



## CHI's Cleaning And Care Guide

CHI's products are designed and manufactured for sustainability and style. However, regular inspection and maintenance of installed seating and decor will ensure ongoing product quality, safety, and longevity. Periodically survey joints, welds, swivels and other points of stress. Inspect products for missing glides, screws, or bolts, and clean, tighten, and grease parts where necessary. If repairs are needed, use only CHI replacement parts and attachment methods. Immediately discontinue use of any item showing structural fatigue and contact CHI for replacement. Continued use of the damaged product will invalidate CHI's warranty.

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## Performance Upholsteries: Crypton<sup>®</sup>, Nano-Tex<sup>™</sup>

### Application: Booth Backpads

Most spills on performance fabrics can easily be cleaned with a clean, soft cloth. Wipe up the spill as quickly as possible after the spill occurs. However, for dried stains or more difficult stains, performance fabric can be easily cleaned with a soap and water mixture.

Combine one part of an enzyme powder detergent such as Tide<sup>®</sup> or Cheer<sup>®</sup> with 5 parts water. Apply the solution to the stain and wait a minute or two to allow the detergent to begin removing the stain. Then lightly scrub the area and rinse thoroughly with clean water.

Water will not penetrate the chemical barrier of the performance fabric, so don't be afraid to rinse liberally. All soap residue must be completely removed. As with any fabric, dirt and dust can build up, so vacuuming regularly is advised.

CHI also offers a cleaning kit tailored for removing stains specific to the quick service restaurant industry. For more information or to purchase cleaning kit, contact CHI Customer Service at 1-800-314-7659, ext. 103.

Source: [www.cryptonfabric.com](http://www.cryptonfabric.com)



## Upholstery Treated With Gore<sup>™</sup>

### Application: Booth Backpads

#### LIQUID SPILLS

Most liquid spills will bead up on the fabric's surface. If cleaned before the liquid dries, the spill can easily be removed using a paper towel to absorb the liquid. Flush the area with water and apply a clean cloth, then blot dry. If necessary, treat the spill with an upholstery spot cleaner or fabric-safe detergent solution and let it sit for one minute. Flush the cleaner with water and apply a clean cloth, then blot dry.

#### THICK, MOIST SPILLS (KETCHUP, MUSTARD, ETC.)

Ketchup, mustard and relish have a thicker consistency than liquids. First, lift as much of the spill as possible with a damp cloth, rotating the cloth as you wipe without pressing it into the fabric. Repeat this process with a clean cloth. The more spill you can pick up from the surface of the fabric without pressing it into the fabric, the easier it will be to remove any residue. If residue remains, flush the area with water and apply a clean cloth. Repeat this process as needed, then blot the fabric dry. If residue still remains, treat the stain with an upholstery spot cleaner or fabric-safe detergent solution and let it sit for one minute. Flush the cleaner with water and apply a clean cloth, then blot dry.

#### SOLID OR DRIED SPILLS

If a spill dries before detection, pick off any dried solid material and then remove as much of the spill as possible with a soft bristle brush and/or vacuum. If residue still remains, treat the stain with an upholstery spot cleaner or fabric-safe detergent solution and let it sit for one minute. Flush the solution with water, rub with a clean cloth, and then blot dry.

**GREASY OR OILY SPILLS**

It is imperative to clean up greasy, oily spills like salad dressing and mayonnaise as soon as possible after occurrence. Although grease and oil based stains can be difficult to remove, the following process is effective in most scenarios. Remove as much of the spill as possible with a clean, dry cloth. Rotate the cloth as you wipe, and do not press into the fabric. Repeat this process with a clean cloth. The more residue you can remove from the surface of the fabric without pressing into the fabric, the easier it will be to clean up the spill. Treat the stain with an upholstery spot cleaner or fabric-safe detergent solution with a grease-cutting agent and let it sit for one minute. Flush the detergent or spot cleaner with water and apply a clean cloth, then blot dry.

If residue still remains, treat the area with a solvent-based cleaner or a fabric degreaser to help break down the grease or oil. Flush the cleaner with water and apply a clean cloth, then blot dry.

