

# FEST - maintenance and advice

## How to maintain your upholstery

### Woolen rugs

Don't worry, it's quite normal for new woolen rugs to shed a lot of 'fluff' and fibres in the beginning. It does not affect the appearance or quality of the rug. After a few weeks of regular vacuuming, the shedding will stop on its own.

By turning your rug every now and then, all corners will discolour/wear evenly.

Wool is a natural product, so if the humidity is below 50%, we recommend that you lightly spray the rug with water every 3 months. This way the wool stays in good condition and your rug stays beautiful for a longer period of time.

Got a stain? Act as soon as possible. If the stain is still wet, you can place a few sheets of kitchen roll on it. Then use lukewarm water and a clean, colourless cloth or sponge. Dampen the stain and blot it. Repeat that process until your rug is clean again. Note: do not rub. If you do this, you might rub the stain into the wool and damage the rug's fibres. Also, be careful not to get the rug too wet; woven rugs can then shrink or lose their shape and the threads can come loose on short and long pile rugs.

It is best to carefully scrape dry stains from woven and short-pile rugs. Start at the edge of the stain and work your way towards the centre of the stain. Then vacuum up the remaining dirt.

### Kvadrats woolen fabrics

The majority of the Kvadrat upholstery FEST has in the collection is made of (a high percentage of) sheep's wool. Wool is extremely versatile and has a lot of advantages:

1. Naturally dirt resistant > *Due to the greasy layer that wool naturally has, woolen fabrics are resistant to dirt. Compare it to a sheep that can stand in the rain for hours without getting soaked. Because of that greasy layer, raindrops stay on top of her fur instead of penetrating straight through it.*
2. Durable and biodegradable
3. Naturally fire resistant
4. Wear-resistant
5. Comfortable
6. Flexible > *Doesn't crease*
7. Less pleating > *Thanks to the 'curl' in the fibre wool has the ability to 'spring back' into its old pattern. Compare it to a curl in someone's hair: when the hair is wet or when you pull it, the hair becomes long and smooth. But if the hair dries up or you let go of it, the hair will always return to its original shape: curly. The same goes for the fibres in a woolen fabric. Because they jump back to their old state, wool can also be upholstered more tightly. Note: the thicker your wool fabric is, the easier it can return to its old pattern.*

### How to keep wool pretty - weekly maintenance

The following applies to every fabric: if you want to keep it looking as good as possible, for as long as possible, you will have to clean it regularly. Dust and dirt cause textiles to wear faster and – in the case of wool – also reduce its fire-retardant properties. We therefore recommend vacuuming the fabric weekly at half power with a soft, velvet brush head. Preferably vacuum with (and not against) the grain of the fabric.

By vacuuming, you keep a lot of dirt (such as dust, skin oils, etc) out, so that new stains have less chance to adhere. Wool naturally repels dirt, but if there is a hefty amount of dust and other dirt on the fabric, the wool under the dirt will no longer be able to do its job completely. In other words: vacuuming is key.

## How to keep wool pretty - every so often

The biggest 'enemies' of furniture fabric? Skin oils.. Whether it's from people or animals (or both), the oils we secrete create a grey veil on the fabric. On light-coloured furniture you can recognise them as grey spots and on dark-coloured furniture as lighter spots. This is particularly visible on armrests and headrests.

Cleaning your furniture fabric yourself is very easy with [James Water](#) and a white terry towel. Spray some James Water on the dry towel and rub it over the fabric with slow, long strokes. Is there dirt on the towel? Then you can keep going. If you do this regularly from the time of purchase, the fabric will stay beautiful much longer.

## How to treat stains in wool

Acting quickly is key!

Is your furniture:

- Registered at Protexx?
- Containing a food or drink stain(s) caused by secretions and excretions of humans or other mammals?
- Still under a 5 year warranty?

Please contact Protexx within 48 hours!

INot registered at Protexx or has the 5 year warranty already expired?

1. First, scrape off any liquids or solidified residues with a spoon and vacuum up any loose particles.
2. Blot liquids or damp stains with an absorbent napkin or cloth.
3. Now wet a colourless, clean terry towel with cold tap water, wring out the towel and place it on the fresh stain. Leave the towel until it is completely dry. And as tempting as it is, don't look under it in the meantime. Never dab or rub the stain with the towel as this can damage and discolour the fabric. Also, never use soap! This quickly becomes greasy and sticky, acting as a magnet for dirt. In addition, you can get a lot of circles through it.

