

**BOMBARDIER**  
the evolution of mobility

***GLOBAL***

***AIRCRAFT INTERIOR  
GROOMING  
&  
DETAILING  
GUIDE***

BOMBARDIER BUSINESS AIRCRAFT  
Global Completion Centre

# **TABLE OF CONTENTS**

|  |    |
|--|----|
| INTRODUCTION.....                                | 4  |
| PRE-MAINTENANCE PROTECTION.....                  | 5  |
| TRIP READY STANDARD GROOMING CHECKLIST.....      | 6  |
| SUGGESTED CLEANING GUIDE BY MATERIAL TYPE.....   | 8  |
| SPOT STAIN REMOVAL FOR CARPET BY STAIN TYPE..... | 13 |
| PROPOSED PRODUCTS FOR CABIN GROOMING.....        | 14 |
| GROOMING GUIDES BY SUPPLIER                      |    |
| APPENDICES                                       |    |
| APPENDIX A: FABRIC.....                          | 15 |
| A1: TAPIS CORPORATION                            |    |
| APPENDIX B: LEATHER.....                         | 18 |
| B1: TOWNSEND LEATHER GROUP                       |    |
| B2: EDELMAN®                                     |    |
| B3: SPINNEYBECK LEATHER                          |    |
| APPENDIX C: CARPET.....                          | 51 |
| C1: SCOTT GROUP                                  |    |
| C2: TAI PING                                     |    |
| APPENDIX D: NATURAL STONE.....                   | 62 |
| D1: SJ LIPKINS, INC                              |    |
| APPENDIX E: SYNTHETIC COUNTERTOPS.....           | 64 |
| E1: DUPONT™ CORIAN®                              |    |
| E2: POLYSTONE CREATIONS                          |    |
| E3: AEROQUEST                                    |    |
| APPENDIX F: PLATING.....                         | 71 |
| F1: TECHNO COATINGS                              |    |

## **INTRODUCTION**

As an integral function of the aircraft itself, the Interior Completion of the Global Business Aircraft is as carefully designed and manufactured as the airframe. The Global Completion Center has provided an aircraft, which ranks among the highest levels of technological and craftsmanship achievement in aviation today.

This manual is intended to be used as a grooming guide for the maintenance of your Aircraft Interior and is provided as a service to you, the Operator. The materials with which your interior was constructed are of the highest quality, and the craftsmanship employed in its manufacture and installations are a reflection of the pride, we at GCC share.

Preventive maintenance is the best way to ensure a beautiful and proper ageing of your Interior. Each material and their specific applications must be carefully considered prior to proceeding with the grooming. Take special care as certain techniques recommended for a specific material may not be suitable for other types of materials or applications.

Bombardier Aerospace  
Global Completion Centre  
200 Chemin Cote Vertu Ouest,  
Dorval, Quebec.  
H4S-2A3  
Canada  
Tel: (514) 420-4000  
[www.bombardier.com](http://www.bombardier.com)

## **PRE-MAINTENANCE PROTECTION**

Prior to maintenance activities, the aircraft interior should be protected to prevent scratches and unnecessary cleaning.

1. Cover seats with seat covers.
2. Cover ledges with cardboard.
3. Cover carpet in cabin and Lavatories areas with the maintenance runner (loose equipment)
4. Clean galley interior areas, including ovens and tray carriers.
5. Protect galley countertops and faces with cardboard.
6. Protect vanity countertops and face with cardboard.
7. Remove loose accessories such as coffee makers, glasses, cups, dishes.
8. Remove all pilot manuals
9. Install cardboard on interior face of cockpit windows.
10. Install cardboard on interior face of cockpit.
11. Service toilet as required.

## **TRIP READY STANDARD GROOMING CHECKLIST**

Standard grooming should be conducted prior to each flight. This guide will cover the areas to be checked, ensuring a quality and clean interior.

