



FINISHES CARE AND MAINTENANCE

With regular care and maintenance, your Herman Miller furniture will provide years of superior performance and satisfaction. To maintain the finish quality of your Herman Miller product, please follow the cleaning procedures provided below.

The instructions for the care and maintenance of Herman Miller products are provided to you as a service. No warranty is implied since results may vary.

Coated Metal

For normal cleaning, wash coated metal surfaces with a soft cloth soaked in detergent and warm water; rinse thoroughly and dry.

Remove scuff marks from low-gloss coatings with pre-softened paste wax, following the manufacturer's instructions.

Remove scuff marks and scratches from high-gloss coatings using automotive polishing compounds, either liquid or paste. After polishing, apply a pre-softened automotive paste wax to restore original sheen.

For assistance in determining the appropriate color and gloss for Herman Miller touch-up paint, contact your Herman Miller Customer Service Representative.

Polished Aluminum

For normal cleaning, apply a pre-softened paste wax to polished aluminum components following the manufacturer's instructions. In humid atmospheres near salt water, apply the wax once a month. In other areas, apply wax every three months to maintain the appearance of the aluminum.

Polished Chrome

For normal cleaning, wet cheesecloth in a nonabrasive cleaner, like liquid dish soap, and rub the polished chrome component lightly until the original luster reappears. Dry the component with a soft cloth to remove any soap residue.

Acrylic Glazing

Products with acrylic glazing include Action Office® glazed panels and Intent™ furniture storage doors.

For normal cleaning, first rinse the surface with clean water to remove any particles of dust or other abrasive materials. Sponge the plastic gently with warm water and a mild, nonabrasive soap or a solution of ammonia and water. Rinse thoroughly with clean water and dry with a soft cloth. After cleaning, the acrylic glazing can be polished with a good wax polish applied with a clean, soft flannel pad.

Do not use benzene, acetone, denatured alcohol, or gasoline. These solvents soften the surface of the plastic and may cause damage. Also avoid using glass cleaning compounds, abrasive cleaners, and hard instruments. Make sure cleaning materials are free of grit and other foreign materials.

Glass

Products with glass glazing include Ethospace® Glazed Tiles, My Studio™ Environments, and Vivo® Interiors.

For normal cleaning, use products specifically designed for glass.

Plastic

For normal cleaning, wash plastic surfaces with a soft cloth soaked in mild detergent and warm water. Rinse thoroughly and dry with a soft cloth. Do not use solvents or abrasive kitchen cleaners.

Overmold Chair Base

Products with overmold chair bases include Ergon 3® chairs with Black Umber (BU) or Medium Tone (MT) finish only.

For normal cleaning, wash overmold bases with warm, soapy water. Rinse and wipe dry with a soft cloth. Do not use any solvents or abrasive materials.

Laminates

Products using laminate may include tabletops, work surfaces, counter caps, transaction surfaces, flipper doors, and lateral files.

For normal cleaning, wash the laminate with a soft cloth and a solution of mild detergent and warm water. Rinse thoroughly and dry with a soft cloth.

For minor repair of burns or other stubborn marks, apply a nonabrasive liquid kitchen cleanser with a soft cloth soaked in warm water. Rub in the direction of the grain; use caution to avoid damaging the surface texture or gloss. If no grain direction is visible, rub with a light, circular motion.

Do not use powdered abrasives or other harsh cleansers like hypochlorite bleach, hydrogen peroxide, nitric or hydrochloric acids, or lye; they may deface the surface and change the finish color.

Formcoat®

Products using Formcoat include products in the Ethospace® System, My Studio Environments™, and the Resolve™ Collection, as well as the Avive® Table Collection.

For normal cleaning, wash with a soft cloth and a mixture of a mild detergent and warm water; wipe dry with a clean, soft cloth.

Avoid the following types of cleaning agents: Lysol cleaners, abrasive cleaners (Soft Scrub, Comet, etc.), and acetone bases cleaners.

For spot cleaning, spray with Fantastik®, 409®, or Kleerdex Company's Kleer Off General Purpose Cleaner, and wipe until dry with a clean, soft cloth.

