

# WILLIS & GAMBIER

Furniture designed for life



## AFTERCARE LEAFLET

# CARING FOR YOUR INVESTMENT

Thank you for choosing Willis & Gambier and we wish you many happy years with your furniture. As our products are made from wood, they do need to be treated with a certain amount of care. We hope the following provides you with all the information you need to maintain the beauty of your furniture. If you have any questions or queries, please do not hesitate to contact us directly.

## TIPS TO PROLONG THE LIFE OF YOUR FURNITURE:

- **Do not place furniture near direct sources of heat or air conditioning units**
- **Avoid changes in humidity and especially steam**
- **Always leave a gap behind wardrobes, chests and wall units to allow air to circulate**
- **Protect furniture from strong or prolonged sunlight**
- **Avoid marking furniture with sharp objects, for example when using a ballpoint pen - always use a protective mat when writing to protect the surface of the furniture**
- **Carefully lift your furniture, never drag or push it as this can cause undue stress on joints**
- **Do not rock backwards, forwards or side to side on dining chairs**
- **Always follow fitting instructions carefully and retain them for future use**
- **Uneven floors could give the impression that doors of wall units and wardrobes are out of alignment. Be aware of this and compensate if necessary by adjusting the hinges or packing a corner to level the item. Please refer to the instructions, included with your furniture, and adjust accordingly**
- **Do not place hot dishes, cups or plates directly onto any cabinet or table top – use insulated mats as protection**
- **Don't overstrain hinges or place heavy items onto glass shelves**
- **Take care not to drag crockery across the wood surface or to put heavy items on the surface without protection**
- **If items are to be placed on the surface of your furniture and have rubber feet, it is advisable to use mats to prevent marking**
- **If your furniture becomes stained, scratched, chipped or suffers other damage, we recommend professional help is sought to restore it. Your local furniture retailer should be able to give a recommendation**
- **Protect wood surfaces with felt under-cloths and place mats**
- **The colour of wood matures with exposure to light, so it is important to rotate any ornaments or lamps regularly and expose table leaves to avoid noticeable colour differences occurring**
- **Small tables should not be used for sitting or standing on**
- **Dining tables should be left extended for the first few months to avoid uneven shading**
- **Avoid sharp objects on upholstered furniture which may snag the fabric**

**CAUTION: Disconnect any light fittings from the mains before changing bulbs in cabinets.**

# GENERAL CLEANING/MAINTENANCE TIPS

***The following advice is suitable for lacquered, waxed, painted and oiled finishes.***

To maintain the appearance of your furniture, we recommend regular dusting with a soft cloth in the direction of the grain. It may occasionally be wiped with a soft, slightly damp cloth and dried with a lint free cloth. Nothing with a bleaching content should be used.

The repeated use of a polish containing silicone is not recommended as it will lead to a build up of a silicone film altering the appearance of the furniture.

Avoid using any polish that contains alcohol, ammonia or any acids.

Metal polish should not be used as the handles have their own protective lacquer to prevent tarnishing.

Glass or mirrored panels should be cleaned using a non solvent based glass cleaner and soft cloth, carefully avoiding contact with any wooden or painted sections of the furniture.

Blot any spills immediately. DO NOT try to wash or rub spills.

Finger marks can be removed with a clean, slightly damp cloth.

If your furniture has an oiled finish (please consult your retailer if you are unsure) then you can apply a coat of generic Danish Oil if the wood shows any signs of drying out. Danish Oil is available from all good DIY stores.

## UPHOLSTERY

For items featuring leather, an occasional wipe with a slightly damp cloth will help keep it in pristine condition.

For fabric upholstered items an occasional vacuum on a low setting with a soft brush will help keep your upholstery clean.

Treat all stains and spills immediately.

Soak up any spills with an absorbent cloth and blotting action and always work from the edge of the stain inward to avoid spreading. Do not use an abrasive cloth or rub excessively.

If in doubt, please consult a specialist dry cleaner.

# CHARACTERISTICS OF WOOD

## NATURAL PRODUCTS

Wood is a naturally occurring product; part of its beauty is that no two pieces can be the same. The depth and shade of colours along with the grain pattern vary from item to item. It is important to understand these unique properties; these properties should not be mistaken for flaws.



## KNOTS

Knots are a natural part of REAL wood furniture; they do not affect performance and add interest to any piece of furniture.



## RESIN POCKETS

These are a natural feature and will appear as small marks in the finish. These add character to a piece and are not flaws.

## PAINTED FURNITURE

The hand finish on each individual item results in subtle variation in finish between pieces and gives the range its unique character. Over time, hairline cracks may appear in the paint finish. This is a natural part of the ageing process and occurs on all painted furniture.



## EXPANSION

All timber will display signs of movement from season to season because of the changes in temperature and humidity. This occasionally may make drawer movement a little stiff. To ease movement, simply rub a little candle wax or bar of soap on the drawer runners.



Sometimes, where two solid pieces of wood are connected, expansion will cause a very slight 'ridge' to form. This is perfectly normal and will disappear once the wood contracts.

## LIGHT

It is important to note that the colour of real wood matures with exposure to light. Therefore we advise placing products away from direct sunlight where possible and to rotate any items placed on top of the furniture every so often.





*The beauty of wood is that no two pieces can be the same.*



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