

Care and Maintenance

On the following pages you will find our general care and maintenance guidelines for ferm LIVING products.

General Care

- Always follow any care instructions included with the specific product.
- Products made from natural materials will have unique colour/surface variations.
- Always use mild cleaning agents - never use harsh, chemical cleaning products.
- To preserve the colour of the materials, avoid direct sunlight whenever possible.
- Never place products close to heat sources.
- Always protect surfaces against direct heat, humidity and strongly coloured items.
- Unless items are explicitly approved for outdoor use, they are meant for indoor use and should never be used outdoors.

Wood

We utilise a broad range of solid wood in our collection, including oak, ash, beech, pine and larch wood, of which the majority is FSC™-certified.

Wood is a natural material – no two pieces of wood are the same – which is why there are no two identical pieces of wooden furniture. Wood is constantly changing, which means that its structure and colour evolve over time. The biggest changes take place at the start of a piece of furniture's life. Solid wood is particularly affected by seasonal changes in humidity. During the summer, wood expands and may cause tabletops to bow slightly. During the winter, the wood contracts again.

Wood movement – expanding and contracting – can cause 'checks' (small splits and cracks between the veins of the wood) to appear. However, these do not damage the product and can usually be successfully treated with a wood oil treatment. To maximise the lifespan of wooden furniture, it is important to ensure that it is continuously cared for and maintained. Below are guides on how to best treat and maintain your furniture made of solid wood.

Using a neutral wood oil will help the wood to retain its original colour, as well as have a water-repelling effect and protect the wood from drying out. For a lighter/white surface, we recommend treating the product with a white-pigmented wood oil. Apply oil with a soft sponge or soft, lint-free cloth in the direction of the wood grain in a continuous thin layer. Allow the oil to dry for three hours, then wipe with a soft, lint-free cloth to remove any excess oil. Daily cleaning (wiping the surface after a meal, for example) slowly removes oil from the wood, which is why it is recommended that you treat the wood 4–6 times a year, or as needed. Please read the instructions on the bottle prior to treatment.

For a more thorough clean of your wooden furniture, you should use a wood cleaner, which removes marks like oil-based stains, water rings and more. It can also be used to wash tannic acid out of oak wood. Always remember to treat the surface with a neutral wood oil or white-pigmented oil after using wood cleaner. Always remember to also treat the underside of your furniture, otherwise there is a risk that the wood will warp or crack. If the surface of the wood 'rises up' (becomes rough) after treatment, you can lightly sand it in the direction of the wood grain using fine sandpaper (minimum 200 grit). Never use steel wool!

Veneer

Wood veneer is made from thin sheets of solid wood that are applied to a base of MDF, plywood or chipboard. Veneered surfaces should be cleaned regularly with a damp cloth. In case of spots or stains, remove them with a well-wrung cloth. The surface must be dried immediately after so that no liquid of any kind remains.

Oiled Veneer

For daily cleaning, wipe with a clean, dry cloth or a cloth wrung out in clean water. If a wrung-out cloth or chamois is used, immediately wipe away the water with a clean, dry cloth. Dirty surfaces should be wiped with a cloth that has

been wrung out hard in soapy water. Again, dry immediately with a clean, dry cloth. Do be aware that liquid detergents will dissolve the oil, so an oil treatment should be repeated. To do this, apply wood oil evenly with a soft cloth or sponge in the direction of the wood's grain. After 2-3 hours, the wood may be polished with a clean, dry cloth. If intermediate sanding is needed, use fine sandpaper (no. 220). Never sand across the grain, and never use iron wool or wire sponges. Avoid exposing the surfaces to water or other liquids for an extended period of time. Spilled liquids should be wiped away immediately.

Lacquered veneer

Wipe with a clean, dry cloth or with a cloth or chamois that has been wrung out in clean water. If a wrung-out cloth is used, immediately wipe away the water with a clean, dry one.

Dirty surfaces are wiped with a cloth or chamois that has been wrung out hard in soapy water. Again, dry immediately with a clean, dry cloth.