>> If the fabric was already somewhat greasy or dirty before the new stain appeared, the dirt can spread more quickly. That is why we always recommend vacuuming your furniture weekly and cleaning it regularly with James Water. If you haven't done this, it is best to clean the fabric from seam to seam when a new stain occurs. This way, you prevent lime stains around the stain. Another tip to prevent lime stains is to boil the water first, let it cool and then get to work.

4. Are stains still visible after the towel stain treatment? Follow the instructions on the James Staindisc or the James website (<https://www.james.eu/en/products/james-stainwonder>). Here you can find about 1400 different stain solutions using the search engine. A handy site to bookmark anyway!

## Wool and Protexx

Due to the greasy layer in the wool fiber, it makes no sense to spray Protexx over woolen upholstery; the Protexx will stay on top of the fabric and won't get into the fibre, because, as we explained before, the greasy layer of the wool naturally keeps dirt out.

It is possible (and sensible) to purchase the Protexx service / warranty of 5 years. You pay €50 per seat for a sofa, €25 per seat for a chair. Your furniture is insured for the first 5 years against food/drink stains and stains caused by secretions and excretions from humans and other mammals. It is necessary to call within 48 hours and know exactly what kind of stain it is. If needed, your furniture will be professionally cleaned at home by Protexx. If the stain is impossible to get out of the fabric, Protexx even offers to reupholster your furniture.

## What you should never do with woolen fabrics

- Rub hard. The dirt will then settle further into the fabric, the fabric can be damaged and there is a chance that the fabric will become discoloured by brushing.
- Be careful with solvents; these can dissolve the underlying coating materials.
- Never use concentrated detergents, bleach, ammonia or soap intended for hard surfaces.

## How to maintain synthetic fabrics

Most of the fabrics in FEST's own fabric bundle are made of chemical fibres (synthetic).

## How to keep synthetic fabrics pretty - weekly maintenance

The following applies to every fabric: if you want to keep it looking as good as possible for as long as possible, you will have to clean it regularly. Dust and dirt cause textiles to wear out faster. Therefore, we recommend vacuuming the fabric weekly at half power with a soft, velvet brush head. Preferably vacuum with (and not against) the grain of the fabric.

By vacuuming, you keep out a lot of dirt (such as dust, skin oils, etc). This way, new stains have less chance to adhere. You can also choose to have your piece of furniture treated with Protexx. The resulting protective layer repels dirt. Nevertheless, it is important to continue vacuuming well, because if the protective layer is covered with a considerable layer of dust/dirt, the protective layer under the dirt will no longer be able to do its job. In other words: vacuuming is key.

## How to keep synthetic fabrics pretty – every so often

The biggest 'enemies' of furniture fabric? Skin oils Whether it's from people or animals (or both), the oils we secrete create a grey veil on the fabric. On light-coloured furniture you can recognise them as grey spots and on dark-coloured furniture as lighter spots. This is particularly visible on armrests and headrests.

Cleaning your furniture fabric yourself is very easy with James Water and a white terry towel. Spray some James Water on the dry towel and rub it over the fabric with slow, long strokes. Is there dirt on the towel? Keep going. If you do this regularly from the time of purchase, the furniture fabric will remain beautiful for much longer.

## How to remove stains in synthetic fabrics?

Acting quickly is key!

Is your furniture:

- Registered at Protexx?
- Containing a food or drink stain(s) caused by secretions and excretions of humans or other mammals?
- Still under a 5 year warranty? Please contact Protexx within 48 hours!

Not registered at Protexx or has the 5 year warranty already expired?

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This way, you prevent lime stains around the stain. Another tip to prevent lime stains is to boil the water first, let it cool and then get to work.

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### Synthetic fabrics and Protexx

Have you chosen furniture with a synthetic upholstery? Then we recommend having it treated with Protexx. This provides a protective layer on your furniture and a 5-year warranty against stains from food and drink and all secretions and excretions from humans and other mammals. It is necessary to call within 48 hours and to know exactly what kind of stain it is. You pay €50 per seat for a sofa and €25 per seat for a chair. If necessary, your furniture will be professionally cleaned at home by Protexx. If the stain can really not be removed, Protexx even offers to reupholster your furniture.

