



CLEAN AND CARE INSTRUCTIONS – DOOQ, LDA

Our priority is to deliver products that reflect our commitment to great design, material integrity, and heirloom-quality craftsmanship. These Clean and Care instructions are an overview of best practices and solutions for the various materials our brand uses in its products. Please feel free to contact us with any specific questions that may not be covered in the information below.

METALS

Lacquered finishes (steel)

Metal components in our products are lacquered and present an even, shiny, smooth finish. To increase hardness and resistance against scratches, the drying process is carried out in an oven.

Cleaning and Maintenance

To prevent oxide coating appearance, we recommend regular cleaning of the surface with a soft cloth impregnated in alcohol and drying it immediately after. Do not use abrasive materials or aggressive products.

Polished and oxidized finishes

When it comes to polished, brushed and oxidized metal components in our products, a finishing layer is applied to coat the material evenly and ensure the protection of its properties, such as color and shine. This layer prevents direct contact with air and the oxidation that results from it. To increase hardness and resistance against scratches, the drying process is carried out in an oven. Lacquered surfaces are durable but should be treated with care as it is possible to chip, crack, or scratch the protective coating.

Cleaning and Maintenance

To clean use a mild/neutral soap and water and dry it immediately with a clean soft cloth;
Use any common neutral detergent, provided it does not contain neither chlorine nor chlorine derivatives, such as bleach and muriatic acid, ammonia and vinegar.
Do not use any abrasive materials that would unavoidably scratch the surface;
Do not use any alcohol, stain removers, diluent, acetone, trichloroethylene, vinegar, ammonia, bleach, limescale remover, as well as liquids containing such substances;
Do not use any abrasive powder detergents, capable of damaging the aesthetic and surface finish look.
Avoid shocks and etchings by using blunt items capable of scratching the surface, subsequently removing its protective section;
Avoid any deposit and prolonged retention of liquids to prevent long-lasting stains and marks from forming. Any liquids must be removed as soon as possible;
Do not drag any object on the top and do not insist to clean a single area of the top (it may alter its opacity);
Try not to lay hot pots and objects, as well as ovens or small ovens that may cause deformations and yellowings.

MARBLE SURFACES

The marbles we use in our products are hand selected from the best, most consistent sources for durability and beauty. All our marble surfaces get a protective treatment before they are sent to the customer. Stone is a natural product and as such it has variations in tone, colour, granularity and pattern. Because of this, a sample may not exactly match a slab or finished product. The samples should give a general idea of the colour, finish and pattern of the stone you choose.

All stones have veining and crystallizations that can appear to be cracks or pits but are actually a natural property of the stone. Stone forms over thousands if not millions of years. These slow processes lead to many variations in structure, colour and pattern.

Natural stone products differ in composition, color, pattern and texture even among pieces from the same source. This is usually considered a benefit, lending itself to one of a kind designs and distinctive, dramatic applications. This kind of material is more durable than many artificial products, often lasting for decades with very little maintenance.

Cleaning and Maintenance

Normal cleaning is done by wiping the surface with a damp soft cloth, then wipe dry. Regular wiping should be done with a clean cloth and clean water; microfibre or suede cloths are good options. Marble is a limestone and therefore does not tolerate acidic liquid such as vinegar, lemon juice or wine due to the risk of staining. Stains such as these may be impossible to remove. In case of spilling something acidic on the marble top, immediately wash away. Do not use scouring pads, acidic detergents or abrasive cleaners as this may damage the surface. Use coasters under all glasses, particularly those containing alcohol or citrus juices.

Do not place hot items directly on the marble surface, and wipe up food spills immediately after they occur, particularly liquids likely to stain or etch into the surface.

Marble can withstand heat for short periods, but does not tolerate extremely high temperatures. Hot cookware directly from the stove can mark or damage the marble. This will show as a spot and cracks can also appear. In such cases please use a coaster. To avoid marking or scratching the surface, avoid pulling abrasive objects across the marble surface.

RUGS

All rugs are handcrafted. Every rug is unique and there may be minor variations in size. Wool is dyed by hand in India and slight chromatic variations between a rug and another may be observed.

Cleaning and Maintenance

Vacuum at least once a week (especially during the first months). In case spill happens, use a sponge to remove as much liquid as possible, then use a lightly diluted detergent. Fully dry the rug with a clean cloth.

For daily carpet cleaning, use a vacuum cleaner with low suction capacity, **not exceeding 1000 watts**. Do not use any rotary brush cleaner, since it might damage and weaken the fibres.