We recommend using mild detergents for cleaning lacquered veneer. Note that it is not recommended to use harsh detergents or products that contain scouring powder, as this will result in a dull, scratched and damaged surface. Avoid exposing the surfaces to water or other liquids for an extended period of time. Spilled liquids should be wiped away immediately.

Accoya treated pine wood

Accoya is a treatment that makes the wood resistant to external factors, including the impact of fluctuating weather. During the Accoya treatment process, the cell walls of the wood are closed, ensuring that the wood does not absorb water and moisture. Fungus and decay can therefore not penetrate into the structure of the wood, as it is otherwise known to do in an untreated state. Accoya treatment also makes the wood stable, which is why it has a longer lifespan. This does not affect the structure of the wood.

Accoya wood is 100% recyclable and non-toxic, and the Accoya wood we use is FSC™-certified. It can therefore be disposed of in exactly the same manner as untreated wood without any additional harmful effects to our environment. One can safely burn Accoya wood for bioenergy. The wood requires less maintenance, and it is not necessary to treat the wood with protective oil, but you may do so if you would like to provide an extra protective barrier. Using a protective oil will not affect the unique properties of the Accoya wood.

If you would like to treat your furniture with oil, please follow the following instructions:

We recommend using Outdoor Wood Oil from Guardian as it is specially developed for the care and maintenance of unvarnished outdoor wood. The Outdoor Wood Oil from Guardian is based on vegetable oils. Wood furniture that is used outdoors is very exposed to the elements and is susceptible to changes in climate (sunlight, rain and varying temperatures) which can cause mould and mildew to grow. The risk of a mould and mildew infestation is minimized by regularly applying oil. If you notice any algae growth on the surface of the bench due to long-term rain exposure, these spots can be removed with the use of a wood cleaner. Due to the Accoya treatment, the algae growth will be limited to the surface of the bench and will not have penetrated the wood.

Wood oil and wood cleaner must be applied in the direction of the wood grain with a soft, lint-free cloth or sponge. Never apply in direct sunlight.

Good Advice For Wooden Furniture

- Daily cleaning should be done with a clean, well-wrung damp cloth.
- For stubborn stains, wood cleaner is recommended.
- Treatment, cleaning or sanding of the wood must always be done in the direction of the wood grain.
- Do not place hot or wet items on wooden surfaces, as this can cause stains/burns.
- Placing wooden furniture close to strong heat sources (fireplaces and radiators) can affect the wood and increase the risk of warping.
- Wood should not be permanently covered by airtight materials (oilcloth, for example) for extended periods.
- When treating tabletops, treatment should be performed on both sides.

Cork

Cork is a renewable raw natural material that has been used by man for over 5000 years. To clean, wipe with a damp cloth.

Braided Rattan

Rattan is a natural material which displays unique colour variations, so no two pieces are 100% identical. We use both raw and treated rattan and bamboo material in several product lines; from baskets to mirrors and lampshades. All products are inspected and certified in accordance with phytosanitary procedures, to secure the safe trading of plant products. For regular cleaning, wipe with a damp cloth.

Marble

Formed over thousands of years, each piece of marble carries the marks of its history, displaying the natural imperfections that make each piece unique.

To respect the authenticity of the natural material, our marble products have been sanded and polished to ensure that the stone retains its natural beauty while increasing its functionality. The non-chemical polish leaves a satin-smooth finish which repels liquid and dirt. Please be advised, however, that all liquids – including water – should never be left to dry on marble, as they will damage the surface. In addition to this, avoid any contact with acidic fruit or harsh and abrasive chemicals and corrosives.

We recommend that regular cleaning of marble is as gentle as possible. Dust the surface on a regular basis and gently wipe the surface with a damp cloth when needed. If necessary, you can add a bit of mild detergent. Ensure that the detergent is wiped away with a damp cloth. Never spray chemicals or abrasive cleaners on your marble. If the stone needs refreshment, we recommend using marble polish. To prevent ring marks, use coasters under glasses and any containers containing liquids. Always clean up spills immediately. Be careful with hard or abrasive objects, as these may scratch the delicate and porous surface of the marble.

