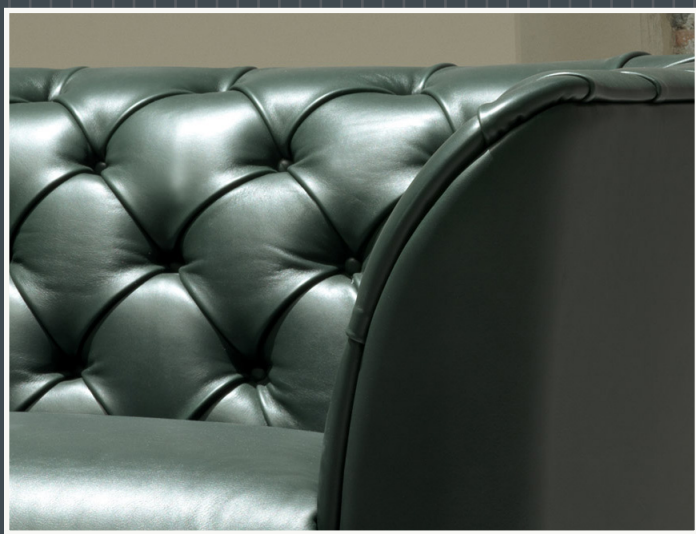


# YOUR FURNITURE CARE GUIDE



PROLONG THE BEAUTY AND LONGEVITY OF  
YOUR NEW FURNITURE

**WILLOW**  
FURNITURE & DESIGN



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## WE THANK YOU!

Thank you for your Willow Furniture & Design purchase and we hope you enjoy your new furniture!

We have been in business for over twenty years and believe that taking good, sensible care of your furniture will keep it beautiful and functioning for years to come.

We suggest you keep this guide handy for quick and easy reference.

Your furniture is warranted against manufacturers' defects.

**If you have any questions regarding warranties or the proper care of your Willow Furniture & Design furniture, please call us at 914.241.7000.**

Our knowledgeable sales associates are available during regular business hours to assist you.



## **RECLAIMED WOOD AND LIVE EDGE FURNITURE**

**“Reclaimed” antique wood can be up to 200 years old and much of it comes from old barns and factories. Each piece is hand crafted and finished individually. Furniture built from reclaimed wood is special and one-of-a-kind because no two pieces of aged lumber are exactly alike.**

- Natural imperfections such as stress cracks, worm holes, nail holes, warps, and band saw marks from the old mills have intentionally been left untouched to capture the beauty, charm, and patina of the old wood.
- Your “new” antique wood furniture may go through an adjustment period when in your home. Occasionally, a stress crack may occur. This is a non-structural gap in the wood and it can occur at random. It is the wood acclimating to its surroundings and to the humidity level of the air in the room. This is normal, caused by nature and is not a manufacturer’s defect.
- Breadboard ends, found on many dining tables, serve a practical purpose. They allow the long boards of the table to expand and contract slightly without cracking. You may notice this happening if your breadboard ends feel slightly wider or narrower than the width of the rest of the table. This seasonal shifting is normal and can vary depending on environmental factors like humidity.

## **NEW WOOD FURNITURE**

**Furniture built from new woods, like cherry and maple, will “season” and deepen in color to a richer shade over time. This is a natural occurrence caused by exposure to sunlight and air. Some new furniture will have “distress” marks added to enhance the piece and give it the look and feel of antique or reclaimed wood.**

## **CARING FOR YOUR WOOD FURNITURE**

Please follow these guidelines to ensure your reclaimed or new wood piece is enjoyed for many years to come.