### What you should never do with synthetic fabrics

- Rub hard. The dirt will then settle further into the fabric, the fabric can be damaged and there is a chance that the fabric will become discoloured by brushing.
- Be careful with solvents; these can dissolve the underlying coating materials.
- Never use concentrated detergents, bleach, ammonia or soap intended for hard surfaces.

### Other advice for upholstered furniture

- Be careful with items with sharp corners and edges – such as toys, buckles and jewelry – which can damage the fibres of the upholstery. The same goes for the nails and teeth of your four-legged friend(s) of course. Knitted fabrics in particular can fall victim to irreparable damage.
- If there are loops or loose threads in the fabric, don't pull or cut them! What should you do? Stick them back into the fabric with a thin but blunt object.
- Sometimes (dark) jeans leave stains on your upholstery. This can be annoying, because cleaning jeans stains is very difficult. So be aware of this when you buy a piece of furniture, especially if it is in a light or uni-coloured fabric.
- Never use fragrance fresheners for your upholstery; they can cause a chemical reaction.
- Be aware that all fabrics are subject to wear and tear. Unfortunately, upholstery that remains beautiful forever has yet to be invented. How quickly it wears depends on the intensity of use.

### How quickly does your upholstered furniture discolour?

Every fabric discolours over time. How fast that happens differs per substance. Natural fabrics – especially cotton – generally discolour faster than synthetic fibres such as polyester. Nylon, however, is the exception to this rule. And although light colours discolour sooner than dark colours, you see it more clearly with dark colours. To give you an indication of how quickly a fabric discolours, a lightfastness test is performed on all upholstery fabrics. They shine UV light on the fabric for a certain period of time. Based on how quickly and how severely a colour has discoloured, the fabric is rated on a scale from 1 to 8, where 1 represents strong discolouration and 8 indicates no discolouration (which is virtually impossible). These figures are usually subdivided into three lightfastness classes:

4 = sufficient

5 = good

6 = very good (important for outdoor furniture).

Fabrics can also lose their colour through friction. Therefore, we test the rub resistance of the fabrics. We check this by rubbing the fabric when it's both wet and dry and determine if the fabric becomes discoloured. If this scores a low number, it is wise to take a little extra care when cleaning and rather not use a hard scouring pad or rub hard/a lot.

### How to prevent discolouration

Never place your furniture in direct sunlight, after all, that is the biggest cause of discolouration. Is your furniture in the sunlight? Then make sure you have good sun protection – curtains, slats, blinds – and use it too. If possible, turn the cushions regularly to prevent colour differences.

### What is pilling and how to prevent it

You've probably seen them before: those little balls that have clumped together on your furniture: pilling, we call it. They are excess fibres from the upholstery that stick together with fluff, dust, fibers and dirt from your clothing, plaids, pillows, animal furs and so on. It can't hurt, but it's not pretty either. What can you do about it? Keeping your furniture dust free by vacuuming it at least weekly is the best tip we can give you.

How much a fabric pills depends on the fibre length, binding, fibre type and of course how intensively you use your furniture. The pilling content of a substance is determined on the basis of tests and indicated with a number on a scale from 1 to 5. 1 stands for fast pilling in use and 5 for the slowest pilling in use.

The most common factors that cause pilling are:

#### *Pets*

Pets – such as dogs and cats – naturally have oily fur. If you let your pets sit on your furniture, the upholstery can become greasy and be extra prone to attracting dust, hair and other fibres because they adhere more easily to the fabric due to that 'greasiness'. The pilling then occurs due to friction, which happens when you use the furniture.

#### *Humidity*

The ideal humidity for furniture is between 50 and 60%. In the winter months the humidity can decrease to values below 40%. As a result, the fabric doesn't absorb enough moisture and the surface is no longer conductive and thus becomes static. Static surfaces attract dust and lint, which in turn leads to pilling.

#### *Clothing, fleece throws, pillows & rugs*

If you throw a nice red plaid over your beige sofa, you are left with all kinds of red fluff on the fabric. Fibres from other fabrics such as clothing, (fleece) plaids, pillows and rugs can strongly influence the formation of pilling. This is because these fabrics often have excess fibres that come loose during use and cling together with the loose fibres of your upholstery. The result: pilling. Vacuuming the dust regularly helps a lot.

### How to remove pilling

You can also easily remove pilling using a pilling clipper. The clipper ensures that you get rid of the little fluff balls without damaging the fabric – provided you use the clipper correctly, of course. Therefore, never use other means or devices than the pill clipper, because those could irreparably damage the fabric.. And nobody wants that, right?

