



Facility Concepts Product Care & Maintenance Manual

General Information

Our products require periodic maintenance to ensure long-term durability and customer satisfaction, just as any manufactured product or equipment does. Please note that if proper maintenance procedures are not followed, product warranties may be voided.

General Care & Maintenance

The product should be examined every ninety days for loose or missing parts such as screws, missing glides, loose rails, loose joints, loose seat pads, broken casters or glides, cracked or broken welds, cracked laminate and splintered wood.

To properly maintain stability and product integrity, hand-tighten any loose screws as required, replace any missing glides or broken casters immediately, verify that table bases are tight, and columns are seated properly on the hub of the base. Schedule a repair for any cracked or broken welds, loose rails and loose joints immediately.

To avoid fabric tears and personal injury, remove all protruding screws, nails, etc.; repair or replace any chipped or cracked laminate or wood product; cut wood splinters flush with surface, sand smooth, and refinish. Remove damaged products from service immediately until they are properly repaired.

It is important to contact Facility Concepts, Inc. for authorized repair services.

Finishes – Wood

Refrain from subjecting wood products to extreme temperatures or moisture. Apply a hard paste wax every 3 months during the first year of use. After the first year, applying wax twice a year is recommended.

To clean, dust with a slightly dampened soft cloth, wiping with the grain of the wood. For deeper cleaning, use a gentle cleansing product. Take care not to use abrasive household solvents. Spills, splatters and water-spots should be immediately wiped up and the surface dried.

Scratches may be repaired using a wax repair stick, touch up marker, or by using a matching stain on a soft cloth, wiping it off after 30 seconds and then applying a coat of paste wax over the touched-up area to even out the sheen.

Solid Wood Information: Solid wood products will expand and contract with changes in temperature and humidity. The lumber harvested for solid wood contains the character of the trees it's milled from, with color variations, patterns and imperfections that serve to enhance the wood's natural beauty.

Solid wood can react to UV light, especially lighter colors. If placed in direct sunlight, be aware that the color of the wood can change over time.



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Finishes – Metal

Plating: On plated metals, like chrome, use a non-abrasive glass cleaner or damp cloth to remove dirt and fingerprints. Lightly apply furniture polish once every six months to maintain the surface.

Smooth Powder Coating: Wipe with a damp cloth. Use soap and water for stubborn stains and grease marks. If chipped, touch-up paint should be applied to prevent further chipping.

Textured Powder Coating: Textured powder coating such as wrinkles and hammertones should be wiped with a damp cloth to remove smudges. Brush the surface with a soft-bristled dry brush to remove dirt. Avoid using soap.

Iron: Textured iron should be wiped with a damp cloth to remove smudges. Brush the surface with a soft-bristled dry brush to remove dirt. A hand dishwashing cleaner can be used to clean tougher stains but be sure to wipe away any remaining water quickly.

Finishes – Upholstery

Fabric: Cleaning methods will vary based on type of fabric. Dirt and crumbs can be gently brushed off or vacuumed. Spills should be cleaned immediately, and a regular schedule of cleaning should be utilized, following the material manufacturer's directions. Some fabrics can be cleaned only with water-based cleaners, while others require water-free, dry-cleaning methods. Be sure to consult the material manufacturer's instructions.

When cleaning, gently scrape excess solid material or liquids using a dull-edged tool, like a spoon. Pre-test cleaners in a hidden area, looking for faded colors, shrinkage or rings that indicate incompatibility. Apply cleaner to a soft cloth and begin at the edge of the area to be cleaned, blotting towards the center. Avoid rubbing as this can cause wear on the fabric. Then use a dry cloth to brush the edges of the cleaned area back and forth, following with using a fan to prevent ringing.

Do not use a solvent based product unless recommended by the fabric manufacturer. For thorough cleaning, professional service is recommended. FCI uses many moisture repellent fabrics that have specific cleaners available. Contact FCI if you cannot determine the proper cleaning method for your fabric.

Vinyl & Vinyl Edges: Use a liquid detergent suitable for cleaning vinyl. After cleaning, wipe the surface with a cloth dampened with warm water.



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Finishes – Laminate

Laminate: Laminate may be cleaned using liquid non-abrasive dishwashing detergent in water. Stains may be removed with non-abrasive household cleaners. Light scrubbing with a soft-bristled brush may be necessary to remove stains from the depths of the structure of some textured surfaces. If the stain persists, use a paste of baking soda and water, applied with a soft-bristled brush. Light scrubbing with this solution should remove most stains. Baking soda is a low abrasive and too much scrubbing or too much force may damage the decorative surface, especially gloss finishes. These steps may be repeated if the stain appears to be going away and the color of the laminate has not been affected.

Never use toilet bowl cleaners, hydrogen peroxide, oven cleaners, drain cleaners, metal cleaners and polishes, chlorine bleach, coffee pot cleaners or high abrasive cleaners. They will scratch, discolor or damage the laminate surface.

Metallic Laminate: To keep these decorative laminates looking their best, clean with a mild soap or detergent and a damp cloth or sponge. Do not use abrasive cleaners or wax as they may damage the protective coating. Note that these surfaces are not recommended for horizontal surfaces.

Finishes – Polypropylene

Do not use abrasive cleaners. Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Check the manufacturer's directions for other cleaning instructions.

Finishes – Fiberglass

Do not use abrasive cleaners. Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Check the manufacturer's directions for other cleaning instructions.

Finishes – Solid Surface

Do not use abrasive cleaners. Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Check the manufacturer's directions for other cleaning instructions.