### **LAVATORIES**

- Empty toilet and service. (Add 1 litter of anti-freeze during winter months)
- Clean and spray inside toilet bowl.
- Clean mirror, hand wash basin and countertops
- Empty and wash bulkhead ashtrays, if applicable
- Replenish supplies of hand soap, hygienic paper, hand towels and other
- Inspect headliner and clean
- Empty waste container
- Wipe finger prints/light marks on veneer
- 10. Vacuum carpet

### **CABIN**

- Open tables and clean, dust flat surfaces (including side ledges and other monument tops)
- Verify conference table extension is clean and properly stowed
- Verify and clean cup holder inserts (removable synthetic part)
- Empty and wash bulkhead ashtrays (and divan armrest, if applicable)
- Tidy magazine racks
- Verify and clean interiors of seat armrest storage compartments
- Verify and clean interiors of credenza, divan end cabinets if applicable
- Open window shades
- Vacuum seats and Divan lightly with small hand vacuum
- Inspect headliner and clean
- Inspect for stains on seats and clean with Grooming Kit provided
- Vacuum Carpet

### **GALLEY**

- Verify and clean interior of appliances (i.e. ovens) and portable tray carriers
- Verify and clean dirty dish bins (if applicable)
- Verify and clean lap trays (loose equipment)(if applicable)

- Tidy drawer interiors. Replenish supplies as required (e.g. soft drinks, cream, sugar, pepper and salt etc.
- Wash and polish cutlery, dishes and glasses
- Clean cabinets and doors, including latches and knobs
- Clean countertop
- Clean sink & galley faucet

## **COCKPIT**

- Clean ashtrays, seats, instrument faces, windshields and pedestal. (For detailed instructions on windshield cleaning, please refer to the Aircraft Maintenance Manual, Chapter 56 Task 12-2 1-00-1 10-807)
- Vacuum carpet and under seats.

## **ENTRANCE AREA**

- Clean handrails and steps, wiping fingerprints from doors.
- Vacuum carpet
- Tidy LH Enclosure.

## **EXTERIOR**

- Wash aircraft
- Clean all windows.
- Clean down under carriage and underside of aircraft
- Remove any protective tapes installed during washing

## **SUGGESTED CLEANING GUIDE** By type of material

FOR SUPPLIER RECOMMENDATIONS, REFER TO APPENDIX  
AT THE END OF THIS MANUEL.

Maintaining a clean aircraft is essential and must be done with great care. Personnel who carry tools and pens in their back pockets oftentimes cause the most damage to the aircraft interior. It is recommended tools be carried in tool bag or in hand. Special attention with belt buckles and jewelry is also recommended.

The following guide cannot fully guaranty 100% stain removal and is intended be used as a suggestion only. Consult professional cleaning services with proven experience in the interior detailing of Business Aircraft Interiors for best practices,

Refer to the Material Specification Document for composition of materials, supplier names and specific application details.

### **Solid Wood and Wood Veneer**

e.g. cabinets, tables, side ledges

50% Mineral Spirits 50% Water. Consult Specialist.

### **Plating** refer to Appendix F

e.g. latches, cup holders, faucets, towel bar/towel rings, etc.

Wipe surfaces with damp cloth or use a mild liquid soap. A jeweller's cloth is recommended

DO NOT CLEAN OR POLISH LACQUERED GOLD FINISHES (OR  
OTHER PRECIOUS METALS WITH ANY TYPE OF ABRASIVE  
CLEANER OR WAX

### **Synthetic Countertops** refer to Appendix E

e.g. countertops, if applicable



## **Natural Stone Granite Veneer or Marble Veneer** refer to

Appendix D

e.g. countertops, if applicable

## **Plastic Laminate**

e.g. galley drawer interiors

Wipe surface with a damp cloth or use mild liquid soap. Use all-purpose cleaner or laminate and vinyl/plastic cleaner for grease stains.

## **Synthetic Mirror or Synthetic Glass**

e.g. lavatory mirrors, cabin interior windows

Panels can be easily cleaned with a soft cloth. For more difficult stains, glass cleaners or ammoniated detergents are recommended. Use a wax to remove scratches in bulkhead mirrors and cabin interior windows.

DO NOT USE ABRASIVE CLEANERS, PADS, ACID, OR ALKALINE SOLUTIONS.

DO NOT ALLOW CLEANING PRODUCTS TO MAKE CONTACT WITH LEATHER

## **Synthetic Leather (Ultraleather)** refer to Appendix A

e.g. sidewalls overlays, headliner, if applicable

Wipe with damp cloth and warm water. If necessary, use a mild liquid soap or detergent.

## **Synthetic Suede (Ultrasuede)** refer to Appendix A

e.g. sidewall overlays, headliner, if applicable

Using a piece of light adhesive tape, remove light stain and revive fabric nap. If the stain persists, use a clean damp cloth to apply a small amount of mild liquid soap to soiled area only. Wash soiled area several times using a circular motion. Take a dry cloth and wipe off remaining soap residue. Air-dry for 4-5 hours.