In case of stains please clean with neutral soap or dry shampoo. Colour and grease stains should immediately be treated with detergent, whereas acid fluids should be rinsed with clear water.

We do not recommend washing the carpet at home or using any household cleaning/washing appliances, as these might permanently affect the appearance of the carpet.

Do not keep or store the carpet sealed, since wool carpets cannot withstand constant humidity. Do not expose the carpet to direct sunlight, as it might fade in time. The rugs should be turned every 6 months for maintenance purposes.

WOOD SURFACES

Wood is long-lasting when properly cared for. Furniture made of wood reacts to its environment; exposure to light, for example, alters its colour. And it is able to adapt its own moisture content levels to that of its environment. In the case of excessive fluctuations in temperature and humidity, however, it reacts by cracking and warping. To avoid stains and other damage, liquids should be wiped away immediately. We seal our veneers with a high-quality finish. Because of this, a soft, slightly damp cloth – with a mild detergent in the case of stubborn dirt – is sufficient for cleaning solid wood and veneer surfaces. Wet surfaces should be dried immediately with a cloth. Avoid rubbing the surface while cleaning it, as this will make matte finishes shiny and charge the varnish with static electricity which will attract more dust.

Natural finish (beech, walnut, oak or iron wood) All wood used in our collection is subjected to a process of priming to close the pores. Afterwards, it is sanded, in order to reach a smooth, even surface. A final finishing layer is applied to protect the surface.

Cleaning and Maintenance

Regularly clean the surface with a soft cloth and specific cleaning products for wood. Do not use abrasive materials.

Stained finish (beech, walnut, oak or iron wood) Firstly, the wood is put into a stain process. Then, it is carefully sanded to reach a flat surface with no imperfections. A final finishing layer, which stains and protects the wood, is applied.

Cleaning and Maintenance

Regularly clean the surface with a soft cloth and specific cleaning products for wood. Do not use abrasive materials.

LACQUERED SURFACES

The material MDF is subjected to a priming process, after which is sanded to obtain a homogeneous surface. Afterwards, the material is lacquered in successive layers, until its surface becomes flat and glossy. To increase hardness and resistance against scratches, the drying process is carried out in an oven.

Cleaning and Maintenance

For cleaning use a soft cloth and only with persistent dirt, use a colourless ammonia-free liquid detergent (like the ones for glass) and remove immediately the traces with a dry cloth to avoid tarnishing or streaks.

Gloss lacquering: in case of small stripes or streaks, the surface can be fixed with a soft cloth and a common polish. Remove the traces immediately with a dry and clean cloth.

Matt lacquering: use a soft cloth and only with persistent dirt, use a colourless ammonia-free liquid detergent (like the ones for glass) and remove immediately the traces with a dry cloth to avoid

tarnishing or streaks. To prevent damages please avoid insisting too long on a small portion of the product. Excessive pressure generates glossy patches which are irremovable.

CANE WORK

Cane work, also called rattan, is a vine that grows in the tropical virgin forests of Indonesia. It is considered an especially robust material. Filaments are peeled off the outer shell and used for cane work on chairs. Cane has many ecological advantages: it has the quality and resistance of nature, and the plants quickly grow back.

Cleaning and Maintenance

The cane work should be dampened on the rough underside on a regular basis in order to preserve its elasticity – this is especially important in dry or air-conditioned rooms. Sustained dryness turns the natural material more prone to cracking. If filaments come off, they can be reattached with glue. Strong concentrated stress to the cane work should be avoided as to avoid breakage.

LEATHER SURFACES

Leather is a natural material; it can mold, scuff, crack or be ruined by moisture if treated improperly.

Cleaning and Maintenance

The best cleaning strategy for leather is to regularly dust with a dry cloth. Leather can also be wiped down with a lightly-dampened white cotton cloth to remove topical dust / dirt.

Do not use soaps or other cleansers; inappropriate soaps and detergents can soak into the leather, altering the pH, and causing premature deterioration of the fibers. Do not use bristles that may damage the surface. Prolonged exposure to direct sunlight or heat should be avoided, in order to preserve color and natural humidity. To keep leather hydrated and elastic, we recommend the regular application (every 6 months) of special creams for furs and leathers, focusing particularly on areas subjected to heavier use, such as seats, arms, and the upper back rest. Although removing stains is very difficult, sometimes good results can be achieved by applying soapy water (neutral soap) with a soft cloth right way. It must be completely rinsed and immediately dried — even so, it is probable that some traces will still be visible. Do not ever use abrasive substances such as acetone, alcohol, detergents, etc. Use specific anti-greasy cleansing products at least twice a year, passing it on all the surface for a correct maintenance of the leather.