To clean metal marring, use a product call ZUD, which will remove the metal marring without changing the gloss or color of your Formcoat product.

Wrapcoat

For normal cleaning, use a sponge or soft cloth with Soft-Scrub without bleach, Fantastik®, 409®, or Kleerdex Company's Kleer Off General Purpose Cleaner.

For tough marks or stains caused by spills, graffiti, heel marks, etc., apply cleaners such as Crown Anti-Vandal Spray or DWRT, Kleerdex Company's Kleer Off Graffiti Remover, or Atlanta Sundries Goof-Off. (These are specialized cleaners that should be used for small areas only.) It may be necessary to use a short, stiff-bristled brush to remove some stains on the textured surface. After cleaning, rinse the surface thoroughly with clean water.

For previous cleaning residue, which may be evident as soon as surface dries or over a long period of time, use a specialized cleaner such as Johnson's Wax Step OFF.

Do not use powdered cleansers or ammonia-based cleaners; they leave a residue if not properly wiped off.

Flex-Edge™

For normal cleaning, use a soft cloth or sponge and mild cleaner suitable for counters and other household surfaces such as 409® or Fantastik®.

Do not use abrasive, alcohol-based, or solvent-based cleaners; they may damage the surface.

Wood & Veneer

This includes Herman Miller products finished with wood veneer or recut wood veneer, except the Eames lounge and ottoman with rosewood or walnut veneer, unless specifically noted.

For normal cleaning, dust furniture daily with a slightly damp, soft, lint-free cloth. Wipe dry with a dry, soft cloth in the direction of the wood grain.

Once a month, clean the surface with a soft cloth dampened with a quality cleaner formulated for wood furniture. Wipe the surface in the direction of the wood grain to remove dirt and fingerprints. Wipe dry with a clean, dry cloth.

Twice a year, apply a good quality emulsion wax with a soft cloth. Emulsion wax is clear and prevents fingerprints. Do not use aerosol-powered cleaners, polishes, waxes, abrasive cleaners, or oily polishes.

For minor repair of water rings, stains, and scratches, rub the surface lightly in the direction of the wood grain using No. 000 steel wool. Apply a scratch-removing polish with a color and value that simulate the veneer. If the scratches are deep, consult a professional furniture refinisher.



TEXTILES CARE AND MAINTENANCE

With regular care and maintenance, your Herman Miller furniture will provide many years of superior performance and satisfaction. To maintain the quality of your Herman Miller textiles, please follow the cleaning procedures outlined here.

The instructions for the care and maintenance of Herman Miller Products are provided to you as a service. No warranty is implied since results may vary.

Fabric

Abak[®], Action Office[®] Panels, My Studio[™] Environments, Passage[®], Prospects[®], and Vivo[®] Interiors

For normal cleaning, vacuum panel cloth as needed, using an upholstery attachment. If further cleaning is needed, dry-clean or spot clean fabric with solvent cleaner.

Do not brush fabric or panel cloth or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

Do not apply water or any liquid solution to panel cloth. Wetting the fabric with any liquid solution may result in permanent damage.

Ethospace[®] Tiles and Resolve[®] Blankets

For normal cleaning, vacuum as needed, using an upholstery attachment. If further cleaning is needed, dry-clean or spot clean fabric with a solvent cleaner.

Do not brush fabric or panel cloth or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

If large areas are soiled, have a professional cleaning firm clean the fabric with a dry compound upholstery shampoo.

Ambi[®], Aside[®], Ergon 3[®], Equa 2[®], Eames[®], and Reaction[®] Chairs

For normal cleaning, vacuum upholstery fabric as needed, using an upholstery attachment. If further cleaning is needed, dry-clean or spot clean fabric with solvent cleaner.

Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

Do not apply water or any liquid solution. Wetting the fabric with any liquid solution may result in permanent damage.

Balance and Rhythm – Embody[™] Chair

For normal cleaning, vacuum upholstery fabric as needed, using an upholstery attachment. Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

To spot-clean fabric, immediately soak up the stain with a soft absorbent cloth. Do not dry the stain completely or it may set.

The longer a stain is allowed to remain on the fabric, the more difficult it is to remove.