- For everyday cleaning of tables, a damp sponge after meals is best — water only — and make sure the table is dried afterwards. Remember a dirty surface can cause scratches.
- When needed, dust with a damp cloth or use Endust® or a similar no-wax product. Do not use any polish containing ammonia, oil, or silicone, as these additives will degrade the finish and surface of the table.
- It is important to have your home properly humidified during the winter to protect the wood from dry air that may cause splitting. It may become necessary to use a humidifier in a dry environment.
- Keep all wood furniture away from very humid environments. Dampness can lead to swelling, making drawers and doors hard to open and close. Use of a dehumidifier may become necessary.
- Do not place anything containing liquids: glasses, vases, planters, dehumidifiers, humidifiers or anything that can become moist, directly on top of wood furniture.
- Cable boxes, receivers, and other electronic devices tend to get warm on the bottom and can ruin the finish of your furniture. This is especially true for light-colored pieces. Always cover the wood surface before placing an item on top of it.
- Avoid direct sunlight — it can cause yellowing, cracking, fading or darkening, depending on the species of wood.
- Do not place hot dishes or cups directly on your wood furniture. Always use a trivet and/or placemat because heat can damage the finish.
- Spills can cause considerable damage to surfaces. Avoid using oils, makeup, nail polish remover, chemicals or other substances on or near wood furniture.
- Do not write on paper placed directly on tables and desks. Always use a blotter or similar cushioning to protect wood surfaces from damage caused by using pens, pencils, crayons or markers. Applying too much pressure when writing can make impressions in the wood and markers can bleed through onto the wood surface and permanently stain the furniture.

- Do not slide items across furniture because this can damage the finish. Use felt disks on the bottoms of lamps, vases, decorative bowls, jewelry boxes, etc. to avoid scratching the surface of pieces.
- Table pads can be purchased to further protect the surface of your table from heat, spills, and scratching. Please speak to your sales associate to find out more information.
- When moving furniture, do not drag it from place to place. Always lift it, roll it on a dolly or use furniture sliders made for this specific purpose to avoid damaging your floors and furniture.
- Avoid opening all or several drawers at one time on file cabinets, desks, or dressers, to prevent tipping and possible injury.
- Please instruct children to avoid opening all of the drawers at once and to refrain from climbing onto the furniture.
- Many items come with tipping restraints and we recommend their use.
- Install wall-mounted hardware when a dresser or bookcase is 36" or higher.
- Do not overload adjustable shelves because there is always a risk of them falling and causing damage.
- Heavy electronics should not be placed on adjustable shelves that may not be able to bear the extra weight. Always place these items on the bottom or base of a piece.
- You may have to level or adjust your furniture occasionally to ensure proper alignment of drawers and doors. Some items come with their own levelers; others may need a shim or other leveling device.
- Our furniture is built level but many situations in your home can cause furniture misalignment including: floors and walls not plumb because of settling; a piece that straddles both carpet and wood or laminate floors; heavy items being placed on top or within a piece. Please ensure that all of these factors are taken into consideration and adjust accordingly.

## FABRIC UPHOLSTERY

**Your choice of fabric, back and seat cushions or seating package will create a unique seating experience made especially for you.**

- New cushions may feel firmer at first — there is a breaking in period for all cushions. It may take up to six months for cushions to feel more relaxed.
- If your cushions contain feathers and down they will “settle” over time and have a more relaxed appearance. Furniture with this type of filling will require more regular maintenance. One inch of compression is to be expected within the first year of use.
- Feathers and down may come through the sturdy, down-proof ticking case, this is normal. The best down-proof ticking must be “breathable” therefore stray feathers may escape.
- “Comfort wrinkles” will appear on most upholstered pieces over time — they are an expected result of sitting, relaxing and enjoying your furniture. They can be plumped up by fluffing and rotating your back and seat cushions on a regular basis.
- Pilling may appear on the surface of some fabrics when loose fibers collect in an area and form a tiny ball or fuzz. The amount of pilling will depend on the weave, fiber content and use of the fabric. Pilling is not a fabric defect but a result of friction or normal wear and is therefore not covered under the one-year fabric warranty. Pills can be removed with an inexpensive fabric shaver.

## CARE AND MAINTENANCE

- Vacuum the surface of your furniture regularly including the cushions and the deck under the cushions using the upholstery attachment of your vacuum.
- All cushions must be fluffed regularly to maintain their shape, avoid compression and ensure the longevity of your furniture. Loose cushions should be flipped (end-to-end or side-to-side) on a regular basis. In the case of furniture with multiple cushions, make sure to regularly rotate the position of the cushions.
- If the seams of your cushion cover appear wavy and do not line up with the cushion shape, unzip the cover and hold it by the zipper with

one hand, while reaching inside the cover with the other and grab the front of the cushion. Pull it in the opposite direction to shift the cushion to its correct position within the cover.