Finishes – Stone

Do not use abrasive cleaners. Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Check the manufacturer's directions for other cleaning instructions.



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Wood-Frame Chair & Stool Information

Regular visual inspection of wood-frame chairs is recommended. Look for loose components, damaged finishes and torn fabric, if appropriate. The chair should be examined as it sits on the floor and then turned upside down to expose its hardware. Wood-frame chairs are glued together before mechanical fasteners are added for additional strength. Since glue can lose some of its adhesion over time, it's important to ensure the fastening hardware is sound. This hardware can take the form of screws located in the chair's corner blocks, back legs and possibly the stretchers. The hardware of a chair should be inspected a few times a year, more in high-traffic environments. Tighten loose screws with a hand screwdriver to avoid over-tightening. If the chair has a seat board attached to the frame, check that the screws securing it are tight.

If your wood-frame chair has glides, examine them regularly for wear or unevenness. Uneven glides may prevent all four legs from touching the floor, causing stress on the chair's joints and back. Floors with a high coefficient of friction may cause the glides to wear quicker than they normally would.

The finish on the frame should protect it from moisture, oils and acids from touching as well as some cleaning chemicals. A warm, damp cloth should clean most dirt and grime from a wood chair's finish. Water should be used sparingly and wiped dry immediately after use. If a cleaner is used, it should be something gentle; avoid wax-based or petroleum-based products and those containing bleach. These types of cleaners can damage the finish. Periodic polishing with a non-silicone polish can enhance the appearance of the finish.

Continued handling of finished wood, along with environmental conditions, can result in a worn, chipped and scratched finish over time. This patina can actually enhance the visual appearance of wood-frame chairs. If the finish needs to be touched up, dip a cloth into a matching stain and rub it into the damaged section to coat the wood. Allow the stain to sit for thirty seconds before wiping off. Touch-up markers in a corresponding stain work well for small scratches. Apply a coat of paste wax over the repaired area and adjacent surfaces to even out the wood's sheen. Wax repair sticks can also be used.

If a wood-frame chair develops cracked legs or back supports, has excessive play in the frame, or shows other signs of structural failure, remove it from service immediately and contact Facility Concepts for authorized repair or to arrange a replacement.

Metal-Frame Chair & Stool Information

Regular visual inspection of metal-frame chairs is recommended. Look for loose components, damaged finishes or welds and torn fabric, if appropriate. The chair should be examined as it sits on the floor and then turned upside down to expose its hardware. The hardware of a chair should be inspected a few times a year, more in high-traffic environments. Check that welds are in good shape and not cracked or broken. If there are visible screws, tighten them with a hand screwdriver to avoid over-tightening. If the chair has a seat board attached to the frame, check that the screws securing it are tight.

If your metal-frame chair has glides, examine them regularly for wear or unevenness. Uneven glides may prevent all four legs from touching the floor, causing stress on the chair's joints and back. Floors with a high coefficient of friction may cause the glides to wear quicker than they normally would.

Wiping down metal-frame chairs with a damp cloth should remove most dirt and grime. When using a cleaner choose hand dishwashing detergent or denatured alcohol; remove the resulting cleaning residue with hot water and wipe dry to prevent water spots. Avoid abrasive cleaners, pads or brushes as they can damage the finish.

If a metal-frame chair develops bends or other signs of structural failure, has loose or missing parts or any other signs of instability, remove it from service immediately and contact Facility Concepts for authorized repair or to arrange a replacement.



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Booth Seating Information

Regular visual inspection of booth seating is recommended. Look for loose components, damaged finishes and torn fabric, if appropriate. Booth seating should be examined few times a year, more in high-traffic environments.

If the booth seating develops any cracked, dislodged or missing parts or any other signs of instability, remove it from service immediately and contact Facility Concepts for authorized repair or to arrange a replacement.

Lounge Information

Regular visual inspection of lounge seating and tables is recommended. Look for loose components, damaged finishes and torn fabric, if appropriate. Lounge seating and tables should be examined few times a year, more in high-traffic environments.

If the lounge seating and tables develop any cracked, dislodged or missing parts or any other signs of instability, remove it from service immediately and contact Facility Concepts for authorized repair or to arrange a replacement.

Table Information

Regular visual inspection of table tops and bases is recommended. Look for loose components, damaged welds and finishes. This works best by turning the table upside down to expose its hardware, if possible. Turning the table over should be done with the assistance of another person, while taking precautions to protect the top from damage. The table base's hardware should be inspected a few times a year, more in high-traffic environments. Check that any welds are in good shape and not cracked or broken.

Tighten any screws attaching the top to the base with a hand screwdriver to avoid over-tightening, as well as any nuts or bolts that are holding the base together. Check for worn or damaged glides as well. Uneven glides may cause the table to wobble, which can cause spills along with trip or slip hazards.

Table bases come in a variety of materials such as smooth or texture powder-coated steel, plated steel and cast or wrought iron. When cleaning table bases, use the method appropriate to the material.

Table tops are made from a variety of different materials such as butcher block, solid wood, laminate, stainless steel, glass, polyurethane, solid surface and stone. Use cleaners and waxes appropriate to the top's surface material as directed by the material manufacturer's instructions. For wood tops, apply a hard paste wax every 3 months during the first year of use. After the first year, applying wax twice a year is recommended.

As always, if you have any questions or concerns about your Facility Concepts products, don't hesitate to contact us; and thank you for choosing FCI!