FABRICS

We provide a wide variety of fabrics of different natures. Products are accompanied by one of our cleaning labels, according to the fabric's composition. These instructions must be followed strictly. The nomenclature of each composition is: PA (polyamide), CV/VI (viscose composition), LI/LIN/FL (linen), PP (polypropylene), RAY (rayon), PVC (thermoplastic polymer), PAC/AC/PA (acrylic), CO (cotton), PO/PE/PES/PL (polyester).

Cleaning and Maintenance

To care for cover fabrics, Hoover dust and lint regularly using an upholstery nozzle with very light motions.

Fresh stains can usually be removed quickly by wiping immediately with an absorbent, lint-free sponge or cloth. Start from the outer edge of the stain and work towards the centre to avoid creating a halo effect. We recommend using normal household distilled water to prevent limescale residue from building up on dark fabrics after drying. Fabric surfaces should not be rubbed vigorously to avoid discoloring or loosening of fibers. Please be sure to consult a specialist before using any solvent-based cleaning product.

VELVET

Velvet is a type of woven tufted fabric in which the cut threads are evenly distributed, with a short dense pile, giving its characteristic expression and soft touch.

Cleaning and Maintenance

If the velvet fibers appear flat, it is suggested to use a steamer to raise it. When a steamer is not available, a damp (not wet) cloth can be applied on the area overnight, which will restore the fibers. The same result can be achieved by spraying a small amount of demineralized water on the area at a distance of 20 cm and letting it dry overnight. It is recommended to treat the entire surface to avoid colour differences. The upholstered furniture should only be used when the fabric is completely dry. A hair-dryer at low temperature can be used to dry the area at a 20 cm distance. Once dry, stroke the velvet with your hands to raise the velvet fibers. Velvet must not be rubbed vigorously, as this may damage the fabric and colour.

CUSHIONS

Cleaning and Maintenance

In order to keep the cushions in good conditions, they have to be tidied up and aired frequently, shaking the material inside, which by doing so will distribute and adapt itself uniformly. It's recommended whenever possible, to change the position of the seat and back cushions, inverting the most used ones with the other ones less used. Cushions with goose-down padding must be "shaken-up" periodically, gently beating them with your hands and leaving them in the open air in such a way as to evenly settle the padding and to avoid flattening and creases.

TRIMMINGS AND FRINGES

All of our trimmings and fringes are made of natural fibers. These are delicate details in our upholstery and should be taken care of carefully in order to maintain its original look and texture.

Cleaning and Maintenance of Rug fringes

1. Protect the floor around the fringe to be cleaned, by placing a plastic protection underneath the rug.
2. Gently brush the fringe with a soft bristle brush to remove loose debris, dust, and dirt.
3. Add 1 tablespoon of a neutral/delicate fiber cleaning detergent to a cup of warm water and dip a sponge into the solution.
4. Wring the sponge out well and wipe down the fringe with it. Make sure you dampen every piece.
5. Add 1 tablespoon of white vinegar to a cup of warm water.

6. Dip a clean cloth or sponge in the solution and rinse the fringe.
7. Air dry the fringe.

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2. Add 1 tablespoon of a neutral/delicate fiber cleaning detergent to a cup of warm water and dip a sponge into the solution.
3. Wring the sponge out well and wipe down the fringe with it. Make sure you dampen every piece. This step should be done with delicate motions.
4. Add 1 tablespoon of white vinegar to a cup of warm water.
5. Dip a clean cloth or sponge in the solution and rinse the fringe.
6. Air dry the fringe.

GLASS AND MIRROR

Laminated glass for our table tops is made of two glass layers, which are joined by an interlayer of polyvinyl. In case of breaking, the interlayer ensures that the glass holds together when shattered, and increases its resistance to impact — laminated glass is also referred to as “security glass”.

Cleaning and Maintenance

Remove dust using a damp cloth. The glass part should be cleaned with either alcohol diluted with water or glass detergent, and then dried with a soft cloth. Pay the maximum care while making these operations to avoid scratching the surface and be sure to use a dust free cloth.

Avoid the use of products containing acetone, ammonia, chlorine and solvents, any abrasive product and wax for furniture. Use coasters to avoid scratches on glass table tops.