CARE & MAINTENANCE

HAY

With a little care you can prolong the life of your furniture or lighting. Follow the instructions for the materials of your specific product to make sure that it stays in the best shape for as long as possible. The information below is only intended as a general guideline. For more information on how to remove specific stains, please enquire where you bought the furniture.

GENERAL INFORMATION
Always remove stains quickly before they can do any permanent damage to the furniture.

When you move your furniture, make sure you lift it rather than pulling or pushing it to avoid damaging the floor, legs, and mountings. Avoid improper use such as sitting on the back or armrests, tilting the seats on their back legs, putting your feet on the furniture, or standing on it. Always use coasters under damp, hot, or coloured objects to avoid permanent stains. Be careful not to scratch or damage the surface with sharp objects.

It may be necessary to periodically tighten the furniture screws to maintain stability and prolong the life span of your product.

For instructions on how to clean and maintain specific materials, please go to the following pages.

FABRICS

INFORMATION
HAY only uses top quality fabrics, but all fabrics fade and seams weaken when exposed to sunlight or strong heat. General exposure to dust and dirt will gradually wear down the fabric, so regular cleaning is important. Avoid placing the furniture in direct sunlight or near strong heat sources to minimise changes and keep the upholstery looking its best while prolonging its lifespan. Alcohol-based solutions containing up to 70% alcohol may be used on Kvadrat textiles.

CARE & MAINTENANCE
Vacuum the furniture regularly using the upholstery nozzle to remove dust and avoid fluff and pilling. Straighten the fabric with your hands from time to time. Wrinkles in the fabric can be straightened using a steamer.

CLEANING
Soak up spilled liquids immediately using an absorbent napkin or cloth by dabbing gently towards the centre of the stain.

On wool fabrics, most stains can be removed with lukewarm water on a clean, lint-free cloth. If necessary, add a little neutral detergent. Avoid rubbing the material hard as this could result in loss of colour and damage to the fabric. It may also be necessary to use a hairdryer to avoid leaving a water outline. If the stain persists, consult a specialist cleaner.

CAUTION
Never use concentrated detergents or bleach, ammonia, optical brighteners, or soap intended for hard surfaces. We do not recommend spot cleaning of individual marks and stains, as this can damage the fabric, causing colour loss or fading.

VELOUR

INFORMATION
General exposure to dust and dirt will gradually wear down the fabric, so regular cleaning is important. Avoid placing the furniture in direct sunlight or near strong heat sources keep the upholstery looking its best and prolong its lifespan.

CARE & MAINTENANCE
Vacuum the furniture regularly using the upholstery nozzle/or brushing with a soft clothes brush – always in the direction of the nap to remove dust and avoid fluff and pilling.

CLEANING
To rejuvenate velour and restore its pile, rub it with a well wrung-out, slightly damp cloth in the direction of the nap. When sitting on velour, pressure can cause the nap to move in different directions. Together with heat, rising air humidity, body moisture, and the type of upholstery, this can cause these changes of direction to become fixed, creating a slight change in colour. This is a natural characteristic, and is neither a defect nor a sign of low quality. These variations can be removed by applying a damp (not wet) cloth and leaving it overnight, which will restore the pile to its original direction. The upholstered furniture should not be used until it is completely dry. If necessary, a hair dryer can be used at a low temperature setting to speed up the drying process.

The same result can be achieved by steaming or spraying distilled water at a distance of 20 cm from the fabric for a few seconds, before leaving overnight. Take care not to saturate the fabric or apply excessive amounts of water. To avoid shading or an uneven appearance, it is advisable to treat the entire surface rather than isolated areas. After this treatment, the upholstered furniture must be completely dry before it can be used again. A hair dryer at a low temperature setting can be used. To restore the pile to its original direction, please brush it with a soft brush.

CAUTION
Never use concentrated detergents or bleach, ammonia, optical brighteners, or soap intended for hard surfaces. We do not recommend spot cleaning of individual marks and stains as this damages the velour and causes colour loss.

SHEEPSKIN

INFORMATION
Natural variations in colour shade and wool character are likely to occur, and samples may not be identical to your order. When dyeing the skins, differences in fibre thickness and overall density will result in colour shade variations. All skins are naturally unique.

