

# Session



## Operation & Maintenance Manual

Caring for your Connection products

# More than a promise

We aim to deliver excellence in all aspects of our business here at Connection. Our mode of operation is more than a promise, it's a charter that we set our stall by and that governs everything we do.

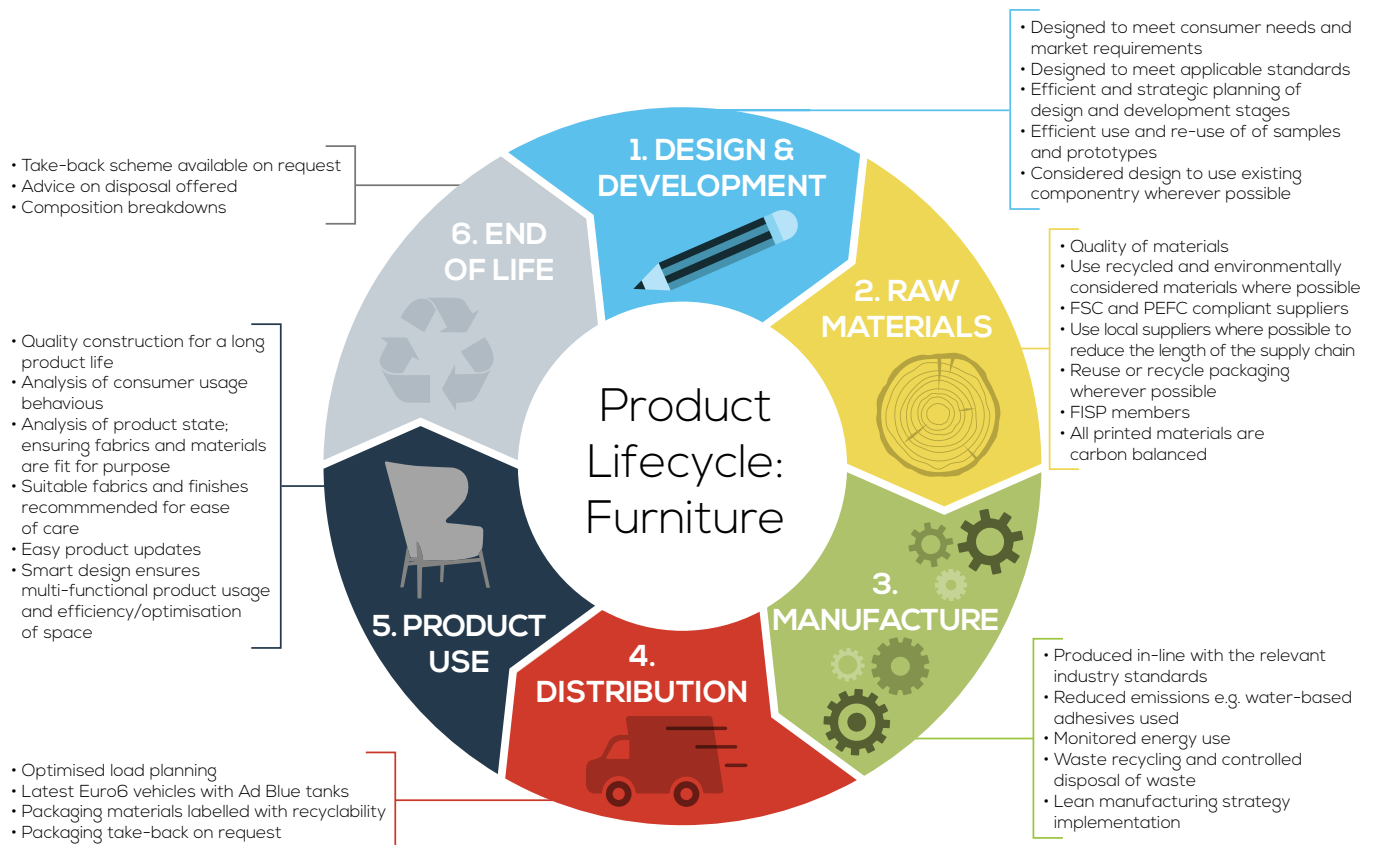
## Sustainability



We consider the impact upon the environment throughout all of our processes, from the initial design of the product, through its manufacture and delivery, right up to disposal when it has reached the end of its useful life.

We calculate and hold data on all our products, detailing use of recycled content and recyclability. This information is compliant with the SKA rating criteria.

We encourage our supply chain to gain certification to our complementary credentials such as FSC® and PEFC™, to help ensure that the Chain of Custody path of timber purchased, remains unbroken and that wood products originate from a responsible and sustainable forest.



