning personnel to gain suggestions.

Material maintenance

- All materials may be affected by stains or dust.
- Poor cleaning or improper cleaning will shorten the service life of fabric, faux leather, leather and other items.
- Three proofings and other treatment measures cannot be a substitute of routine cleaning and proper maintenance.



MARKETING ANNOUNCEMENT

- All stains need to be cleaned in time, otherwise it will be difficult to remove.
- All cleaners including mild formula of cleaners will leave harmful residues on the surface that can cause damages to the surface if they are not removed thoroughly (usually cleaned with clean water).
- Never apply disinfectants or alcohol-based cleaners directly to the product surface.

Reduce the impact of cleaning on indoor environment

- Excessive chemicals can lead to secondary pollution. Make sure to reduce the amount of cleaning chemicals as much as possible.
- Use cleaning products with green certification.
- For general maintenance and cleaning, a vacuum cleaner with HEPA filter can be used to trap airborne particles and prevent them from affecting indoor air quality.
- Use VOC-free or low VOC cleaning products.
- Use the cleaning products without or with low-concentration of dyes or fragrances (dyes and fragrances usually have no effect on improving the cleaning effects but may cause allergic reaction in people who are sensitive to chemicals. And some dyes may cause stains on the fabrics).
- Consider choosing biodegradable cleaning products.
- Environment-friendly ingredients in the cleaner include surfactant containing propyl, amides



MARKETING ANNOUNCEMENT

and glycoside.

- The products containing ammonia and alcohols are not recommended.

Fabric maintenance precautions

Polyester or polyvinyl fabric

- While standard wet process and dry process is applied, these fabrics show good color fastness and are also adaptable to most cleaning solvents.
- For oil stains or grease stains, mild solvents or dry cleaners can be used. Gently wipe can remove most stains.
- Accumulated dirt and stains can be removed using a mild detergent or furniture cleaner. Wash thoroughly with a clean sponge to remove residues of water-based cleaners and avoid wetting out the base material, thus accelerate the drying rate of fabrics.
- Avoid excessive brushing or rubbing to prevent pilling of fabric surfaces.

Wool fabric

- Dry cleaning (solvent) methods are preferred because water-based products may cause fabric shrinkage.
- Mild dry cleaning solvents can be used to remove oil stains and general stains. Gently pat to remove them. Wiping the fabric may cause surface abrasion.



MARKETING ANNOUNCEMENT

- If spot cleaning leads to unacceptable surface deformation (e.g. pilling), you can readjust the textile fiber with handheld steam iron, and select the “Wool Fabric” mode to restore the fiber with steam.

Nylon fabric

- While standard wet process and dry process is applied, these fabrics show good color fastness and are also adaptable to most cleaning solvents.
- Dry dirt: Clean the surface with vacuum cleaner on a regular basis to prevent sand, dust, ash and dry dirt from attaching to the fabrics.
- Wet dirt: Use water-based furniture cleaner commercially available (abiding by the instructions of cleaner).
- Oil stains: Grease, tar, oily foods and others may be removed with solvent-based cleaner or strong solvent-based cleaner (abiding by the instructions of cleaner).
- Gently patting the fabric can remove most stains. Avoid brushing or rubbing to prevent pilling on fabric surfaces.

Leather Maintenance Precautions

Polyurethane material

- Wipe regularly with water and a damp, clean and soft white cloth.



MARKETING ANNOUNCEMENT

- Mild (10%) detergents and water solution can be used for regular cleaning as needed. Finally, rinse with water and wipe dry.
- Never use solvent-based cleaner to avoid causing damages to the leather surface.
- Never use cleaner (e.g. caustic soda or acid) containing corrosive ingredients or ammonia

Ultra-fiber material

- Wipe regularly with water and a damp, clean and soft white cloth.
- Never use solvent-based cleaner to avoid causing damages to the leather surface.
- Never use cleaner (e.g. caustic soda or acid) containing corrosive ingredients or ammonia

Genuine leather

- Wipe dust off the leather surface like cleaning furniture during routine maintenance.
- For most stains, you can remove them with lukewarm water and mild soapy water. Then, wipe leather with wet cloth and wipe dry with soft and dry cloth.
- Never use saddle soap, polishing agent or wax.

Woods Maintenance Precautions

Plate-type materials

- For general cleaning, use a mild cleaner and warm water. If the surface is contaminated, use non-



MARKETING ANNOUNCEMENT

abrasive cleaner and, after washing, rinse with warm water and wipe dry with a soft cloth.

- Spray cleaners like Glass Plus can be used for general cleaning. For stubborn fingerprints or oil stains, gently wipe them in a circular motion using soap and water containing soft bristles.

Wooden furniture

To maintain our wooden furniture, you should pay special attention to the wood surface and coatings, and careful maintenance is necessary.

Special considerations:

- UFOU wood products are coated with environment-friendly wood wax oil. All coatings are applied to protect the wood surface. You only need to wipe conventional stains with a wet cloth in time.
- In order to protect the wooden surface, the desktop used for writing and office equipment must be equipped with a protective table mat.
- High temperature and humidity may cause damages to wooden furniture, so don't place the products directly under sunlight, near the radiator or air conditioning vent, humidifier, fireplace, etc. Use protective pads to place heating items, such as coffee pots and cups.

Regular maintenance:

- Regular dust removal prevents the accumulation of dust and stains to protect the gloss. Use a wet cloth to wipe the wood product along the wood grains and wipe dry in time. Avoid using excessive



MARKETING ANNOUNCEMENT

water or water residues on the surface.

Wood decorations and finishes

Regular maintenance:

- Regular dust removal prevents the accumulation of dust and stains to avoid surface dullness. Use a wet cloth to wipe along the wood grains and wipe dry in time.
- Avoid using cleaners that contain abrasive or corrosive agent.
- For a more thorough cleaning, use a mild cleaner and dry with a soft cleaning cloth.

Metallic Plastics Maintenance Precautions

Hardware coated furniture

- Where minimal maintenance is required, clean the furniture using warm water and mild cleaner, and then wipe dry with clean soft cloth.
- Sliding mechanism doesn't require lubrication, because all machinery equipment have been pre-lubricated at the factory.

Hardware coated trim

- Where minimal maintenance is required, clean the furniture using warm water and mild cleaner, and then wipe dry with clean soft cloth.



MARKETING ANNOUNCEMENT

Plastic parts of seat (including seat case, armrest cover, base)

- Most dirt can be removed with warm water and mild detergent (10%) solution. Remove heavy dirt with soft brush, and wipe with clean white cloth and clean water.
- Don't use scrub brush to avoid causing damages to the plastic surface.
- Never use solvent-based cleaner.

Metal

- Warm water and mild cleaner can remove most spills and stains.

Glass

- Use high-quality glass cleaner containing ammonia and soft cloth to clean the surface.
- Use warm water and small amount of mild liquid soap solution, apply with soft cloth and remove excess liquids with wiper or wipe dry with non-fiber cloth.