CARE & MAINTENANCE
In order to preserve the original condition of your sheepskin furniture, vacuum clean and air regularly. Spots should be immediately soaked with water.

CLEANING
Clean with a sponge, lukewarm water, and a mild wool shampoo.

CAUTION
Avoid placing the furniture in direct sunlight as colour changes in the wool may occur.

ANILINE LEATHER

INFORMATION
Aniline leather has little to no surface treatment to preserve the leather's natural surface and soft touch. All natural markings, such as scars and insect bites, will be visible on aniline leather, which contributes to its exclusive appearance. This type of leather is more susceptible to dirt and will develop a patina and darken slightly over time. Avoid placing the furniture in direct sunlight or near a strong heat source to reduce changes and to keep the upholstery looking at its best while prolonging its lifespan.

CARE & MAINTENANCE
Vacuum regularly using the upholstery nozzle.

CLEANING
Aniline leather is demanding to maintain, and we recommend that you keep a cleaner and care product suitable for this type of leather at hand.

CAUTION
Using water may leave a permanent stain on the surface. Do not use sharp objects, strong detergents, or solvents on the leather. Be careful not to scratch the leather.

SEMI-ANILINE LEATHER

INFORMATION
Semi-aniline leather is a full grain leather with a light top finish. All natural markings, such as scars and insect bites, will be visible on the leather. Avoid placing the furniture in direct sunlight or near a strong heat source to keep the upholstery looking its best while prolonging its lifespan.

CARE & MAINTENANCE
Vacuum regularly using the upholstery nozzle. Be careful not to scratch the leather.

CLEANING
To remove stains, use a clean, lint-free cloth dampened with a solution of water and a neutral detergent or soap flakes, or use a specialised leather care product. Remove soap residue immediately with a clean, dry cloth and polish gently, using a soft cotton cloth. Avoid pressing liquid into the pores of the leather. Apply a protective lotion two to four times annually to enhance the resistance of the material.

CAUTION
Avoid soaking the leather as this may leave permanent stains. Do not use sharp objects, strong detergents, or solvents on the leather.