As with any fabric, dirt and dust can build up, so vacuuming regularly is advised.

Source: [www.goreseatingprotection.com](http://www.goreseatingprotection.com)

**Vinyl and Polyurethane Upholstery****Application: Chairpads, Booth Seatpads and Backpads**

Use mild-soap and water solutions to clean vinyl with a soft cloth or sponge. For difficult surface stains, allow detergent solution to stand on surface and soak for a few minutes to loosen the components of the stain. Wipe detergent solution with a water-dampened cloth, and dry vinyl with a clean, soft white cloth after washing. If dirt is embedded, vinyl can be scrubbed with a soft brush. DO NOT use abrasive or solvent cleaners, especially cleaners containing bleach.

For stains that cannot be removed by the aforementioned methods, try a solution of 10% bleach, 90% water. Dampen a soft white cloth with this solution and gently rub the stain. Rinse the stain with a clean, water-dampened cloth to remove bleach solution. Dry immediately, as previously mentioned. Be sure to try this method on a small, inconspicuous section of the vinyl before applying solution to the stain.

The key to keeping vinyl upholstery clean is removing grease, dirt, and condiment residue as quickly as possible after the spill occurs. As with any fabric, dirt and dust can build up, so vacuuming regularly is advised.

Small punctures and tears in vinyl can be repaired with vinyl repair kits. These can be found at automotive parts stores and at hardware stores. For backpads and chairpads that have larger rips and cuts, contact CHI's customer service department for replacement.



## Fiberglass

### Application: Booths, Chairpads, Outdoor Furniture

Use mild soap and warm water to clean fiberglass surfaces. Dry thoroughly with a clean, soft cloth. DO NOT use abrasive or solvent based cleansers. To lengthen the life of a fiberglass surface, treat periodically with a high-quality, pre-softened paste wax, which is available at any home supply store. The wax fills scratches to prevent soiling and makes the fiberglass much easier to clean. Scratches or cigarette burns can often be rubbed out with a rubbing compound. Caution should be used since too much rubbing may result in removing the colored gel coat layer and exposing the fiberglass substrate.

Be sure to wipe down all standing water on outdoor fiberglass surfaces. Drops of water on the surface become a miniature magnifying glass in the sun and can burn and discolor the surface. If water is allowed to evaporate, it will leave behind mineral and salt deposits which etch into the gel coat and become extremely difficult to remove.

Surface scratches and small cracks and chips in the gel coat are cosmetic and do not hurt the strength of the furniture. Scratches can be easily touched up with a gel coat repair kit that can be purchased from CHI by calling 1-800-314-7659 ext. 103.



#### LISTED BELOW IS THE PROCEDURE FOR FIBERGLASS REPAIR:

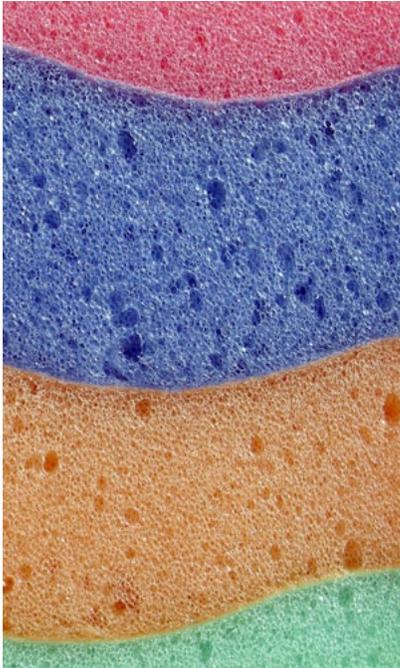
1. Sand damaged area with #80 grit dry sandpaper before applying gel coat.
2. Pour two tablespoons of colored gel coat in non-styrofoam mixing container.
3. Add two drops of catalyst (a hardening agent, not included in kit). Catalyst is methyl ethyl ketone peroxide (MEKP). It can be purchased at hobby shops, paint stores, or marine supply shops. It is not supplied in patch kit because of shipping restrictions.
4. Mix thoroughly and apply to damaged or scratched area.
5. Wait approximately one hour for the gel coat to set up.
6. Use single edged razor blade to reduce patch area as closely as possible to the surface.
7. Sand with #400 (wet) sandpaper, and then #600 (wet) sandpaper until smooth.
8. Rub or buff refinished area lightly with buffing compound.
9. Apply wax

