

PRODUCT CARE AND MAINTENANCE GUIDE

Greenapple's products are carefully designed with prime quality materials, finishes and construction methods that ensure maximum durability of daily usage. With the following maintenance recommendations, you can guarantee your products' to last a lifetime.

Please be aware that the appearance of your furniture will change in colour through use and light exposure.

Keep these recommendations for future reference.

If you have any further questions, please contact our customer service: customer@greenapple.pt

General recommendations

Never place your product too close to a radiator or similar source of heat. Make sure that there is minimum 20-30 cm space between your furniture and your heat source. If next to fire places/stoves make sure the distance is at least 100 cm.

Avoid placing furniture in high-humidity areas, as it may result in mould, discolouration and quality deterioration.

The surface of your furniture should not come in contact with hot and/or moist/wet containers/materials. Avoid direct contact with hot items, such as pots, candles etc. They could cause delamination of the veneers used to cover the upper surface of board furniture. We always recommend using coasters or placemats.

Please check regularly to ensure casters and legs are firmly tightened to furniture. Casters should be kept clean to avoid potential damage to the floor surface. Over time, you may experience that doors and drawers do not open as smoothly. We suggest regular adjustment of the hinges on doors and drawers to avoid this.

For general surfaces, we recommend using a damp cloth and that you always use environmentally friendly cleaning products. Take care of your furniture regularly and frequently.

Before using any cleaning product, you should test it on an inconspicuous spot. Please follow the cleaning product manufacturer's instructions and contact a professional cleaning company in case of stubborn dirt or stains.

All lamps and light fittings conform to US/European guidelines for domestic use. Do not use electrical appliances that are above the capacity of the socket. It could potentially lead to fire.

Direct exposition to sunlight can alter the colour of the wood, lacquer and textiles.

Wood, wood veneer and painted/lacquered surfaces

Wood and wood veneer are natural materials and therefore will display natural variations in their grain and colour. Their surfaces are affected by light and over time their character and colour will change.

To remove dust, always use microfiber cloths for wood furniture. It is softer than other cloths and will not damage the surface. Be very careful while cleaning wood to avoid scratching the surface.

Soak a cloth in lukewarm water that is mixed with a small amount of pH neutral soap. After wiping furniture with this cloth, wipe it off again with a dry cloth. If possible, avoid rubbing the surface while cleaning it, as this will make matte finishes shiny and charge the varnish with static electricity, which will attract more dust.

Never use products containing solvents, chemicals, polish, oil treatments or aerosols as they may damage or reduce the lustre and shine of the lacquered surface and/or leave marks. Please note liquids containing alcohol (e.g. nail polish) cannot be removed.

Marble and stone

Marble is a porous material with an open surface that needs protection, and any spilled liquids should be wiped off immediately to avoid stains.

Before delivery we give it a protective layer of silicone wax, which reduces the risk of liquids penetrating the marble. However, oily liquids will penetrate the surface more rapidly than water based liquids. Since the marble

is influenced by heat and might, in the worst case, crack, you need to protect the surface by using coasters.

Remove everyday dust from marble or stone parts with a soft, dry cloth. In case of stains caused by liquids or greasy substances, immediately wipe them off with an absorbent cloth and, after, clean the surface with a damp cloth with lukewarm water.

For stubborn substances, use a mild neutral soap, e.g. soap flakes or pH neutral alcohol-free detergent. Always clean any stains from a liquid substance immediately in order to avoid any permanent blemishes.

Do not use any acid or alkaline product and/or containing acetone, ammonia, chlorine or solvents, abrasive products and furniture polish, since these might permanently damage the surface of the product, leaving marks or making it look opaque.

Glass/mirror

Remove dust using a damp cloth with glass cleaner or alcohol diluted with water, and then dried with a soft cloth. Glass cleaner should not come into contact with any other materials, such as doorframes, as it may cause discolouration of the finished surface of the frame.

Be very careful while cleaning the glass to avoid scratching the surface.