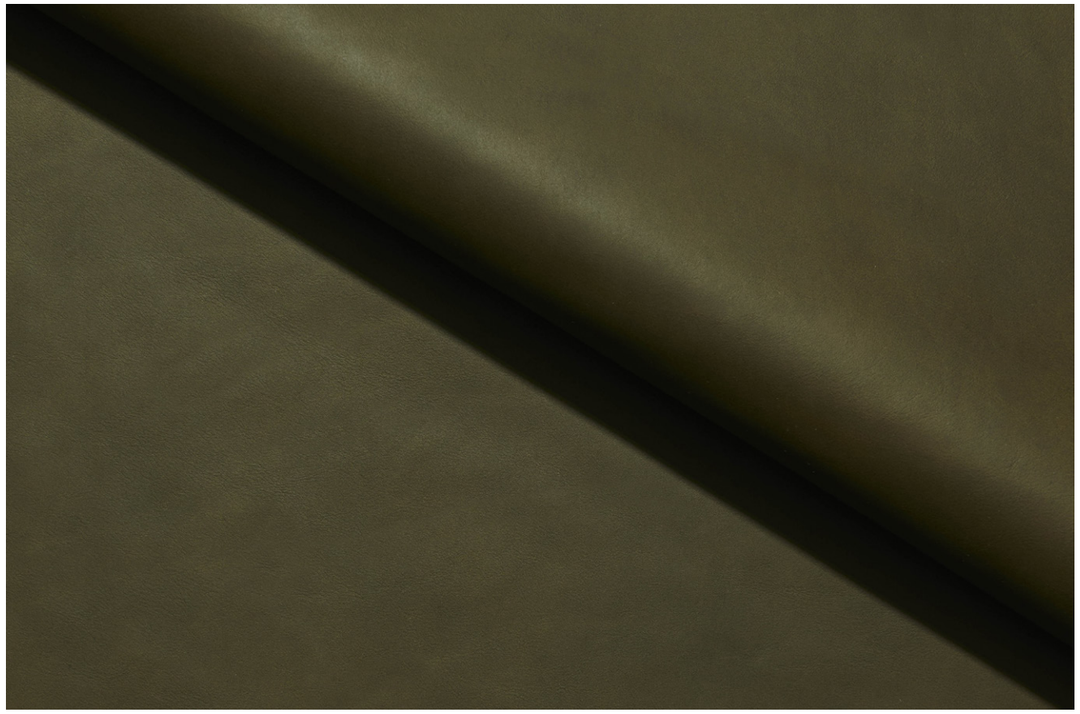
PIGMENTED LEATHER

INFORMATION
Pigmented leather is corrected leather with excellent durability. Avoid placing the furniture in direct sunlight or near a strong heat source to reduce changes and to keep the upholstery looking at its best and prolong its life.

CARE & MAINTENANCE
Vacuum regularly using the upholstery nozzle. Be careful not to scratch the leather.

CLEANING
To remove stains, use a clean, lint-free cloth to apply the lather from a solution of water and a mild detergent, or soap flakes or use a special leather care product. Remove soap residue immediately using a clean, dry cloth, and polish gently, using a soft cotton cloth. Avoid pressing liquid into the pores of the leather. Apply a protective lotion two to four times annually to enhance the resistance of the material.

CAUTION
Avoid soaking the leather as this may leave permanent stain. Do not use sharp objects, strong detergents, or solvents on the leather.



LACQUERED WOOD OR VALCHROMAT

INFORMATION
As wood is a natural material, it will change in colour and develop a patina over time.

CARE & MAINTENANCE
If the surface is scratched or appears matt, use a care product specifically suited to lacquered or stained wood.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Avoid using detergents containing silicone, as they can seal stains into the wood and make subsequent repairs more difficult. Never use soft soap or solvents such as spirit, turpentine, or acetone. Do not use cleaning products containing alcohol, as they may damage the surface. Avoid using scouring cream or scouring pads, as they may scratch the surface.

SOAPED OR UNTREATED WOOD

INFORMATION
As wood is a natural material, it will change in colour and develop a patina over time.

CARE & MAINTENANCE
To remove stains, clean and scrub the surface using a thick solution of soap flakes, ensuring it does not remain on the wood for more than two minutes. Wipe away any remaining soap residue using a damp cloth. If the grain of the wood rises after cleaning, gently sand the wood using fine-grit sandpaper (No. 220), always sanding in the direction of the grain. If the surface is scratched or appears matt, use a care product specifically suited to soaped wood.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Never use soft soap or solvents such as spirit, turpentine, or acetone. Do not use cleaning products containing alcohol, as they may damage the surface.

OILED WOOD

INFORMATION
As wood is a natural material, it will change in colour and develop a patina over time.

CARE & MAINTENANCE
If the surface is scratched or appears matt, make sure to use an oil hardening care product specifically designed to maintain oiled wooden surfaces. Clean the furniture thoroughly and allow it to dry for at least 12 hours before applying oil to all surfaces. To ensure optimal absorbency, gently sand the wood using fine-grit sandpaper (No. 180 or 240), always sanding in the direction of the grain. Make sure to clean the furniture again before applying the oil. Apply the oil generously using a clean cloth or a sponge, always working in the direction of the grain. Do not pour the oil directly onto the surface. When the surface is glistening, leave the oil on for around two hours until fully absorbed. Remove any excess oil with a clean lint-free cloth. Leave the furniture to dry overnight (min. 12 hours) and avoid placing anything on the surface before it is completely dry. If the grain of the wood rises after oiling, gently sand the wood using fine-grit sandpaper (No. 180 or 240), always sanding in the direction of the grain. To optimally maintain the naturally beautiful appearance of the wood, we recommend you regularly treat the furniture's surface with oil whenever it appears dull, scratched, or as needed.

CLEANING
Wipe with a clean, dry cloth. If the surface is dirty, wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove any soap residue immediately using a clean, dry cloth.

CAUTION
Avoid using scouring cream, scouring pads, or products containing alcohol, as they may scratch the surface. Never use soft soap or solvents such as spirit, turpentine, or acetone.

OILED WAXED WOOD

INFORMATION
As wood is a natural material, it will change in colour and develop a patina over time.