**\*\*\* Handle acetone and catalyst with care. Avoid spilling on hands, clothing, etc. Use in well ventilated area. \*\*\***

## Laminate

### Application: Tabletops, Divider Walls, Trash Units

To ensure the longevity of your laminate, do not chop, slice, pound, or hammer on any laminate surface. Knives or other sharp utensils may slice or scratch the surface, lowering wear and stain resistance. Although high pressure laminates are somewhat resistant to scratches and marring, the surface can be damaged, even under normal use. Heavy blows from a hammer or meat tenderizer may crack or gouge the surface. Ceramics and abrasive objects can cause scratching and premature wear. Do not slide these items across laminate surfaces.



Cookware still hot from the stove, oven, or microwave, as well as electric skillets and waffle irons, should not be placed directly on laminate surfaces. Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material.

Laminate may need occasional dusting depending on where it's used. To maintain the surface, use a non-oily furniture spray like Pledge®. Furniture polish can also help hide fine scratches in the surface.

To clean laminate, use a damp cloth or sponge and a mild soap or detergent. Rinse with clean water, using a clean, non-abrasive cotton cloth. Do not flood the laminate, especially near seams, since water can penetrate and cause the substrate to swell. Dry the surface with a soft, clean, non-abrasive cotton cloth.

Always try to wipe up spills promptly and rinse thoroughly with water. Difficult stains like those caused by coffee or tea can be removed using a paste of baking soda and water. Apply baking soda mixture to stain, and use a stiff nylon bristle brush to scrub the effected area. Light scrubbing for 10 to 20 strokes should remove most stains. Do not scrub as to damage or scratch the surface finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or acetone (nail polish remover). Apply the bleach or acetone to the stain and let stand no longer than two minutes. Rinse thoroughly with warm water and wipe dry. This step may be repeated if the stain appears to be fading and the color of the laminate has not been affected.

Items that will cause stubborn stains that may disappear on their own, after a short time, or after repeated cleanings include: coffee and tea, food, fingerprints, glass rings, food dyes, and water marks. Items that will cause potentially permanent stains include: cash register ink, food pricing ink, indelible ink, label ink, lemon juice, marking pen ink, newsprint, and wood stains. Items that will cause permanent stains include: dermatological residue, povidone-iodine, hair dyes and rinses, Red-2B dye, laundry bluing, silver nitrate, Mercurochrome®, tannic acid, peroxides, and tar compounds.

Occasionally, new laminate surfaces have a streaky appearance caused by contact adhesive used during fabrication. Clean with a non-abrasive cotton cloth and an adhesive solvent. Use solvent sparingly, as excessive amounts may delaminate edges. Read and follow all warnings and instructions on the labels of all solvent products.

Remove most oil-base paints, varnishes and lacquers from laminate surfaces with a suitable solvent. Read and follow all warnings and instructions on the labels of all solvent products, and remember that most solvents are extremely flammable. Use solvent sparingly, as excessive amounts may delaminate edges. Remove most water-based paints with an ammoniated household cleaner. For stubborn paint spots, gently use a plastic, non-metallic, non-abrasive pad. Never use steel wool or other abrasive pads.

Textured laminate finishes require special care. Use a nylon-bristled hand or vegetable brush, along with a mild liquid detergent and water solution or household cleaner. Clean the soiled area, using a rotating motion. Rinse and dry the surface as previously indicated.

High gloss laminate finishes also require special care. If residual streaks and smears remain after normal cleaning, use a mild glass cleaner and then dry with a clean, non-abrasive cotton cloth.

**RECOMMENDED CLEANERS:**

Clorox®	Formula 409®
Dawn®	Glass Plus®
Windex®	Dow Bathroom Cleaner with Scrubbing Bubbles™
Fantastik®	Lyso®
Mr. Clean®	

\* Prolonged exposure to bleach will cause discoloration.