For water-based stains, such as coffee, soft drinks, fruit juices, or milk, use a water-based cleaner (specifically made for cleaning fabric) or a solution of mild (alkaline) warm soapy water (not overly soapy) applied with a damp clean cloth or sponge.

Work the cleaner into a lather or foam.

Never use hot water; it will set the stain. Avoid scrubbing.

For oil-based stains such as lipstick, grease, or salad dressing use a dry cleaning solution applied with a damp clean cloth or sponge. Test the cleaning solution on a small, concealed area first. If there is no spotting, ringing, or damage to the fabric or its dyes, apply the cleaning solution to the soiled area with light, quick strokes. Begin at the outside of the stain and work toward the center, being careful not to over-saturate the fabric. K2r is also a product that can be used. See product label for complete instructions.

Do not over apply water or any liquid solution to fabric.

Excessive wetting of the fabric with any liquid solution may result in permanent damage to the material.

Do not rub too vigorously or you may damage the nap of the fabric or break fibers. Several light applications are better than one heavy application.

Soak up all remaining solution and then use a clean cloth or sponge dipped in cool water to remove any residue.

Let fabric dry thoroughly and then vacuum well before using.

If the stain resists cleaning, call a professional cleaning firm.

Bingo – High Performance Upholstery Material

For normal cleaning, vacuum upholstery fabric as needed, using an upholstery attachment. Do not brush fabric or use a vacuum attachment with a rotary brush.

If an area is soiled, wash Bingo with a soft cloth or soft-bristled brush lathered with mild, non-abrasive soap and lukewarm water. Before the surface dries, wipe with a clean, dry cloth to remove any residue. This procedure may be repeated to remove stubborn dirt or stains.

Do not use any cleaning method that is not listed above, as other methods may attack the vinyl and cause eventual degradation.

Checkmate and Jump Rope – YES Essentials® Fabric

For normal cleaning, vacuum upholstery fabric as needed, using an upholstery attachment. Do not brush fabric or use a vacuum attachment with a rotary brush. Brushing may permanently damage the nap or change the character of the fabric.

To spot clean the fabric, immediately soak up the spill or debris with a clean cloth. Use a powdered enzyme detergent mixed with warm, clean water (not overly soapy) applied with a damp clean cloth or sponge. Be sure to remove all excess soap with clear, clean water. Repeat as needed to remove any residue.

For additional information on YES Essentials, visit www.yesessentials.com.

Quilty – GreenShield™ Fabric

To spot clean the fabric, immediately soak up the spill or debris with a clean cloth. Use a powdered enzyme detergent mixed with warm, clean water (not overly soapy) applied with a clean damp clean cloth or sponge. Be sure to remove all excess soapy water with clear, clean water.

Repeat as needed to remove any residue.

For additional information on GreenShield, visit www.greenshieldfinish.com.

Spools – Crypton® Fabric

For normal cleaning, vacuum upholstery as needed.

To spot clean the fabric, immediately soak up the spill or debris with a clean cloth. Use a powdered enzyme detergent mixed with warm, clean water (not overly soapy) applied with a damp clean cloth or sponge. Be sure to remove all excess soap with clear, clean water.

Crypton offers cleaners, including an oil based stain remover, a food stain remover, a fabric freshener, and a general upholstery extraction cleaner. For these cleaning products, and additional information on Crypton, visit www.cryptoncare.com.

Suspension Materials

Pellicle®, AireWeave™, Cygnus™, Flexnet™, Latitude™, and Lyris™

For normal cleaning, vacuum fabric as needed.

There are two types of stains: water-based and oil-based. Water-based stains are non-greasy soil or stains such as coffee, soft drinks, fruit juices, or milk. Oil-based stains are oil-borne soil or stains such as lipstick, grease, or salad dressing.

For water-based stains, use a water-based cleaner (specifically made for cleaning fabric) or a solution of mild (alkaline) warm soapy water (not overly soapy) applied with a damp clean cloth or sponge. Work the cleaner into the lather or foam.

Never use hot water; it will set the stain. Avoid scrubbing.

For oil-based stains, use a dry cleaning solution applied with a damp clean cloth or sponge.