TAKE SPECIAL CARE TO NOT OVER SOAP AREA AS THIS MAY  
CAUSE WATER STAIN

**Fabric-Untreated no Fire Retardant:**

e.g. maintenance covers, if applicable

Dry clean only.

**Fabric-Treated with Fire Retardant-silk, cotton, viscose,  
fine wools velour or velvets or other)**

e.g. divan seat cushions, bulkhead decorative panels, if applicable

Dry clean only if feasible or consult experts.

Curtains: Dry clean. After 2 dry cleanings, curtains need to be re-treated with Fire Retardant.

DO NOT USE WATER ON FABRIC

All fabrics have been treated with Fire Retardants (F/R) unless they are loose equipment (i.e. pillows, throws, protective covers). Fabric must be re-treated with F/R after dry cleaning. Stain guards must/can only be applied after F/R agents.

Note concerning Fire Retardants: While latex fire retardants (F/R) are considered durable they are typically applied to the back of fabrics/materials. The F/R typically used to treat fabrics are non-durable and are adversely effected by moisture (spills) and cleaning.

Treated materials can sometimes (not always as it can be dependent on the specific FR type used and the fabric composition and/or color) exhibit a white chalk like ring after a spill has occurred or an attempt has been made to clean the material using a cleaning agent. This can be an indicator of the F/R being washed out of the material. If any treated material should become wet due to an inadvertent spill, cleaning or other cause it needs to be replaced and/or re-treated.

**Grospoint** refer to Appendix A

e.g. fabric lined drawer interiors, if applicable

Vacuum and using light adhesive tape (e.g. masking tape) remove light stain. Can be spot cleaned using dry cleaning solvent.

Material should not come into contact with water. Can be treated with Scotch guard against water damage

## **Leather (bovine)** refer to Appendix B

e.g. cabin seats, lavatory seats, lower dado panels, if applicable

Occasional wipe with damp (water) soft cloth or sponge is adequate.

For heavier soiling, gentle rub with warm water and pure soap.

Leathers benefit from the fats and oils in pure soaps. Vinyl, Leather & Plastic cleaners may also be used on areas where people do not sit or come in direct contact with the product.

|   |
|---|
| ALWAYS RE-CONDITION LEATHER AFTER EACH CLEANING |
|---|

## **Leather Suede** refer to Appendix B

e.g. lower dado panels, decorative bulkhead panels

Vacuum and using light adhesive tape (e.g. masking tape) remove light stain.

## **Webbing**

e.g. seat belts

Use light soap and water.

## **Vinyl, Backed Vinyl & Aerofloor**

e.g. air stair treads, if applicable

Wash with warm water and mild liquid soap. Apply soap water to a large area and allow soaking for a few minutes. Rub with cloth to remove dirt.

|   |
|---|
| NEVER CLEAN THE VINYL MAINTENANCE RUNNER IN THE<br>AIRCRAFT |
|---|

## **Sheepskin Slipcovers**

e.g. cockpit seat coverings

Only when necessary should the pelt be cleaned and then by a qualified reliable establishment. Cleaning and washing depletes the natural qualities of the pelt. DRY CLEAN is recommended.

## **Carpet (installed in aircraft)** refer to Appendix C

[www.carpet-rug.org/Carpet-for-the-Home/Cleaning-and-Maintenance](http://www.carpet-rug.org/Carpet-for-the-Home/Cleaning-and-Maintenance)

Blot spilled liquids applying pressure with paper towel, tissue, or dry absorbent cloth, scoop up solids with a knife or spoon, brush burns or scorch marks from pile surface with cloth brush or coin. Test cleaning and spot removal chemicals on non-visible area prior to cleaning. Use chemicals with a P.H. range. For wet cleaning, carpet must be removed from the aircraft. Do not use Bleach. Consult a professional.