**Caution:**

Prolonged exposure of laminate surfaces to bleach will cause discoloration. Always rinse laminate surfaces after cleaning! Failure to rinse after cleaning can cause damage because even a small amount of cleaning solution will remain on the surface if not removed. A dry residue may be invisible; however, moisture from cups or drinks can reactivate it and cause permanently etched scars or stains over time.

Acidic or abrasive cleaners can damage laminate surfaces; do not use them. These cleaners will mar, etch, corrode, and permanently discolor the laminate surface. Also, make sure that bottles, rags, and other materials contaminated with these cleaners never contact the laminate surface.

Drain cleaners containing lye, rust removers, and toilet bowl cleaners contain harsh chemicals that can permanently damage laminate surfaces. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.

Steel wool and other abrasive pads will damage laminate surfaces. Do not use them for cleaning and don't store steel wool pads on your countertop; the metal can rust and leave stains.

**THE CLEANERS LISTED BELOW CAN CAUSE PERMANENT DAMAGE TO LAMINATE SURFACES:**

Ceramic Cooktop Cleaners	Oven Cleaners
Chlorine Bleach	Rust Removers
Coffeepot Cleaners	Drain Cleaners
Lime Scale Removers	Toilet Bowl Cleaners
Metal Cleaners	Tub And Tile Cleaners

**THE CHEMICALS LISTED BELOW CAN CAUSE PERMANENT DAMAGE TO LAMINATE SURFACES:**

CHEMICAL INGREDIENT	SYNONYMOUS NAMES
Hydrochloric Acid	Muriatic Acid Hydrogen Chloride
Sulfuric Acid	Oleic Acid Oil of Vitriol Oleum
Hydrofluoric Acid	Rust Remover
Phosphoric Acid	Rust Remover
Sodium Hydroxide	Caustic Soda Caustic Lye Soda Lye
Pumice (Abrasive)	N/A

Source: www.wilsonart.com, www.formica.com

## Solid Surface

### Application: Countertops, Top Caps, Trash Tops

Wash with soap and water and a clean, soft cloth to remove surface dirt or stains. Ammonia based liquid cleaner may also be used. After cleaning, always rinse the surface thoroughly and wipe dry. Drying is an important step, preventing build-up of soap film or cleaning residue, which can create the appearance of light scratches over time. Stubborn soap film or cleaning residue in solid surface is easily removed with abrasive cleanser, such as Comet®, and a white Scotch-Brite® pad or sponge. For darker colors, a polish may be used to enhance the shine. For areas where there may be food contact, always use a polish formulated for food contact areas. Always follow the manufacturer's instructions for using the polish and for safety concerns.

Stubborn stains caused by cigarettes, alcohol, food, lipstick, hair dye, shoe polish, iodine and marking pens can be removed by using an abrasive cleaners and a Scotch-Brite® Pad. If the surface has a matte finish, use a green Scotch-Brite® pad. If the surface has a gloss finish, use a white Scotch-Brite® pad.

**APPROPRIATE CLEANERS INCLUDE:**

- Hope's Perfect Countertop 100% Streak Free Cleaner and Polish, available at major home improvement stores
- Powdered abrasive cleaners like Comet®
- Ammonia
- Strong detergents
- Oxalic acid solutions
- Dilute hydrochloric acid solutions
- Dilute trisodium phosphate solutions

**TO PREVENT DAMAGE TO YOUR COUNTERTOP, AVOID CLEANING WITH PRODUCTS CONTAINING THE FOLLOWING CHEMICALS:**

- Strong chlorinated solvents
- Chloroform
- Ketones
- Methylene chloride (paint remover)
- Very strong acids such as concentrated sulfuric and hydrochloric acids
- Acid drain cleaners

Surfaces exposed to these agents should be immediately flushed with water. Contact for even a short period of time can cause surface damage, spots or staining.