- It is a good practice to remove your cushions from the casings and reinsert them once or twice a year, or as needed. On slipcovered items, unzip cushion covers and examine the contents beforehand. Fiber-filled and foam interiors have to be uncovered carefully.
- To prevent your fabric from fading, limit the amount of direct sunlight your furniture receives during the sunniest parts of the day by using lined drapery or UV window shades.
- Care should be taken when eating or drinking on or near your furniture. Avoid sharp objects, writing implements, oils, makeup and nail polish remover.

## **CLEANING SPILLS AND STAINS**

- Any spill should be addressed as soon as it happens. Never rub a spill, simply blot using a clean, absorbent cloth.
- If a stain remains, use the cleaning method based on the cleaning code for your upholstery fabric (*see Fabric Cleaning Codes, pages 9-10*). The code can also be found on the attached law label. Always pre-test an inconspicuous area before spot cleaning.
- Note: Application of aftermarket stain protection may void the fabric warranty. If you have any questions regarding the warranty coverage please contact us.
- Always clean spots from the outside to the center to avoid leaving a ring.
- On non-slipcovered items, never remove cushion covers for separate dry cleaning or laundering. The color of the fabric on the laundered cushions will no longer match the color of the fabric on the furniture frame. Instead, blot and clean the area. Pay close attention to the specific cleaning code for your fabric (*see Fabric Cleaning Codes, pages 9-10*) or have your furniture professionally cleaned.
- On slipcovered items, unzip cushion covers and examine the contents beforehand. Fiber-filled and foam interiors have to be uncovered carefully.



- When washing slipcovers, wash everything at the same time to prevent uneven wear and color variations. Close all zippers back up to prevent damage. Never overload your washer.
- Not all slipcovers can be put in the washing machine or dryer. Please check the attached care label for information.
- When drying a washable slipcover after determining it can be dried, always put it on a low-heat setting and never dry it completely. Put it back on the frame while slightly damp and let it dry in place.
- When cleaning a fabric that has decorative trim or welting; or when multiple fabrics have been used in the design; professional dry cleaning or the use of a professional furniture cleaning service is recommended — even for washable slipcovers.
- Never use bleach unless your fabric is marked bleachable.
- If you would like to steam clean your upholstery, always pre-test beforehand in an inconspicuous area to make sure your fabric is not sensitive to humidity or heat and to prevent shrinking or loss of shape.


## FABRIC CLEANING CODES

**S** Spot clean only with a water-free dry cleaning solvent. Pretest a small inconspicuous area before proceeding. Do not use water and do not saturate. Always clean spots from the outside to the center to avoid leaving a ring. Cushion covers should not be removed and dry-cleaned. Regular vacuuming and/or light brushing is recommended to remove dust and grime. Your fabric may also require a stiff, non-metallic brush to restore its appearance. Overall cleaning by a professional furniture cleaning service is recommended.

**W** Spot clean only with water-based or foam upholstery cleaner. Pretest a small inconspicuous area for color loss and fabric compatibility. Do not saturate. Always clean spots from the outside to the center to avoid leaving a ring. Overall cleaning by a professional furniture cleaning service is recommended.

**WS** Spot clean only with upholstery shampoo, foam from a mild detergent, or mild dry cleaning solvent. Pretest a small inconspicuous area for color loss and fabric compatibility. Do not

saturate. Always clean spots from the outside to the center to avoid leaving a ring. Steam cleaning is not recommended. Cushion covers should not be removed and dry-cleaned. Regular vacuuming and/or light brushing is recommended to remove dust and grime. Your fabric may require a stiff, non-metallic brush to restore its appearance. Overall cleaning by a professional furniture cleaning service is recommended.

Clean only by vacuuming or light brushing with a non-metallic, stiff  brush. Do not use any solvents or cleaners. Overall cleaning by a professional furniture cleaning service is recommended.

### **Crypton® Fabrics**

- Most liquids simply roll off of Crypton fabrics, or they can be quickly blotted up with a dry towel or sponge.
- The Crypton spot cleaning method of stain removal can be used for most light to medium stains, such as coffee, red wine, crayon, and ketchup. For step-by-step instructions, go to [www.crypton.com/support/cleaning-care/#spot](http://www.crypton.com/support/cleaning-care/#spot)
- Brush fabric lightly since fibers can be broken or matted during the cleaning process.
- The use of bleach is not recommended.
- Some stains, such as permanent marker, lipstick and nail polish may not be completely removable
- To remove wrinkles, use light steam. Do not iron. Do not dry clean.
- For more detailed instructions, please refer to [www.crypton.com/support/cleaning-care/#spot](http://www.crypton.com/support/cleaning-care/#spot)

### **Revolution Performance® Fabrics**

- Most stains can be removed by making a solution of 1-oz of bleach to 30-oz of water in a clean spray bottle.
- If the situation allows, place a clean towel between the fabric and foam cushion to absorb any excess moisture.
- Set the nozzle to the “fan” spray pattern and wet the entire side of the cover where the stain is.