CARE & MAINTENANCE
If the surface is scratched or appears matt, make sure to use an oil wax hardening care product specifically designed to maintain oiled waxed wooden surfaces. Apply the oil wax product following the instructions on the packaging. Please make sure to follow the curing times on the oil wax packaging instructions before using the furniture. If the grain of the wood rises after oiling, wipe with a clean, dry cloth. If the surface is dirty, gently sand the wood using fine-grit sandpaper (No. 150 or more), always sanding in the direction of the grain. To optimally maintain the naturally beautiful appearance of the wood, we recommend you regularly treat the furniture's surface with oil wax whenever it appears dull, scratched, or as needed.

CLEANING
Wipe with a clean, dry cloth. If the surface is dirty, wipe with a clean cloth wrung in water.

CAUTION
Avoid using scouring cream, scouring pads, or products containing alcohol, as they may scratch the surface.

ASHWOOD

CARE & MAINTENANCE
We recommend cleaning and maintaining the wood before the start of every summer season. Lightly sanding faded slats will remove the silvery-grey colour and restore the wood's original appearance once oiled. If you would like to preserve or change the tone of faded wood, apply UV-resistant oil to the slats to refresh the look. In the event of lime deposits on the surface, use a clean damp cloth wrung in lukewarm water with one part vinegar to nine parts water and avoid scrubbing, as this may scratch the surface. Clean the furniture by scrubbing it with hot soapy water and a soft-bristle brush. After cleaning, place it in a ventilated area to dry, preventing residual mould from forming and affecting the furniture's lifetime.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Avoid using scouring cream or scouring pads, as they may scratch the surface.

POLYPROPYLENE OR ABS PLASTIC

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Avoid using scouring cream or scouring pads, as they may scratch the surface. Do not use cleaning products containing alcohol, as they may damage the surface.

ALUMINIUM OR STEEL

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth. White spirit (mineral spirit) can be used to carefully remove stains from chromed surfaces.

CAUTION
Avoid using scouring cream or scouring pads, as they may scratch the surface. Do not use cleaning products containing alcohol on powder coated steel or aluminium, as they may damage the surfaces.

HOT GALVANISED STEEL

CARE & MAINTENANCE
Hot-dip galvanised steel is essentially maintenance free, although cleaning is recommended at regular intervals.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Please make sure to wipe all surfaces before use, as the zinc surface oxidises during transportation and can become damp. This can stain your clothing if it comes into contact with it. Avoid using scouring cream or scouring pads, as they may scratch the surface.

LINOLEUM

INFORMATION
Linoleum is a natural material that will mature and develop over time. The colour may change slightly due to oxidation and exposure to light. Differences in light conditions can result in temporary shade variations. For example, an extension leaf stored in a darker environment may initially appear different in tone compared to the rest of the table. Similarly, placemats or objects left in the same position for an extended period may create visible marks due to uneven light exposure. With regular use and consistent light exposure, the surface will gradually even out.

CARE & MAINTENANCE
If the surface is scratched or appears matt, use a care product specifically suited to linoleum. Stains may be carefully removed using white spirit (mineral spirit) or a damp nano sponge dipped in lukewarm water or a linoleum care product. Wipe the surface immediately afterwards with a clean, dry cloth. Never use the nano sponge dry.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent or soap flakes. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Avoid alkaline detergents such as soft (yellow) soap, washing soda, lye, and scouring powder.

LAMINATE & NANOLAMINATE

CARE & MAINTENANCE
Stains may be carefully removed using household ammonia or with a clean, damp cloth or a nano sponge wrung in warm water. Never use the nano sponge dry. Wipe the surface immediately afterwards with a clean, dry cloth.

CLEANING
Wipe with a clean cloth wrung in water or in a solution of water and a neutral detergent. Remove soap residue immediately using a clean, dry cloth.