While solid surface withstands heat better than other surface materials, do not place hot cookware directly on solid surface. Use of a trivet or hotpad beneath cookware is highly recommended. Also, solid surface counters can be scratched or gouged if used for cutting or chopping. Use of a cutting board is highly recommended. Finally, do not sit or stand on products -- like que lines -- manufactured from solid surface. Solid surface is durable, but not durable enough to withstand the weight of children and adults.

**BASIC REPAIRS**

The impact resistance of solid surface allows it to withstand harsh use without chipping, breaking, or cracking. However, if the surface is damaged due to extreme abuse, satisfactory repairs can often be made.

- To restore a matte finish, use 220 grit sandpaper followed by hard buffing with a green Scotch-Brite® pad in a circular motion
- To restore a semi-gloss, use a 220 grit sandpaper, followed by 320 grit, followed by 400 grit. Then blend the finish in by using abrasive cleanser and a sponge or rag.
- A high gloss finish is best restored by a professional. Contact CHI at 1-800-314-7659 ext. 103 for further details.
- If the damage is deep, use a random orbital sander equipped with vacuum dust collection. Start with 120 grit sandpaper, followed by 180-220 grit. After sanding, a uniform matte finish can be obtained by buffing with a green Scotch-Brite® buffing pad. For a semi-gloss, continue sanding with 320 grit, followed by 400 grit. Then buff with a gray Scotch-Brite® pad.

Source: [www.corian.com](http://www.corian.com)

## Granite

### Application: Countertops, Tables

To ensure the longevity of granite surfaces, do not place hot skillets or roasting pans directly onto granite surfaces. Always use a trivet or hot pad. When an undesirable substance like gum food, grease, nail polish, or paint dries and hardens on a granite surface, remove by gently scraping with a plastic putty knife.

Avoid exposing granite surfaces to high alkaline cleaners, strong chemicals, and solvents including paint removers or furniture strippers containing trichlorethane or methylene chloride. Keep nail polish remover, bleach, bluing, permanent markers or inks, and oil soaps away from granite surfaces. If any of these substances do come in contact with a granite surface, rinse the exposed area immediately with water.

STAIN REMOVAL CHART

TYPE OF STAIN	REMOVAL PROCEDURE
Red wine, lemon juice, oil, mustard, blueberries, coffee, roasted vegetables, isopropyl alcohol, hydrogen peroxide, ammonia cleaners, hot sauce, vinegar, hair dye, lipstick, nail polish remover, toothpaste, shoe polish, beets	<ol style="list-style-type: none"> <li>1. Wipe up spills as they occur.</li> <li>2. Use a cloth or paper towel and a nonabrasive cleanser like glass or surface cleaner.</li> </ol>
Food, gum, grease, polish, paint, blood	<ol style="list-style-type: none"> <li>1. Scrape away, using a plastic putty knife.</li> <li>2. Use a white, light duty Scotch-Brite® scrub pad and a non-abrasive glass or surface cleaner.</li> </ol>
Tea, cigarette, grape juice	<ol style="list-style-type: none"> <li>1. Moisten paper towel or cloth with Greased Lightening™, Saniten 313* or another comparable product.</li> <li>2. Rub Stain remover into stain.</li> <li>3. Let sit, covered by cloth for 15 minutes.</li> <li>4. Wipe/scrub cleaner with light-duty Scotch-Brite® pad.</li> <li>5. Rinse thoroughly to remove any residue.</li> </ol>
All stains that persist from lists above; adhesive residue; permanent marker; ink pen; Wite-Out®; crayon; iodine	<ol style="list-style-type: none"> <li>1. Wearing gloves, moisten area, paper towel or cloth with a cleaner like acetone or nail polish remover (acetone or non-acetone based)</li> <li>2. Wipe stain away</li> <li>3. Rinse thoroughly to remove residue</li> </ol>
All stains that persist from lists above, industrial chemicals such as wood stains	<ol style="list-style-type: none"> <li>1. Wearing gloves, moisten area, paper towel, or cloth with acetone or nail polish remover (acetone or non-acetone based)</li> <li>2. Apply a small amount of abrasive cleaner like Comet®.</li> <li>3. Gently work abrasive and cleaner on stained area.</li> <li>4. Rinse thoroughly to remove any cleaning residue.</li> </ol>
Water spots, calcium deposits, and rust stains	<ol style="list-style-type: none"> <li>1. Apply calcium/rust remover to a cotton cloth, white Scotch-Brite® or steel wool and rub affected area. Two effective water mark/rust removers are Zep® Rust and Water Mark Remover or Cerama-Brite®</li> </ol>

\*Always follow the cleaner manufacturer's use instructions and exercise proper care when handling and storing any cleaning products.