Travertine

Travertine is a soft stone material that has been formed by nature. There are therefore variations in the pattern and tonal qualities of the stone. The surface has been impregnated with a special stone sealer, but it may develop scratches over time due to everyday use. We recommend that you handle the product with care, keep the surface clean and avoid residues from food, spices and cleaning agents.

Travertine is sensitive to acidic solvents such as coffee, orange juice, tomato sauce, ketchup, wine, carbonated beverages etc. For that reason, it is best to clean up spills quickly with a damp cloth and a stone cleaning product. The longer a spill sits, the more likely it is to cause a stain, so it is imperative to be vigilant when it comes to spills. Even liquids such as water should be immediately blotted with a piece of tissue paper or dry cloth, as the water can seep through the stone's pores and result in discolouration. Prevention is always the best remedy for maintaining the appearance of the natural stone. Apply a stone sealer at least once a year depending on the frequency of use (we recommend Dry Treat's Stain-Proof). If you are using ceramic crockery with edges that may damage the stone, or glasses that may leave ring marks, please use coasters as a preventive measure. Also, be careful with hard objects that might scratch the surface during cleaning or regular use.

We recommend that you clean the travertine as gently as possible. Dust off the surface regularly and wipe the travertine with a damp cloth when needed. If necessary, you can add a bit of mild dishwashing detergent. Remove the soap with a clean damp cloth.

Never use dusting sprays or abrasive cleaners on your travertine, or cleaning agents containing vinegar, citrus, bleach, ammonia or store-bought products that contain acids, alkalis or other potentially harmful chemicals. If unsure, always spot test in an area out of sight.

Acrylic Stone

Acrylic stone is an innovative combination of acrylic and stone. The material is highly durable, while having a smooth feel and textured expression. Wipe with a damp cloth.

Glass

We use a broad range of types of glass in our collection. For glass tableware, which includes drinking glasses, carafes and containers, and decorative objects such as vases, we use soda lime glass. For our heat-resistant glass, borosilicate glass is used. Mirror glass is used for all of our mirrors. For various furniture and lighting products, we use hardened glass such as wired or reeded glass. Some of our lighting is crafted from opal glass. We also use recycled glass for one of our containers.

Soda Lime and Borosilicate Glass

Because our glasses are handmade and mouth-blown, no two glasses are exactly the same. Therefore, small variations in size and form may occur. All of our glass tableware is dishwasher safe. We always aim for a thin and light expression in our glasses, so even though all glass is dishwasher safe, we suggest to handle them with care and stack carefully in the dishwasher. The remaining soda lime and borosilicate glass items should be washed by hand.

Hardened Glass

For regular cleaning, use a soft, dry cloth. For heavier stains, use a soft brush with a standard detergent and rinse with a solution of vinegar and water. Finish by wiping with a dry, lint-free cloth. Avoid using chemicals and abrasive cleaners, as these will damage the surface of the glass.

Mirror Glass

Use a soft, clean damp cloth to clean mirror glass. Each time a mirror is moved, there is a risk of damage, which is why we recommend moving your mirror around as little as possible. Do not allow the edges of the mirror to remain wet for extended periods of time. Do not use acidic or alkaline chemicals on the mirror, and never use abrasive cleaners/powders or steel wool. For a more thorough cleaning, use commercial glass cleaners without ammonia or vinegar.

Opal Lampshades

Opaque glass originated in Venice in the 16th century. The translucent glass used for our lighting products allow for a translucent, soft light. Wipe down with a damp cloth and a drop of mild detergent if needed.

Porcelain / Ceramics / Stoneware

Unglazed and Raw Clay Material

We use unglazed porcelain for a broad range of products, from plant pots and vases to lighting. To clean, rinse in lukewarm water or wipe with a damp cloth.

Glazed Stoneware and Porcelain

We use both transparent and reactive glaze for our tableware and decorative objects. All glazed stoneware items are dishwasher-safe.

A transparent, glossy glaze provides a beautiful depth of colour. At the same time, it also reveals imperfections in the raw material that is normally not visible to the naked eye. This is a natural characteristic of the product's design, bearing the hallmarks of handmade products.

With a reactive glaze, each item will have a different outcome depending on its shape, burning temperature and even the location in the kiln. Some reactive glazes are even applied by hand in order to achieve a unique and distinctive look. Depending on the glaze, most variations occur around the edge.