Metal and power-coated surfaces

Metal surfaces are finished with a coating material designed to prevent rusting and discolouration. Contact with liquids may result in stains that could damage the surface and in rare cases cause rust. To avoid this, be sure to wipe surfaces dry when they come in contact with liquids.

Wash surface with a clean, lightly dampened cloth soaked in mild detergent (pH-neutral) and warm water. Rinse thoroughly and dry with a clean soft cloth. Do not use chemical products, solvents or cleaners containing granular substances, acetic acid, citric acid or abrasive kitchen cleaners as they can permanently damage the finish.

Dust regularly with a soft, dry cloth. Always clean metal surfaces gently and without scrubbing so that the surface is not scratched.

For stainless steel, we recommend using a special stainless steel care spray, steel cleaner or detergent.

Upholstery

Rotate removable cushions frequently to promote uniform wear and increase longevity.

Vacuum upholstery weekly using the soft brush nozzle on your vacuum cleaner to help maintain it and its comfort.

Annual cleaning by a professional upholstery cleaning service is recommended.

Take special care when spraying household chemicals and commercial products near upholstery.

Please note that scratching or tearing caused by sharp objects e.g. metal parts and rivets, can loosen or remove fabric fibres and potentially damage fabric or leather.

Fabric

Careful vacuum cleaning on a regular basis is recommended. Only use the soft brush nozzle on your vacuum cleaner. Fine particles of dust can stick to fabric and result in increased fabric wear.

These care instructions will keep the product dust-free and also prevent further dust penetration on the textile parts. This is recommended for those who suffer from allergies in particular.

Use a clean and dry white hand towel or cloth to brush the entire product. Avoid using any coloured towels or sponges, as the dye may alter the colour of the textile.

Fresh stains can usually be removed quickly by wiping immediately with an absorbent, lint-free sponge or cloth. Start from the outer edge of the stain and work towards the centre to avoid creating a halo effect. If necessary clean the surface with a damp cloth with

cool or lukewarm water. Never use hot water, which tends to set the stains.

Don't apply too much strain on it as this can damage the fabric.

Never use any solvents or products containing solvents.

Use a steamer to restore the lustre and shine of a velvety textile. For the best possible result, move the steamer in the direction of the nap.

For stubborn stains it is essential to consult a professional.

Leather

Careful vacuum cleaning on a regular basis is recommended. Only use the soft brush nozzle on your vacuum cleaner. After vacuum cleaning, dust off with a soft neutral coloured cloth soaked in lukewarm water. After wiping furniture with this cloth, wipe it off again with a dry cloth.

Don't leave spills standing over an extended period of time, as they can be absorbed. Prevent these from turning into stains by blotting them immediately with a clean, dry, white cloth.

Superficial dirt can be removed with a damp cloth as long as care is taken not to wet the leather and not to apply direct pressure. You should also avoid rubbing too hard. Small dirt stains or pen stains are best removed with a colourless pencil eraser.

In order to retain the softness and attractive appearance, we recommend that you treat the leather product with a mild cleaner product and apply a leather protection cream, which contains the necessary nutritional fat and moisture components. Always apply a designated care product from a specialist retailer. Recommended usage 2-4 times a year as required.

Never use any solvents or products containing solvents or any aggressive agents such as stain removers, turpentine, shoe polish, wood furniture intended products, etc. These can stain and damage leather permanently.

Leather furniture should not be exposed to direct sunlight and should be kept some distance away from sources of heat; otherwise, the leather can dry out and become rigid and, eventually, crack.

We hope this information was helpful. Please feel free to contact us regarding any other product care issues.

Consumer claim rights & warranty

Should you, against all expectations, be dissatisfied with the quality of your new furniture, we ask you to contact Greenapple customer service and include photos of the defect with your claim.

Material and production defects are the ones considered to already have been present on the day of your purchase/delivery (moment of purchase or moment of delivery).

These defects are resolved through repair. A partial replacement will be carried out if repair is not an option.

Defects not legitimate as claims are defects that appear by accident, negligence, irregular use, wear and tear or through not having complied with the assembly instructions and the Care Guide folder.

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