

## Studio Encore

### Care and Warranty Information



**General Cleaning** It is recommended that Studio Encore Vinyl be cleaned weekly/fortnightly using a sponge/cloth with warm soapy water. Dry with a clean cloth as this will remove dust and general soiling that can stain the product over time.



**Spot Clean** For spot cleaning, Austex recommends a 50:50 solution of methylated spirits and water. Follow with a solution of warm soapy water to remove any residue. Most stains will lift off easily.



**Bleach Cleaning** Suitable for hospital applications and as such can be cleaned using bleach based cleaning products. A 10% household bleach (Sodium Hypochlorite) with 90% water solution (500ml bleach with 5L water) can be used to disinfect/sanitise the vinyl.



**Ink Stains** Ink stains, ballpoint pens & permanent marker; rub the marked area with undiluted isopropyl alcohol (rubbing alcohol) then immediately rinse the cleaned area with freshwater promptly after applying the alcohol. NOTE: it's not guaranteed that ink stains can fully removed. To achieve the best results, it is recommended to clean the stain immediately.



**Dye Transfer** Dye transfer from blue jeans and other items of clothing can stain the surface of light coloured vinyls. It is important to treat the stain promptly using the **Spot Clean** method. If the dye penetrates the surface of the vinyl, it will be harder to completely remove.

The upholstery is warranted to be free of manufacturing defects and is guaranteed to comply with all advertised International and Australian quality standards for a period of 3 years.

In the event that the products do not perform to the specified performance standards replacement material will be offered free of charge.

The warranty will be deemed void if it is established that the product has been:

1. Intentionally damaged due to vandalism.
2. Not been properly installed or upholstered in accordance to industry standards.
3. Not been properly maintained or regularly cleaned as per cleaning instructions.
4. Altered using chemical surface or base treatments.
5. Exposed to permanent inks and dyes.
6. Post treated but not limited to flame or adhesive lamination using incompatible chemical adhesives, foams, and methods.
7. Cleaned using inappropriate cleaning agents and methods.
8. Exposed to external contaminants or unsuitable cleaners.

In order to make claim under this performance warranty within the warranty period. We require that a written claim, photographic evidence, and a sample of the material in question be provided within 30 days of discovery.

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Please note: The hardening of a PVC surface is not a manufacturing defect. This is a direct result of improper cleaning, the over-use of incorrect cleaning products or the build-up of body oils and perspiration.

After cleaning, wipe vinyl down with a damp cloth soaked in fresh water to neutralize and REMOVE chemical/bleach residue, then allow to dry thoroughly. Accumulated cleaning chemicals will damage the vinyl surface over time.

We recommend weekly cleaning of vinyls using warm soapy water. Please insure you dry the PVC using a clean dry cloth.

Do not machine wash, dry clean or use abrasive powders.

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