In general, do not use any chemical or abrasive cleaners. Small marks on tableware – in particular on matte glazed surfaces, which tend to be more porous than high-gloss finishes – can be caused by cutlery. This is a part of the wear and tear that occurs with this unique glazing. To retain the quality of your piece and ensure longevity, use a non-abrasive cloth or sponge and warm, soapy water to clean. We recommend wiping with a clean, dry cloth afterwards.

Recycled plastic

Recycled HDPE is made from 100% recycled post-consumer plastic. Clean by wiping with a damp cloth. To reduce the environmental impact, please sort the plastic after the product life to make sure the material can be recycled again.

Paper Pulp

100% recycled paper pulp is a durable and biodegradable material. Clean by wiping with a dry cloth. Keep dry, as prolonged exposure to moisture and liquids will damage the material.

Wallpaper

All fern LIVING wallpaper is printed on FSC™-certified, non-woven wallpaper with water-based ink, making them especially durable and easy to hang. Simply apply a paste suitable for non-woven wallpaper directly on the wall and make sure to seal the edges of the paper tightly. Because our wallpapers are made with water-based colours, they are environmentally friendly and of good quality with a weight of 150 grams. As the colours are blended by hand, there may

be slight colour differences in the different batches, so make sure that you purchase rolls from the same batch. To clean the wallpapers, wipe gently with a damp cloth.

Steel and Aluminium

We use powder coated steel and iron, as well as plated, anodised and lacquered stainless steel and in our collection.

Plating refers to a variety of surface finishes where solid metal is vaporised and deposited onto electrically conductive materials such as pure metal or alloy coating. Powder coating is a painting process most commonly used on metals such as steel, iron and aluminium. Powder coated surfaces are harder and more durable than conventionally painted surfaces.

The different types of metal surfaces are resistant to both dirt and liquids, making them easy to maintain.

Plated, Lacquered or Stainless steel

Products made of 100% stainless steel have been given a special coating or plating to achieve their distinctive look. Please note that natural wear and tear may occur, as well as small scratches due to everyday use.

Use a soft, dry cloth to clean. Do not use chemicals or abrasive cleaners. Please note that harsh polishing will damage the surface coating.

Powder Coated Steel and Iron

Powder coated surfaces are durable and easy to clean. To clean the surface, wipe with a soft, dry cloth. Do not use chemicals or harsh abrasives and avoid using water.

Powder Coated metal with Anti-Rust Treatment

Metal that has been treated with an anti-rust powder coating is suitable for outdoor use. However, do be aware that prolonged outdoor use and exposure to the elements will cause corrosion and rusting over time. We therefore advise you to store your products in a dry place during cold or wet weather – particularly if the temperature drops below freezing. Please note that if the powder coating is scratched off or removed in places, rust will develop at a significantly faster pace in this area.

Powder Coated Galvanized Steel

Our products made from powder coated galvanized steel are galvanized to minimize corrosion, but please note that rust may occur over time. We therefore do not recommend exposing the products to water over a prolonged period of time. The products are suitable for outdoor use, but we advise you to store the products in a dry place during cold or wet weather – particularly if the temperature drops below freezing.

Nubuck Leather Upholstery

Casted Aluminium

We work with 100% recycled casted aluminium. The material has a raw, matte finish. To clean, please wipe with a damp cloth.

Brass

Brass is a natural material that will patinate over time. To us, patina is beautiful, but if you prefer, you can use a special brass polish to remove discoloration when needed. Please handle with care. To clean the brass surface, wipe with a dry cloth.

Lacquered Brass

On certain products, the brass has been lacquered to prevent marks and to increase the product's durability. However, the surface is still delicate and should be handled with care. Wipe with a damp cloth to clean.

Black Brass

Black Brass is made of 100% brass which has undergone a special plating treatment. Over time, you will experience that this surface will change so that the pure brass will become more visible, and a beautiful patina will appear. To clean the surface, wipe with a dry cloth.

Fabric Lampshades

Our fabric-covered lampshades with a steel structure should be cleaned on a regular basis by switching the lamp off and making sure the bulb is cold before carefully dusting off or vacuuming the fabric.