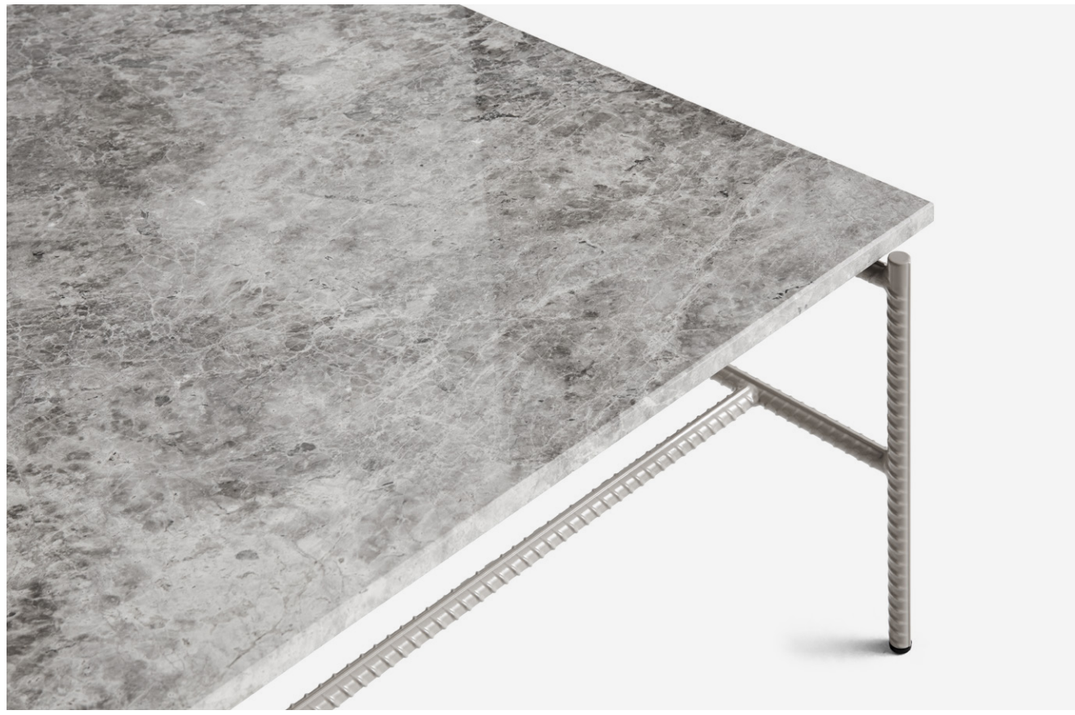
CAUTION
Avoid using scouring cream or scouring pads, as they may scratch the surface.

GLASS & PORCELAIN

CARE & MAINTENANCE
Always use coasters or table mats to protect the glass/porcelain surface.

CLEANING
When cleaning the glass/porcelain surface, use a damp cloth with a suitable neutral cleaning detergent or a mild glass/porcelain cleaner. Remove soap residue immediately using a clean, dry cloth.

CAUTION
Do not sit or stand on glass/porcelain surfaces. Do not use the surface as a chopping board. Do not strike the glass/porcelain with hard or pointed items. Be careful not to scratch or damage the surface with sharp objects. Do not place hot or very cold items directly on the glass/porcelain surface. Do not use scouring cream or scouring pads, as they may scratch the glass/porcelain surface.



MARBLE

INFORMATION
As marble is a natural material, each stone has unique colours, patterns, and textures. Therefore, the surface's colour and finish may vary from product to product. Please be aware that exposure to sunlight may cause the colour of the marble to fade over time. Keeping the marble out of direct sunlight will help to preserve the colour

---

CARE & MAINTENANCE
To provide the best possible protection, your tabletop has been pre-treated a premium stone impregnator, which creates an invisible barrier against water, oil, and stains. To maintain this protection, we recommend re-applying a stone impregnator 1–2 times a year, or when liquids stop beading on the surface. Marble is not resistant to acids, and contact with acidic liquids may stain or etch the tabletop surface. Wipe up spills immediately to minimise the risk of permanent staining. However, please note that there is no guarantee that stains or etch marks caused by acidic substances can be completely removed. Always use coasters under damp or hot items and objects that may transfer colour to help prevent permanent stains. Be careful not to scratch or damage the surface with sharp objects.

CLEANING
Wipe with a soft microfibre cloth wrung in clean water, or use a pH-neutral stone cleaner suitable for marble.

CAUTION
Avoid using scouring creams or scouring pads, as they may scratch the surface. Never use vinegar, ammonia, acetic or citric acid, or abrasive cleaners.