|   |
|---|
| DO NOT USE POWER NOZZLES OR BEATER-BRUSHES ON 100%<br>HANDTUFTED WOOL CARPETS |
|---|

**Carpet (spare carpet, if applicable)** refer to Appendix C -Roll  
Crush information

## **SPOT STAIN REMOVAL FOR CARPET** By stain type

### **REMOVAL METHOD AT YOUR OWN RISK**

| Stain                  | Order of Treatment |        |        | Type of Treatment   |
|------------------------|--------------------|--------|--------|---|
|                        | Step 1             | Step 2 | Step 3 |   |
| Alcoholic Beverages    | 1                  |        | -      | 1. Proprietary upholstery shampoo solution<br>2. Dry cleaning fluid<br>3. Proprietary agent for removing grease stains<br>4. Clean in/with warm water<br>5. Clean in/with cold water<br>6. Absorbent paper and hot iron<br>7. Use freezing agent or ice cubes in plastic bag. Pick or scrape off excess<br>8. Surgical alcohol methylated spirits<br>9. Nail polish remover (non-oil) acetone<br>10. Turpentine or white spirit<br>11. -<br>12. -<br>13. Hydrogen peroxide diluted to 5 % water<br>14. Scrape lightly<br>15. Biological washing powder (2g to log)<br>16. Spirit vinegar (acetic acid)<br>17. -<br>18. Use either 2 or 3.<br>19. Use either 8 or 10.<br>20. Rust remover. |
| Blood                  | 5                  | 15     | -      |   |
| Burn or scorch marks   | 14                 | 13     | -      |   |
| Butter                 | 3                  | 1      | -      |   |
| Candle wax             | 7                  | 6      | 3      |   |
| Chewing Gum            | 7                  | 2      | -      |   |
| Chocolate              | 1                  | 3      | -      |   |
| Coffee                 | 15                 | 13     | 16     |   |
| Colas and Soft Drinks  | 4                  | 1      | -      |   |
| Cooking Oils           | 3                  | 1      | -      |   |
| Cream                  | 5                  | 15     | 18     |   |
| Egg                    | 5                  | 15     | 18     |   |
|                        |                    |        | -      |   |
| Fruit Juice            |                    |        |        |   |
| Furniture Polish       |                    |        |        |   |
| Gravy and Sauces       |                    |        |        |   |
|                        |                    |        |        |   |
| Ink (Fountain Pen)     |                    |        |        |   |
| Ink (Ball Pen)         | 8                  | 1      |        |   |
| Ink (Felt Tip)         |                    |        |        |   |
| Ketchup                |                    |        |        |   |
| Lipstick               | 3                  | 1      |        |   |
| Metal Polish           | 3                  | 10     | 1      |   |
| Milk                   | 4                  | 15     | 1      |   |
| Mustard                | 1                  |        |        |   |
| Nail Polish            | 9                  | 3      |        |   |
| Oil and Grease         | 18                 | 1      |        |   |
| Paint (Latex/Emulsion) | 5                  | 1      | 3      |   |
| Paint (Oil)            | 10                 | 3      | 1      |   |
| Rust                   | 1                  | 20     |        |   |
| Salad Dressing         | 3                  | 1      |        |   |
| Shoe Polish            | 3                  | 1      |        |   |

## **PROPOSED PRODUCT LIST FOR CABIN GROOMING**

### **Satin-finish wood or Carbon Fiber wood**

DS-22 and water.

### **Polish wood**

DS-22 or Propanol to remove glue, water, and M-34 (pink product in the Customer kit).

### **FOR WOOD MAINTENANCE SPECIALIST:**

Wood touch-up kit include: No. 120,280 and 400 Sandpaper 000 finest Steel Wool, Mohawk 120-0425 Clear Lacquer spray, blend sticks, wood touch-up sticks.

### **Mirror, window and screens (cabin and cockpit)**

Use 50-50 (Propanol and water).

### **Lexan and Synthetic mirror**

Use surface glow (white bottle in the customer kit) and use 50-50 (Propanol and water).

APPENDIX A

# FABRIC

## A1: TAPIS CORPORATION

## **APPENDIX A1: TAPIS CORPORATION**



### Care & Cleaning Guidelines for Ultrasuede®, Grospoint & Geneve **2010**

5/10

Tapis Corporation □ 28 Kaysal Court, Armonk, NY 10504 □ Ph 914.273.2737 / 800.275.0275 □ F 914.273.2875 □  
info@tapiscorp.com

[www.tapiscorp.com](http://www.tapiscorp.com)

#### **Cleaning Instructions for Ultrasuede®**

Ultrasuede® is a natural for use as aircraft upholstery. Along with its luxurious appearance, it is extremely durable and washable.

The following information is designed to provide an easy and effective cleaning overview.