- Wipe the entire cover with a clean cloth to remove any excess moisture.
- Spray the same area with clean water to rinse the bleach solution out of the fabric.
- Again wipe the entire cover with a clean cloth to remove any excess moisture.
- Allow the cover to air dry or use a hair dryer.
- For more detailed instructions, please refer to [www.revolutionfabrics.com/cleaning](http://www.revolutionfabrics.com/cleaning)

### **Sunbrella® Fabrics**

- Brush off loose dirt.
- Spray on a cleaning solution of water and mild soap.
- Use a soft-bristle brush to clean.
- Allow cleaning solution to soak into the fabric.
- Rinse thoroughly until all soap residue is removed.
- Air dry.
- For more detailed instructions, please refer to [www.sunbrella.com/en-us/how-to-clean](http://www.sunbrella.com/en-us/how-to-clean)

## **LEATHER UPHOLSTERY**

**Leather is a natural product and no two hides are ever alike. Characteristics such as color variations, scars, wrinkles; bite and scratch marks are all normal and not considered defects.**

### **CARE AND MAINTENANCE**

- Leather will fade if it is in direct sunlight. You should limit the amount your pieces receive. Lined drapery or UV window shades will help block the strong rays of the sun.
- Avoid placing leather furniture over a heating vent or too near radiators or baseboard heating.

- Care should be taken when eating or drinking on or near your leather furniture. Avoid sharp objects, writing implements, oils, makeup and nail polish remover.
- A scratch on the surface of your leather furniture can be minimized by rubbing it with your fingertips to move around the natural oils in the hide.
- Wipe your leather surfaces with a dry clean cloth to prevent dust build up.
- Suede cannot ever get wet and should only be vacuumed.

## **CLEANING SPILLS AND STAINS**

- Blot any spills immediately with a clean cloth.
- If you are having trouble removing a stain, use distilled water on a clean cloth and blot the stain. Always pre-test in an inconspicuous area. Clean spots from the outside to the center to avoid leaving a ring. Allow leather to air dry.
- If an oil-based product gets on the leather, blot it, and leave it alone. The oil will dissipate over time.

## **AREA RUGS**

**Rugs can be made from man-made or natural materials. Maintenance and cleaning will vary based on the type of rug you have.**

## **CARE AND MAINTENANCE**

- Use a rug pad underneath to prolong the life of your rug. It will prevent friction between the floor and the underside of the rug.
- Use felt pads on the bottom of furniture feet or bases to protect the your rug's weave, because protruding nail heads or splinters can cause pulls and snags.
- Occasionally, when a rug is first opened, there is a slight odor but this will disappear overtime.
- Sprouts, which are loose fibers that commonly appear on handmade rugs, can be removed by trimming with scissors.
- Shedding is very common and all wool rugs shed. Hand-knotted wool

rugs shed less than tufted ones. In some cases, they will shed for a long time, depending on if the rug is in a high-traffic area or a low-traffic area. Vacuum your wool rug often.

- Rotate your rug every 3-6 months to prevent wear in certain traffic patterns.
- Rugs will fade in direct sunlight. Limit the amount of direct sunlight during the sunniest parts of the day by hanging lined drapery or UV window shades and rotate your rug to keep its colors even.

## Vacuuming

**Regular vacuuming is essential for removing deeply embedded dirt and prolonging the life of your rug. Before you vacuum, be sure to consider your rug's construction.**

**We have provided tips on basic cleaning methods but for overall cleaning, use a professional cleaning service that specializes in area rugs.**

- High-powered vacuums such as Oreck and Dyson can damage certain rugs. If you own this type of vacuum it is recommended that you only use the attachments on your rug.
- The beater bar can cause your rug to fuzz. Either turn off the beater bar or put it on the highest setting.
- Canister vacuums that do not have a beater bar are most effective.
- The densely wrapped stitching found on all rug edges that prevents unraveling, called serging, can be worn away with aggressive vacuuming. Use caution when moving your vacuum over the edges of a rug.
- Only use handheld attachments to gently clean fringe because most vacuums will damage it.
- Sweeping with a broom is a great way to clean an area rug.
- **Regular pile:** We recommend once a week vacuuming (especially during the first month.)
- **Loop/braided:** Remove or turn off the beater bar setting before vacuuming. If it cannot be removed, set the vacuum on the highest possible setting.