### Why some fabrics wrinkle more than others

Not all fabrics behave the same, especially once they are upholstered on a piece of furniture. It's comparable to wrinkles: everyone gets them eventually, but some get them a bit earlier than others. Same goes for the wrinkling of upholstery fabrics.

Fabrics with a high percentage of wool (like Coda and Hallingdal) are more elastic than fabrics with a low percentage of wool or fabrics without wool. Those less elastic fabrics are therefore more likely to show wrinkles than upholstery fabrics with a high percentage of wool.

But it's not just about the percentage of wool. The thickness of the fabric also matters. The thicker your wool fabric – so the more wool per linear metre – the higher the fabric's ability to go back to its old pattern, in other words: less wrinkling. The Hallingdal, for example, consists of 'only' 70% wool, but is much thicker than the 100% woolen Tonica and will therefore still wrinkle less.

But which fabrics in our collection wrinkle the least? Those are FEBRIK's Razzle Dazzle and the Drop. These fabrics are knitted on a round knitting machine, so there's as little wrinkling as possible. Ideal for sleek furniture, even if they are organically shaped, as these fabrics upholster super tight.

The shape and size of your furniture also influence the formation of wrinkles. The wider the sofa (without seams), the faster wrinkles can occur. For example, a 200 cm Monday Bench will be more prone to wrinkling than the 160 cm Monday Bench.

Also important: a somewhat softer sofa, which sags further when you sit on it, will always show more wrinkles than a straight, smooth surface with a 'harder' filling. Just think of the soft Dunbar with its round shapes, compared to the fairly tight Edge and the very tight Monday bench.

### How to prevent pitting

Our Dunbar and Clay are super chill sofas: thick, soft, poofy. Perfect for hanging out together or to put it in hipper terms: lounging. They are both constructed from a sturdy beechwood frame, NOSAG springs, HR foam (a type of cold foam that springs back to its old pattern) with a ticking (a synthetic bag) with soft silicone fibres and down on top, which allows a lot of air to enter. That top layer gives them their comfortable seat and cozy, nonchalant character, but it also makes the benches collapse slightly in the places where people sit (a lot). Pit formations are unavoidable with these sofas. But if you regularly punch and fluff the seat cushions, both front and back, you can get the sofa back in shape in no time. No need for a punching bag anymore!

With the Miller sofa, it's also wise to punch and pat the cushions every now and then. This way the sofa becomes tighter and neater again and you prevent pitting.

Tip for Clay: lay it on its back, then slap the front of the seat. This way, the fibres and springs will return to the right place more easily.

Only in very exceptional cases of serious complaints: refilling the sofas is possible via our POS service department. For questions about this, please contact [service@festamsterdam.nl](mailto:service@festamsterdam.nl)

### How to maintain velour fabrics

Velour is a collective name for all fabrics of which fibres (both artificial and natural) are woven into the base fabric. This production method ensures a high load-bearing capacity of the fabric. A velour is therefore ideal for furniture that is used often.

Pressure and body heat can cause a seat mirror on a velour fabric. The hairs of the fibres are flattened, creating a kind of shiny shadow.

Another characteristic feature of velour is the fact that the fabric appears lighter or darker depending on the incidence of light. Because of this, it might sometimes seem as if there are colour differences in the fabric. Because the velour fabrics are generally upholstered in one direction, the light reflects in different directions. With a corner sofa, for example, it could appear as if the fabric on both elements differ in colour when in reality this is not the case.

## How to keep velour fabrics pretty - weekly maintenance

We advise weekly, careful vacuuming with a furniture nozzle at a maximum suction power of 500 watts. Note: a higher suction power causes faster wear of the fabric. Coarse soiling such as crumbs should always be removed from the fabric immediately.

## How to remove a (stubborn) seat mirror from my velour fabric

Usually a seat mirror disappears by rubbing your hand over the fabric, but sometimes more effort is needed. A soft clothes brush offers a solution:

- First brush the seat mirror in all directions. Always put the pile (the upright threads in the fabric) back in their original position. Sometimes it helps to moisten the fabric a little bit before brushing.
- Then brush the entire seat in the same way.
- Did the clothes brush not help enough? Then try it with a clean, unused shoe brush. Get one with soft, short bristles and always brush soft and gently. Oh and: only use a clean one for this to avoid cross-contamination.