##### ***Basic Cleaning Instructions:***

- Machine wash using delicate cycle.
- Mild detergent without bluing agents are recommended (i.e., Woolite, Ivory, etc.). Do not bleach.
- Tumble dry, low temperature setting.

##### ***Cleaning of Stubborn or Heavily Soiled Material:***

- Wash as above using liquid Tide. If possible, use Dow Stain Stick or Grease Relief prior to washing.

##### ***Instructions for Stain Removal:***

- Most stains can be removed with detergents only. Some dry cleaning solvents can also be used.
- Recommended solvents are 1, 1, 1, Trichlorethane and Perchlorethane, contained in products like K2R, DiDi-7, and Miracle.
- For sticky stains or dirt, remove any free matter with knife or spoon. Pat the stained area with water and mild detergent.
- Remove detergent solution with a clean cloth and water.
- Dry on warm setting with a hair dryer or naturally in the air.
- For severe stains, such as automotive grease, use a mild solvent. Moisten a clean cloth with cleaning fluid.
- Pat the stained area until clean. Blot with a clean, dry cloth.



***Cleaning Ball Point Ink:***

- Dissolve the ink by dabbing with an absorbent cotton cloth soaked in rubbing alcohol.
- Soak another clean cotton cloth in detergent and spread over the soiled area. Rub vertically, horizontally and circularly.
- Crumple and rub with a cotton cloth soaked in warm water to clean off the detergent.
- Dab the soiled area with a cotton soaked in a solution of 8 parts ethanol diluted with 2 parts water.
- Wipe off the ethanol with warm water again. Repeat several times.

**Cleaning Instructions for Grospoint & Geneve**

- Can be spot cleaned using dry cleaning solvent.
- Should not come in contact with water.
- Can be treated with Scotch guard.

APPENDIX B

# LEATHER

B1: TOWNSEND Leather Group

B2: EDELMAN®

B3: SPINNEYBECK Leather

## APPENDIX B1: TOWNSEND Leather Group



# Leather Care and Cleaning Guide

Product Information  
& Best Practice  
Guidelines for  
Cleaning Leather.

**The Leather Institute**

Rev. 2.0

## Table of Contents:

- 1) [General Leather Care and Cleaning Instructions](#)
- 2) [Basic Leather Cleaning Techniques](#)
- 3) [Advanced Leather Cleaning Techniques](#)
- 4) [Stain Removal Techniques](#)
- 5) [Aniline Leather/Aniline-Dyed Leather \(Natural\)](#)
- 6) [Waxed Pull-up \(Includes Mesa\)](#)
- 7) [Oiled Pull-up](#)
- 8) [Nubuck](#)
- 9) [Embossed Nubuck](#)
- 10) [Nubuck Sparkle](#)
- 11) [Suede](#)
- 12) [Semi-aniline or full grain leather](#)
- 13) [Pigmented or Finished Leathers](#)
- 14) [Specialty leathers](#)
- 15) [Product Data Sheets for:](#)
- 16) [Ink Removers](#)
- 17) [Cleaner/Conditioner & Protector](#)
- 18) [Conditioner & Protector](#)
- 19) [Leather Cleaner](#)
- 20) [Scotchgard Protector](#)
- 21) [Contact Information](#)

## **General Leather Care and Cleaning Instructions**

### ***A word about leather care products...***

There are many products available for cleaning leather and removing stains. The products best suited for cleaning leather are those recommended by the Leather Supplier. The Leather Institute products are especially formulated to work perfectly with Townsend Leather.

### **When cleaning leather...**

#### **Never use:**

- Any High pH cleaner
- Cleaners that contain abrasives
- Cleaners that contain alcohol
- Cleaners that contain Butyl Cellosolve
- Any strong solvent
- Saddle soap
- Mink oil
- Wax
- Furniture polish
- Glass cleaner
- Or any strong solvents, abrasives or caustic household cleaners such as soap or dish detergent.

These vary widely in strength and in compatibility with today's water-based leather finishes and may cause cracking or other damage to the leather surface. Direct sources of heat and extended exposure to heat sources and to direct sunlight may also be harmful to the leather and should be avoided.