Fabric Upholstery

Vacuum frequently on medium power. Remove wet stains by carefully dabbing with a lint-free cloth or sponge dampened with warm, detergent-free water. If the stain remains, we recommend using a chemical dry-cleaning product (for instance KR2) or getting the fabric dry cleaned professionally.

Solid or Aniline Leather Upholstery

Vacuum frequently with a soft brush. For stains, use boiled water with a natural soap: Whisp 2-3 tablespoons of soap flakes into 1 litre of water and use the foam. Apply the foam with a soft cloth, let it dry and wipe off the leather thoroughly with a soft cotton cloth.

Vacuum frequently with a soft brush only. Water or soap cannot be applied.

Textiles

We use a wide variety of textile qualities for our blankets, cushion covers, bedding, towels, tea towels etc. The majority of our textile products are either Organic Blended or GOTS-certified.

Cushion Covers and Small Items

For materials that are 100% cotton, 100% linen, cotton/linen mix and cotton canvas & acrylic mix, machine wash at 30°C gentle wash with the zipper half-closed. Keep away from sharp objects. For corduroy items, or those that are hand-woven or hand-tufted, dry clean only.

Knitted Wool

Machine wash at 30°C on gentle wool cycle program.

PET Yarn

Hand-woven PET yarn made from recycled post-consumer plastic. Can be machine washed at 30°C. Do not tumble dry.

Cushion Filling

Machine wash at 30°C on gentle cycle. Dry afterwards in tumble dryer. Do not knock/hit the pillows, only shake.

Rugs

Our rugs are unique and is hand-woven by artisans, displaying unique variations that add to the overall character of the rug. Undyed natural yarn lends different hues and texture to each piece. We use wool and various weaving techniques on various products.

General Maintenance

With the proper care and attention, your rug will look beautiful for many years to come. Some fibre loss or 'shedding' is normal for new rugs and will diminish with frequent vacuuming which will also lift flattened pile in high-traffic areas.

- For looped pile rugs, use a cylinder vacuum with a smooth nozzle and no beater bar.
- Use castor cups under furniture.
- Lay non-slip underlay under all rugs.
- Rotate rugs regularly to spread wear.
- Avoid exposure to direct sunlight, which may result in colour fading. To minimize damage when a problem arises:
- Avoid rubbing, which can cause permanent surface damage.

Wool Rugs

We use high quality wool, and mainly New Zealand wool, in various weaving techniques. Both tufted and flatwoven rugs must be vacuumed frequently to remove natural rug shedding. Rotate the rug regularly and do not rub wet stains, but absorb with paper towels and clean with a damp cloth. Use professional carpet cleaning if needed. Our wool rugs are for indoor use only. Avoid using in damp areas such as cellars, bathrooms and kitchens.

Kelim Rugs

Our Kelim Rugs are handmade, which is why the weave may differ slightly from rug to rug. The weaving is done on a 'Punja' loom, using a traditional and manual loom technique that is one of the oldest in the world. The wool-cotton yarn is hand-dyed, and some shade variation may occur due to the nature of the wool and dye. The Kelim weave yarns have a unique, coarse feel that bring an added element of tactility to the rug, which is characteristic of traditional kelim rugs. Vacuum clean only.

Jute Rugs

Our Jute Rugs are Handwoven from natural jute fibres, a material that is both durable and sustainable. Suitable for indoor and outdoor use. Avoid using in damp areas such as cellars, bathrooms and kitchens. Do not dry clean. Vacuum clean only. Seek professional rug cleaning if necessary.

Cotton Rugs

Our cotton rugs are made from 100% GOTS-certified cotton and can be machine washed at 30°C when needed.

PET Yarn Rugs

With the help of specialized technology, our presents a sustainable line of textiles made entirely of used plastic bottles. This technique gives you incredibly durable designs while helping to clean up the oceans. Not only are the textiles practical, easily cleaned and suitable for outdoor use, they also feel just as lovely as any other similar design. Can be machine washed at 30°C if size allows, otherwise can be rinsed with outdoor hose. Hang to air-dry.