TERRAZZO

CARE & MAINTENANCE
Wipe up spills immediately to minimise the risk of staining. Always use coasters under damp or hot items and objects that may transfer colour. Be careful not to scratch or damage the surface with sharp objects.

CLEANING
Wipe with a soft microfibre cloth wrung in clean water, or use a pH-neutral stone cleaner suitable for terrazzo.

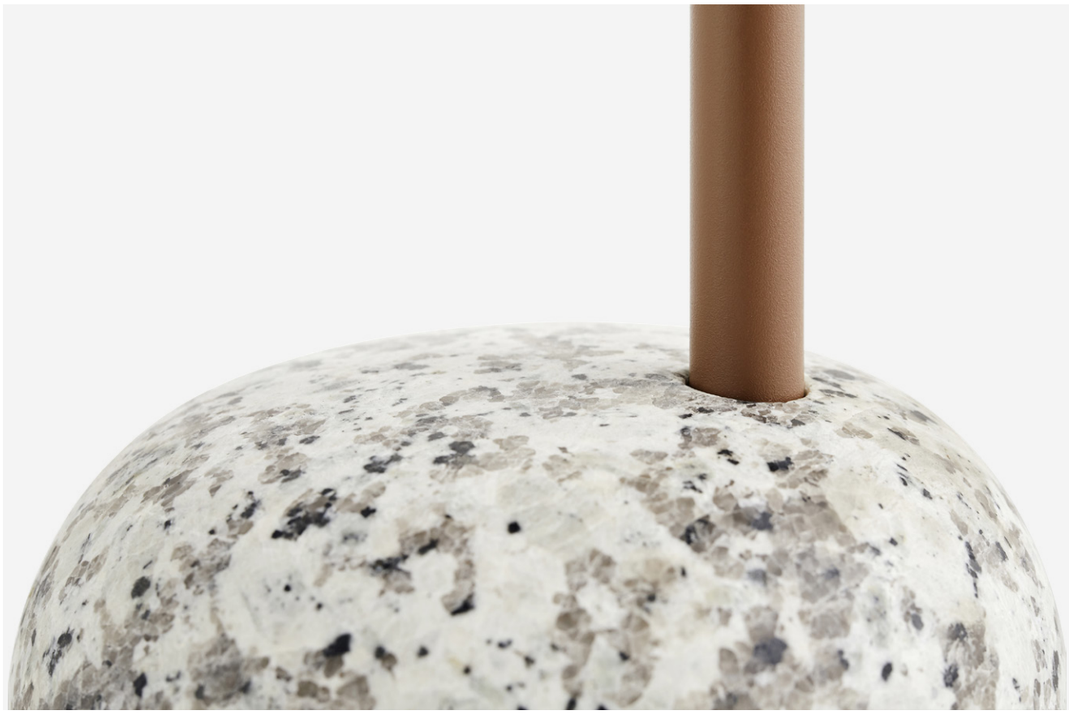
CAUTION
Avoid using scouring creams or scouring pads, as they may scratch the surface. Never use vinegar, ammonia, acetic acid, citric acid, or abrasive cleaners.

GRANITE

CARE & MAINTENANCE
To provide the best possible protection, your tabletop has been pre-treated with a premium stone impregnator, which creates an invisible barrier against water, oil, and stains. To maintain this protection, we recommend re-applying a stone impregnator 1–2 times a year, or when liquids stop beading on the surface. Wipe up spills immediately to minimise the risk of staining. Always use coasters under damp or hot items and objects that may transfer colour. Avoid dragging sharp or abrasive objects across the surface to prevent scratches or damage.

CLEANING
Wipe with a soft microfibre cloth wrung in clean water, or use a pH-neutral stone cleaner suitable for granite.

CAUTION
Avoid using scouring creams or scouring pads, as they may scratch the surface. Never use vinegar, ammonia, acetic acid, citric acid, or abrasive cleaners.



OUTDOOR FURNITURE

INFORMATION
The lifespan of your furniture will vary depending on the weather and type of use.