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

**Always use:**

Leather care products recommended by The Leather Institute and only use those products in the prescribed method. The only acceptable products for use on Townsend Leather products are The Leather Institute Finished Leather Care Products or leather care products approved by Townsend Leather:

- Finished Leather Cleaner
- Finished Leather Cleaning Wipes
- Cleaner, Conditioner, Protector
- Ink & Stain Remover Stick
- 100% Cotton Terry Cloth Rags (White Only); commercially available
- A solution of distilled water a mild non-detergent soap



Section 1

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## **Basic Leather Cleaning Techniques**

The most basic task at any level of cleaning is a thorough vacuuming. Start by using a suction style vacuum to remove debris, loose soil and other particles. Never attempt to use a rotating brush style vacuum on the leather. This will cause damage to the leather. As you vacuum, pay special attention to the seams and crevices. They commonly collect crumbs, seeds and other particles and can be quite an eyesore. When the vacuuming is complete, it is time to clean the surface. Like all other materials, leather should be cleaned by employing the least intrusive methods before attempting other means. In most cases, leather surfaces can be cleaned by using a soft clean rag dampened with The Leather Institute's Finished Leather Cleaner.

The solution should never be applied directly to the leather surface. Always apply the solution to a clean cotton rag and wipe it onto the surface. This technique is meant for basic cleaning only. It will not remove stains or repair damaged leather. It is ideal for removing newspaper smudges, stuck-on food particles, and other common problems.

Never scrub the leather or use excessive force in an attempt to clean the leather. This will only cause damage to the leather and/or make a stain more difficult to remove. A good rule of thumb is, do not to use more force than that of a firm handshake.

The Leather Institute Finished Leather Cleaner should never be sprayed directly onto the leather. Always apply the cleaner to the leather with a cotton

Section 2

Leather Care and Cleaning Guide, The Leather Institute, 2011

For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

rag. Then, using moderate pressure, apply the cleaner to the surface in a circular motion. Allow the leather to air dry. Do not apply heat. Repeat this procedure for heavily soiled areas. Fold the rag over as often as necessary to maintain a clean working surface. Change rags as often as necessary. This cleaning product is also available in convenient re-sealable pouches of pre-moisten wipes, called The Leather Institute Finished Leather Cleaning Wipes

Do not over apply the cleaning agent. Too much leather cleaner can cause the surface to remain tacky to the touch and can transfer to a persons clothing. Excess amounts of leather cleaner can be removed by using a dry cotton rag.

The Basic Leather Cleaning Techniques outlined in this section are for common soil and will not work on many spills and stains.

Section 2

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)



## **Advanced Leather Cleaning**

Over time, cleaning and normal usage will rob the leather of its natural moistures and can clog its pores. An occasional deep cleaning and conditioning will help restore the leather's moisture and clean out the pores, ensuring maximum life. Generally, this type of cleaning and conditioning is only necessary every 4-6 months.

Begin a deep cleaning by dampening a white cotton rag with approved leather cleaner or use a Leather Institute Finished Leather Cleaning Wipe. Again, never apply the cleaner directly to the leather. Always apply the cleaner to the leather using a cotton rag. Using moderate pressure, rub the leather in a circular motion to remove all cleaning agents, oils, soil and other foreign substances from the leather. Allow no less than five minutes to air dry before continuing.

Even after the steps in the basic and advanced cleaning technique have been complied with, some stubborn spots, soil, or stains may remain. In these cases, it may be necessary to use additional means. As always, treat the stain as early as possible for best results. The following instructions will address some of the most common stains:

(See next Page)

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)



### Ink Marks

Use Ink & Stain Remover followed by Cleaner, Conditioner, Protector.

### Grease

Gently lift excess grease with dry, soft cotton cloth. Clean with The Leather Institute Finished Leather Cleaner, and then treat with Cleaner, Conditioner, Protector.

### Water

Gently blot excess spill with damp, soft cloth. Let dry slowly; do not use heat guns or air dryers.

### Food/Beverages

Gently blot excess spill with damp, soft cloth. Clean with The Leather Institute Finished Leather Cleaner, and then treat with Cleaner, Conditioner, Protector.

### Blood/Urine

Flush from leather with clear water and soft cloth. Clean with The Leather Institute Finished Leather Cleaner, and then treat with Cleaner, Conditioner, Protector.

### Wax

Place ice cubes in plastic bag over wax until it becomes firm enough to gently lift from surface. Treat any residual marks as grease.

### Gum

Gently heat with hair dryer on a low setting and keep the hair dryer in constant sweeping motion to avoid burning the leather. Use clean white cloth to rub gum from surface onto cloth. Treat any residual marks as grease.