\*Saniten 313 may be purchased by calling 717-626-7661.

## Outdoor Furniture

### Application: Decorative Wood Panels On Tabletops, Benches, And Receptacle

To avoid premature deterioration, clean panels after initial installation and once a year thereafter. If cleaning does become necessary between these intervals, use the following procedures to eliminate various residues that may occur.

#### DUST AND GREASE

Wash panels with a non-abrasive, universal cleaning agent such as Formula 409 or Windex. Wipe panels with a non-abrasive cloth or sponge. Rinse away any remaining soap residue.

#### PAINT AND ADHESIVES

Most solvent based paints can be removed with an organic solvent such as acetone. Wipe panels with a non-abrasive cloth and rinse away any remaining chemical residue to avoid streaking

#### GRAFFITI

Ink, paint, adhesive, and varnish will not penetrate the surface of Chi's outdoor furniture panels and are simple to remove with soap and water. For tougher stains, use an organic cleaning agent such as Formula 409 or Windex. Be sure to wipe panels with a non-abrasive cloth or sponge, and rinse away remaining soap residue to avoid streaking.

#### SCRATCHES

To repair small scratches, apply a matching acrylic paint to the damaged area with a fine tip brush.

#### DO NOT USE:

- Abrasive and acidic cleaners such as drain cleaners containing lye, rust removers, and toilet bowl cleaners
- Furniture polish such as Pledge
- Steel wool, abrasive pads, brushes with hard bristle

### Application: Fiberglass

For cleaning and maintenance instructions, see previous fiberglass entry on page X

## Powdercoated Steel

### Application: Table Bases, Chair Frames, etc.

Use a soft cloth with a mixture of mild detergent and warm water to wipe powdercoated metal surfaces. Dry thoroughly with a clean, soft cloth. Do not use abrasive cleaners or cleaners containing solvents.

## Stainless Steel

### Application: Que Beam Posts, Top Cap Décor Furniture Legs/Supports

Use mild soap and warm water to clean parts. Dry with a clean soft cloth. Acetone, paint thinner or similar solvents can be used to clean stubborn scuff marks. Satin or brushed stainless finish can be restored by using a Scotch-Brite® pad. Be sure to follow the direction of the grain.





## Wood With Polyurethane Finish

### Application: Booth/Chair Backs and Seats

Use a mild soap and water with a soft cloth or sponge. Use a soft brush if dirt is ingrained into the wood surface. Wipe immediately with a clean dry cloth. DO NOT use abrasive cleaners. DO NOT use "Liquid Gold" or similar cleaner/preservatives that contain petroleum distilled which may attack the finish. A non-solvent based furniture oil or wax will help protect the wood finish. Be sure to follow manufacturer's recommendations.

## Caution And Disclaimer

CHI cannot be responsible for damages caused by non-recommended cleaners and cleaning methods. If you decide to use alternative cleaning methods, always test cleaners in an inconspicuous section of the vinyl before use. Be sure to use soft, white towels for stain removal, and avoid the use of paper towels.

Cleaning products may be harmful or irritating to your skin, eyes, and respiratory system. Always use protective gloves and eye protection when cleaning. Do not inhale or swallow any cleaning product. Protect surrounding area and clothing from exposure. Use cleaners in a well-ventilated area. Follow all product manufacturers' warnings. CHI cannot be held responsible for damage or injuries resulting from the use or misuse of cleaning products.

## Contact CHI

If you have any questions or concerns regarding the cleaning or maintenance of your furniture and décor, please contact CHI customer service at 1-800-314-7659 ext. 103.