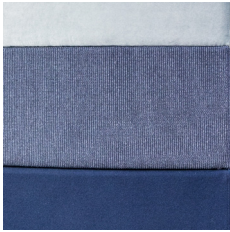
We are proud to be a carbon neutral business. Our aim is to reduce our impact on the environment and make a positive difference which benefits the planet and all our stakeholders. Our ambition is to become net zero by 2050. We work with Forest Carbon who lead the way in UK woodland creation for carbon capture. Through the planting of over 13 million new trees since 2006, their projects are removing nearly 3 million tonnes of CO2 from the atmosphere, as well as providing a host of other benefits to society, including flood mitigation, enhanced biodiversity and increased public access. [www.forestcarbon.co.uk](http://www.forestcarbon.co.uk)

# Session

## Operation & Maintenance

### Fabric (seatpad)

---



We advise that for any fabric on your products, you refer to the manufacturer's cleaning and care guidelines.

#### Basic tips

- Vacuum your fabrics regularly to prevent build-up of dust and dirt on the fabric surface
- Get to spills and stains quickly. Mop up the excess liquid using kitchen roll or a damp cloth, then clean using upholstery shampoo, detergent or hand wash. Always use a branded shampoo.
- Wool and polyester, generally can be dry cleaned (please refer to manufacturer guidelines for fabric content)
- For spill or stain prone areas, a stain repellent finish can be applied to certain fabrics. Alternatively, choose a wipe-down upholstery solution.
- Never apply bleach, ammonia, alkali or strong acids to wool upholstery
- Leathers should be dusted regularly and wiped with a soft damp cloth. Branded leather wipes may be used for more thorough cleaning.
- Vinyls should be cleaned with warm soapy water

#### Useful fabric manufacturer links

[www.camirafabrics.com/en](http://www.camirafabrics.com/en)

[www.kvadrat.dk/en](http://www.kvadrat.dk/en)

[chieftainfabrics.com](http://chieftainfabrics.com)

[www.ultrafabricsinc.com](http://www.ultrafabricsinc.com)

[www.panaz.com/en](http://www.panaz.com/en)

[www.vescom.com/en](http://www.vescom.com/en)

[www.yarwoodleather.com](http://www.yarwoodleather.com)

[www.muirhead.co.uk/en](http://www.muirhead.co.uk/en)

[www.warwick.co.uk](http://www.warwick.co.uk)

[www.gabriel.dk/en/fabrics/fabrics](http://www.gabriel.dk/en/fabrics/fabrics)

[www.aguafabrics.com](http://www.aguafabrics.com)

[inloomfabrics.com](http://inloomfabrics.com)

[abbotsford-textiles.com](http://abbotsford-textiles.com)

### Polypropylene Plastic

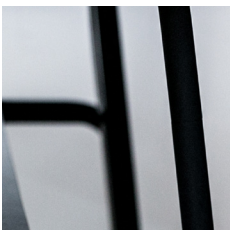
---



It is best to wash the surface with mild liquid dishwashing cleaner with a clean cloth or sponge in the first instance and dry with a clean dry cloth. Polypropylene can handle a mildly abrasive cleaner for more stubborn stains, but do not use with a abrasive cloth as this may scratch the surface.

### Metal

---



Metals used will have been chrome plated, polished or powder coated depending on which products you have ordered.

We recommend you dust regularly, with a lint free cloth. For any stubborn stains, the best way of cleaning is with soap and water, and dry off with a non-abrasive cloth. Alternatively, use a specific metal cleaner. Do not use any abrasive or wax based cleaning products.

# Warranty

---

The company warranties are valid only on standard product for a period of five years; this period may be increased, subject to which products, and will need to be confirmed in writing.

The warranty is subject to the following:

## **What Is Covered**

- When full payment has been received for the goods.
- Products used in a single 8-hour shift in an office, or appropriate environment. Structural and moving parts under fit-for-purpose use and service, and where the product has been used for the purpose it was designed for.

## **What Is Not Covered**

- Normal wear and tear.
- Failure to apply, install, reconfigure or maintain the product in the appropriate way and/or failure to follow Connection's installation instructions.
- The product has been used for the purpose which it has been designed and has not be subject to misuse, unauthorised repair, replacement, modification or alteration in any way. Natural variations in wood grain or the presence of character marks.
- Changes in surface finishes, including colourfastness due to ageing or due to exposure to light.
- Products considered by Connection to be consumables (e.g. batteries, lamps etc.)
- Fabric and electrical components (see below).
- Connection does not warrant products that are exposed to extreme environmental conditions or have been subject to improper storage.
- Connection does not warranty any products that have been subjected to incorrect cleaning methods and where the user has not followed the manufacturer's instructions.

## **Fabric**

Fabric quality and performance is not covered by Connection's warranty when specified by our customers or a designer; any claims arising from defective fabric would sit with the manufacturer of the fabric. Connection will facilitate dialogue with the manufacturer and assist in any genuine claim, but in no way accepts liability. However, in the case of COM, the customer will be required to take full responsibility and Connection will not enter into any communication regarding faulty fabric.

## **Electrical Components**

Connection does not cover any electrical components installed in its furniture; any such claim will be directed to the manufacturer. Connection will facilitate dialogue with the manufacturer and assist in any genuine claim but in no way accepts liability. All installations of electrical components in Connection products, unless carried out by an approved engineer, will be the responsibility of the customer who will also be responsible for all testing.

If we can help further, please do contact us:

[sales@connection.uk.com](mailto:sales@connection.uk.com)

+44 (0) 1484 600100