Section 3

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## **Stain Removal Techniques**

### What does it mean to Transfer a stain?

When you are removing a stain, your goal is to “transfer” the stain to another material (A cotton rag in this case). When you approach a stain, your goal should be to create the right environment for the transfer to take place. When you have followed the prescribed method to create that environment, you need only blot the stain with a white cotton rag.

### How do I know if it is working?

You can tell it is working if the white cotton begins to absorb the color of the stain. If the stain is transferring, continue the process. If the stain is not transferring, stop immediately. Although most stains can be removed, some cannot. Attempting to remove these stains may only damage the material beyond repair.

### Leather Conditioning

The Leather Institute Cleaner and the stain transfer instructions will safely clean virtually any type of soiling, it is important to note that the job is not complete. By cleaning so intensely we have stripped the leather of its moisture and protective stain barrier. It is vital that the moisture and stain barrier be replaced. Use Cleaner, Conditioner, Protector to accomplish this task. Much like the Finished Leather Cleaner, apply the conditioner to the leather via a white cotton rag; never directly to the surface. Apply using light pressure in small circular motions. Be sure that the entire area is treated. In cases where only spot removal was performed, treat only the necessary surfaces. Allow five minutes for the

Section 4

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

conditioner to penetrate and then wipe off any residual conditioner using a clean white cotton rag. The leather surfaces should not feel tacky or wet when complete.

Section 4

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Care and Cleaning Instructions

### Natural Leathers

Aniline Leather/Aniline-Dyed Leather [Natural]  
Impressions  
Expressions  
Essentials  
Ancient  
Aniline  
Vintage  
Milano

#### Description:

These leathers are dyed only with transparent colors [similar to staining wood] as distinguished from finished leathers that have opaque pigments [similar to paint] on the surface. Aniline leathers are characterized by the lack of film formers on the surface and are subsequently porous and will absorb items spilled. These leathers will sometimes be treated with a Scotchgard treatment that will act as a barrier against surface contamination.

#### Cleaning Procedures:

Cleaning aniline can be a difficult endeavor, as the cleaning agents will immediately darken nude leather. It is very important to use deionized water as hard water containing minerals may cause rings. If the soil is water based, dampen a cloth with Finished Leather Cleaner or deionized water, *do not soak*, and gently rub the affected area feathering the edges.

If the soil is oil or grease based, the first step is to use cornstarch as an absorbent. Place cornstarch directly over affected area and gently rub with finger until it coagulates with the oil.

Section 5

Leather Care and Cleaning Guide, The Leather Institute, 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

Repeat as necessary. If the stain is still evident, dampen a cloth with Odorless Mineral Spirits and feather as above. It has to be noted that cleaning does not necessarily equate to cosmetic improvement.

**Products:**

**Cleaner, Conditioner, Protector** - cleans and conditions

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

**Aniline and Tipped** would fall under the same protocol as aniline, therefore follow the above directions.

## Care and Cleaning Instructions

### Waxed Pull-Up

#### Waxed Pull-up [Includes Mesa]

##### Description:

A waxed pull up leather is aniline leather that has a liquefied wax applied to the surface. This procedure is referred to as 'stuffing.' A waxed pull-up has a pleasant hand and develops surface patina quickly. Any light abrasion or scratch will be immediately visible. The wax does not become a film that protects the surface so the leather should be treated similarly to aniline. The wax, usually solid at room temperature will develop line cracks that enhance its aesthetic appeal.

##### Cleaning:

Soiling or staining should be treated as aniline [see above]. Surface abrasions or color inconsistencies may be rectified by applying heat [hair drier] on a low setting. The wax melts and becomes even in color- once cool the surface will again develop a patina, as did the original. Application of Cleaner, Conditioner Protector can help provide color constancy.

##### Products:

**Cleaner Conditioner Protector** - cleans and conditions

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

Section 6

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)



## Care and Cleaning Instructions

### Oil Pull-Up

#### Oiled Pull-up

##### Description:

Similar to a waxed pull-up the oiled pull up develops a patina quickly. It is easily identified as 'pulling the leather' results in a lightening of the original color. The oil does not develop lines like the solid wax variation but will get lighter at stress points as the oil migrates from the surface.