To spot-clean fabric, immediately soak up the stain with a soft absorbent cloth. Do not dry the stain completely or it may set. The longer a stain is allowed to remain on a fabric, the more difficult it is to remove.

Test the cleaning solution on a small, concealed area first. If there is no spotting, ringing, or damage to the fabric or its dyes, apply the cleaning solution to the soiled area with light, quick strokes. Begin at the outside of the stain and work toward the center, being careful not to over-saturate the fabric.

Do not rub too vigorously or you may damage the nap of the fabric or break fibers. Several light applications are better than one heavy application.

Soak up all remaining cleaning solution and then use another clean cloth or sponge to remove any residue. (For water-based stains, use a clean cloth or sponge dipped in cool water.)

Let fabric dry thoroughly and then vacuum well before using.

If the stain resists cleaning, call a professional cleaner.

Vinyl Upholstery and Vinyl Films

For normal cleaning, wash vinyl upholstery with a soft cloth or soft-bristled brush lathered with mild, nonabrasive soap and lukewarm water. Before the surface dries, wipe with a clean, dry cloth to remove any residue. This procedure may be repeated to remove stubborn dirt or stains.

Ink spots can sometimes be removed by washing with soap and water followed by isopropyl alcohol.

Do not use any cleaning method that is not listed above, as other methods may attack the vinyl and cause eventual degradation.

Leather


For normal cleaning, vacuum or dust frequently with a clean, dry cloth. If leather is soiled, it can be wiped with a damp soft cloth and a lather of any mild soap and a minimum amount of lukewarm water. Do not spot clean leather; clean the entire surface. Wipe clean with a damp cloth and dry with a clean, soft cloth.

For spots and spills, wipe excess liquid immediately with a clean cloth or sponge; let the leather air dry. If further cleaning is necessary, sponge the entire surface—seat, back, or chair arm—with clean, lukewarm water. Let the leather air dry; never use a hair dryer or other heat source to dry leather.

For stubborn spots and stains, apply a mild, nonabrasive soap solution with a clean, wet sponge. Rinse well and let air dry. For butter, oil, or grease, wipe the leather with a clean, dry cloth and let the remainder of the oil dissipate into the leather. Do not apply water or try to wash a grease spot.

Do not use saddle soap, cleaning solvents, oils, furniture polishes, varnishes, abrasive cleaners, detergents, or ammonia on leather; they will ruin the finish, causing it to become sticky and cracked.

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VENEER CARE AND MAINTENANCE

Veneer is a natural wood product, so it requires more attention than other surfaces. When veneer is properly cared for, it will last long and keep looking beautiful. Here are some tips.

Routine Maintenance

Wood is very durable and requires little attention. Routine maintenance is simply regular dusting with a slightly damp, soft, lint-free cloth. Wipe dry with a dry, soft cloth in the direction of the wood grain. Spills should be immediately wiped up with a damp cloth.

Once a month, clean the surface with a soft cloth dampened with a quality cleaner formulated for wood furniture. Wipe the surface in the direction of the wood grain to remove dirt and fingerprints. Wipe dry with a clean, dry cloth.

Twice a year, apply a good quality emulsion wax with a soft cloth. Emulsion wax is clear and prevents fingerprints. But don't use aerosol-powered cleaners, polishes, waxes, abrasive cleansers, or oily polishes.

Stains

Herman Miller veneers are tested to ensure they are not stained by liquids such as ink and coffee, and are unaffected or only slightly affected by prolonged contact with water.

To reduce the risk of damage, take some precautions:

- Use coasters for glasses and mugs.
- If a glass top is added to the veneer surface, be sure it rests on felt pads.
- Don't place a potted plant on a veneer surface unless it's in a water-tight container or in a drip tray.
- Don't let vinyl binders stay on a surface for very long.
- Use protective pads under equipment with "rubber" cushioning feet. Some chemical compounds used in the feet on office equipment, such as printers and monitor stands, may leave permanent stains or marks.

Other Damage

Wood is susceptible to bruising and scratching from heavy office equipment, so we encourage a protective surface is placed underneath. Also, objects should be lifted instead of dragged across a surface. Protective pads should be used under items with a rough bottom, like pottery.