CARE & MAINTENANCE
We recommend storing it in a dry, ventilated place during winter and protecting it from scratches and bumps. If the furniture becomes wet after rain or snowfall, wipe it dry, as prolonged moisture may damage the surface over time. Small scratches or damage to the powder coated surfaces can lead to corrosion. They can be retouched and protected from corrosion with a special repair lacquer available at HAY stores and authorised dealers. If the metal is uncovered, it is necessary to sand the area before repairing it (grain 220). Wipe with a clean dry, cloth and clean the area with methylated spirits before repainting it.

CAUTION
Make sure to wipe off any sun cream or other liquids from the furniture after use, as these can leave stains on the surface if left in direct sunlight.

Please note that the above care and maintenance does not apply to outdoor furniture in pinewood. Please refer to the part “pinewood with outdoor lacquer”

CORD ON OUTDOOR FURNITURE

INFORMATION
Please be aware that non-colourfast clothes and objects can rub off on the cord, so any contact with them should therefore be avoided.

CARE & MAINTENANCE
HAY recommends using the Palissade Cover when not in use to protect the furniture against direct sunlight as the colour of the cord may fade. Always remove stains quickly before they can do any permanent damage to the furniture. Avoid partially covering the surface, for example with cushions, as colour variances may appear. Neutral detergent and warm water should be used to clean the stains. Use a soft cloth and gently wipe the surface several times. Make sure the cloth is not too rough, to avoid damaging the cord. After cleaning, place in a ventilated area to dry, preventing the residual moisture from affecting the lifetime and getting mouldy.

CAUTION
Make sure to wipe off any sun cream or other liquids from the furniture after use, as these can leave stains on the surface if left in direct sunlight.
Avoid using detergents containing bleach or strong acids, or alkalis to prevent the product from fading or damaging the cord.

PINEWOOD WITH OUTDOOR LACQUER

INFORMATION
This product is made from high-quality pinewood. We have treated this product with an outdoor water-based lacquer to make it suitable for outdoor use. The lacquer consists of a three-layer process; a primer and two layers of topcoat to guarantee a long-lasting surface treatment. Over time, the surface colour and appearance will slowly change, which is a natural process due to exposure to sunlight and different weather conditions. The wood has been dried to a humidity level specifically for outdoor use, which enables it to withstand outdoor conditions. The product is intended for outdoor use only. Indoor use may result in wood shrinkage.

CARE & MAINTENANCE
We recommend storing the furniture in a dry, well-ventilated place during winter and protecting it from scratches and bumps. If the furniture becomes wet after rain or snowfall, wipe it dry, as prolonged moisture may damage the surface over time.

CAUTION
Make sure to wipe off any sun cream or other liquids from the furniture after use, as these can leave stains on the surface if left in direct sunlight.

OUTDOOR COVER

INFORMATION
The fabric is water-repellent and UV-resistant.

CARE & MAINTENANCE
Spot clean with a mild detergent. Tumble dry on low. Never store or fold wet covers; allow them to dry in a well-ventilated area first. Store protected and in a dry place.

CLEANING
Clean using a cloth wrung in water or in a solution of water and a universal detergent. Hand wash only.

CAUTION
Do not dry clean or machine wash. Do not bleach. Colour may fade if exposed to direct sunlight over a long period.

OUTDOOR CUSHION

INFORMATION
The fabric is solution-dyed Olefin with a water-repellent finish.

CARE & MAINTENANCE
Protect the cushion against direct sunlight when not in use. The colour may fade if exposed to direct sunlight over a long period. Store the product in a dry place. Do not leave the cushion outside overnight or during wet weather.

CLEANING
Clean using a cloth wrung in water or in a solution of water and a universal detergent.

CAUTION
Make sure to wipe off any sun cream or other liquids from the cushion after use, as these can leave stains on the surface if left in direct sunlight.

LIGHTING

CLEANING
On lamps made of cotton, wool or nylon, please do not use wet or damp cloths for cleaning and maintaining the shade. Please use a dry, lint-free cloth or duster to remove any dirt.

On lighting made of aluminium, steel, ABS, polypropylene, polycarbonate or acrylic, please do not use alcohol or any other solvents to clean the product and avoid using abrasive or rough sponges. The product can be cleaned with a soft damp cloth and a mild detergent, or a dry microfibre cloth.

CAUTION
Ensure that the power supply has been turned OFF before cleaning the product.