- **Shags:** Shake outside first to loosen dirt and other particles then carefully use a handheld attachment.
- **Bamboo:** Shake outside first to loosen dirt and other particles. Vacuum regularly but do not use the beater bar setting.
- **Viscose:** Sweeping is recommended. Vacuum occasionally and always go in the direction of the nap.

## **CLEANING SPILLS AND STAINS**

- Clean up spills as quickly as possible by blotting with a clean, white cloth. Never rub, because it will force the spill deeper into the rug.
- Dab a small amount of club soda or a cloth dampened with mild soap on the area and do not saturate.
- Clean spots from the outside to the center to avoid leaving a ring.
- Be sure to remove any residual cleaner and towel dry the area.
- Steam cleaning or dry cleaning may be an option for small to mid-size rugs. Check the care label for instructions.
- **Wool rugs:** Use lukewarm water and/or a wool cleaning liquid to remove any stains. Always pre-test in an inconspicuous area.
- **Sisal:** Use a dry cloth to blot the stain then apply a water and white vinegar solution to treat. Be sure to wring out the cloth prior to applying the solution because moisture is not good for sisal rugs.
- **Jute:** Use a dry cloth to blot the stain, then treat stains by dabbing a small amount of club soda or mild soap on a dampened cloth. Limit the amount of moisture used.
- **Bamboo:** Blot until dry, use a cloth dampened with warm water to get rid of residue. If necessary, a mild soap and water solution can be used.
- **Viscose:** Pre-test an inconspicuous area first. Treat by dabbing a small amount of club soda or a cloth dampened with mild soap and water solution. Blot area until dry and limit the amount of moisture used. Never steam clean viscose.
- **100% Synthetic rugs:** Some household cleaners like Fantastic® may be used to remove grease and stains but always pretest on an inconspicuous area.

## MATTRESSES

- Use a mattress pad and/or dust mite cover to keep your mattress clean.
- Rotate your mattress and boxspring after one month of use.
- Rotate every three months thereafter.
- Do not bend your mattress.
- Vacuum your mattress one or more times a year.
- Do not allow jumping on any mattress. It can cause damage to the springs and is generally unsafe.
- Mattresses are warrantied against manufacturers' defects.

## IRON BEDS

- To remove dust, wipe the bed frame occasionally with a soft cloth dampened with water only.
- Do not use chemicals or abrasives.
- Use caution when applying skin creams, hair sprays, and other solvents because they may cause damage to painted finishes.

## STONE TOPS

- Only use cleaning products specifically designed for use on stone tops. Do not use soap or detergents.
- Wipe spills as soon as they happen with a slightly damp cloth and warm water then dry with a clean towel.
- Alcohol, acidic and alkaline liquids such as juice, wine, vinegar, and ammonia can potentially damage the surface.
- Do not put excessive heat directly on the stone instead, use a trivet or coaster.
- Do not drag items across furniture because this can damage the finish.
- Use felt disks on the bottom of items such as lamps, vases, decorative bowls, jewelry boxes, etc. to avoid scratching the surface of stone tops.

- Stone-top furniture is very heavy. Do not drag to move it from place to place. Always lift it, roll it on a dolly or use furniture sliders made for this specific purpose to avoid damaging your floors and furniture.
- Do not try to lift or move furniture by the stone top.
- Heavy or sharp objects can damage the stone.
- If you chip the stone, be sure to save the pieces and contact a professional stone repair service for assistance.







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## **NEED MORE ADVICE?**

We value long-term customer relationships and we will be here for you every step of the way as you furnish or refurnish your home.

We hope this guide answers any questions you may have and will serve as a valuable resource for years to come.

Should you have any further questions or would like some advice, we invite you to stop by the store or give us a call at 914.241.7000.





# WILLOW

FURNITURE & DESIGN

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