Denting, caused by extreme pen pressure when writing, can also damage veneer. Use desk pads or some other protection where a lot of paperwork is done.

Sunlight can damage veneer as well, so veneer surfaces should not be in direct sunlight. To help a surface age evenly, users can periodically move items on their desks so that the entire surface is exposed to an even amount of light over time.

In addition to light, extremely high or low humidity is a damaging environmental factor. Herman Miller suggests maintaining a relative humidity of 35-65 percent.

PLEASE NOTE: Before specifying veneer for furniture, determine the kind of use it will receive. If the veneer is going to receive a lot of heavy use and damage to veneer is likely, it may be best to use laminate instead.



Know Your Herman Miller Leather

We hope you enjoy the comfort, beauty, and luxurious feel of your Herman Miller leather furniture. To ensure a satisfying experience, we use only leather that meets the highest standards for quality and durability.

As with any leather product, there are a few special points to consider.

Safe, Chrome-Free Technology

Herman Miller leather is steeped in the traditions of fine craftsmanship. We draw on these traditions and combine them with the latest advances in leather-making technology.

For example, traditional tanning processes use chromium. However, the disposal of waste chromium and leather scrap is an environmental concern, as well as a danger to human health. What's more, a sizable number of people are seriously allergic to the chrome in leather.

That's why Herman Miller uses only chrome-free tanning technology. Chrome-free leather is safe and environmentally friendly—and it has the same performance properties as traditional leather.

Leather Ages Well

Over time, your leather furniture won't look the same as it does today. That's part of leather's unique appeal. Leather ages beautifully, each product taking on its own patina (a deep, natural luster) as the leather ages.

The Value of Caring

Herman Miller leather is extremely soft, supple, durable, and resistant. To keep it that way, it's important to care for your leather properly.

For normal cleaning, vacuum or dust frequently with a clean, dry cloth. If leather is soiled, it can be wiped with a soft, damp cloth using a lather of any mild soap with lukewarm water.

Do not spot clean leather; clean the entire surface. Wipe clean with a damp cloth and dry with a clean, soft cloth.

For spots and spills, wipe excess liquid immediately with a clean cloth or sponge; let the leather air dry. If further cleaning is necessary, sponge the entire surface—seat, back, or chair arm—with lukewarm water.

Let the leather air dry; never use a hair dryer or other heat source to dry leather. For stubborn spots and stains, apply a mild, nonabrasive soap solution with a clean, wet sponge. Rinse well and let air dry.

For butter, oil, or grease, wipe the leather with a clean, dry cloth and let the remainder of the oil dissipate into the leather. Do not apply water or try to wash a grease spot.

Do not use saddle soap, cleaning solvents, oils, furniture polishes, varnishes, abrasive cleaners, detergents, or ammonia on leather; they will ruin the finish, causing it to become sticky and cracked.

Imperfect Beauty

With top-quality leather, perfection is not flawless. Herman Miller leather, like all premium leathers, has some subtle markings caused by the healed nicks and cuts that occur in the life of the animal. These natural markings give each Herman Miller leather furniture product unique beauty and character. And natural markings do not affect durability.

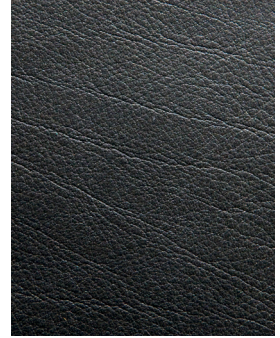
Some of the natural markings you may see on your leather are shown here. Herman Miller has strict standards for what markings are acceptable. Different levels of markings are allowed based on how visible the leather is on the product.



Warts



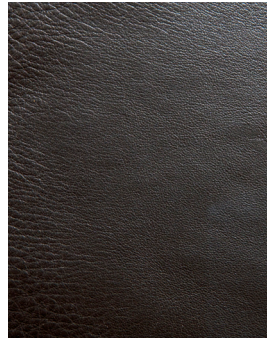
Veins



Neck wrinkles



Healed scars



Manure burns