##### Cleaning:

Soiling or staining should be treated as aniline [see above]. Surface abrasions or color inconsistencies may be rectified by applying heat [hair drier] on a low setting. The oil spreads and becomes even in color- once cool the surface will again develop a patina, as did the original. Application of Cleaner, Conditioner, Protector will help provide color constancy.

##### Products:

**Cleaner Conditioner Protector** - cleans and conditions

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

## Care and Cleaning Instructions

### Nubuck

#### Nubuck

##### Description:

Nubuck is aniline leather that has been sanded to develop a short nap. This leather is porous and will absorb liquids spilled on the surface. As is good policy with all porous leathers, it should be treated with a Scotchgard to give it protection.

##### Cleaning:

Replication of the method of manufacture is the best way to clean this leather. Nubuck cleaning pad is used to 'buff the surface' or lightly sand the surface, which will result in removal of the soiled fibers. If a Scotchgard is to be applied to this leather, apply the protector first, let dry and then brush the surface.

##### Products:

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]



## Care and Cleaning Instructions

### Embossed nubuck

#### Embossed Nubuck

##### Description:

After sanding like the nubuck described the leather is then embossed with one of a multitude of impressions that are available.

##### Cleaning:

Replication of the method of manufacture is the best way to clean this leather. An ultrafine abrasive pad is used to 'buff the surface' or lightly sand the surface, which will result in removal of the soiled fibers. If a Scotchgard is to be applied to this leather, apply the protector first, let dry and then brush the surface.

##### Products:

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

## Care and Cleaning Instructions

### Nubuck Sparkle

#### Nubuck Sparkle

##### Description:

is similar to the nubuck in its manufacturing but receives a very light coating of a finish that contains a pearlized pigment that gives it sparkle.

##### Cleaning:

Cleaning is as used in nubuck but can result in removal of the sparkle that may have to be reapplied.

##### Products:

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

**Sparkly Spray**

## Care and Cleaning Instructions

### Suede

#### Suede

##### Description:

Suede is the lower split of the hide and is distinguished by the nap on both sides [longer and more distinct than nubuck]. It is usually dyed similar to aniline and is porous.

##### Cleaning:

Because of its long nap, it is the most difficult to clean of the leather group. Application of conditioning oil may help even out color discrepancies that may develop over time. The leather should be considered as aniline and cleaned in the same manner: Cleaning of anilines is a difficult endeavor, as the cleaning agents will immediately darken nude leather. It is very important to use deionized water as hard water containing minerals may cause rings. If the soil is water based-Dampen a cloth with water, *do not soak*, and gently rub the affected area feathering the edges. If the soil is oil or grease the first step is to use cornstarch as an absorbent. Place directly over affected area and gently rub with finger until coagulates with the oil. Repeat as necessary. If still evident, dampen a cloth with Odorless Mineral Spirits and feather as above.

**Embossed suede** is suede that has been embossed with a plate or a roll that compresses the fibers to result in a distinct textural impression. It is still aniline leather and has to be cleaned gently as aniline.

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

**Products:**

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

Section 11

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Care and Cleaning Instructions

### Semi-Aniline

Semi-aniline or full grain leather includes:

Manchester  
Brushed Metallic  
Antique Glaze  
Couture  
Belleza  
Veg Tiles

#### Description:

This leather is produced from the hair side of the hide with no correction. The hide is dyed similar to aniline and a custom matched color coat is sprayed on the surface. The color coat is composed of a binder and pigment and is as thin as a human hair. The hide is subsequently sprayed with a clear top coat to give it protection and to give it the desired sheen. The finish will develop micro cracks with use that are not visible to the human eye. These hairline fractures will allow access of the cleaner into the fibers of the leather.

#### Cleaning:

Use leather cleaner that has a pH of 4-6. Dampen cloth with cleaner or pre-moistened cloths -do not apply cleaner to the surface of the leather. The cloth is then wiped over the unit removing air born contaminants and light soiling. Stains or ink marks can be removed using an ink remover stick or pen. Work gently with these items as they could dissolve the protective top coat and remove color!

Section 12

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

**Products:**

**Cleaner Conditioner Protector** - cleans and conditions

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

**Ink Stick** – ink removal stick

**Finished Leather Cleaner**

Section 12

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## **Care and Cleaning Instructions Pigmented or Finished**

Pigmented or Finished Leathers include:

Classic  
Classic Antique  
Canyon Creek  
Excel  
Glamour  
Heritage  
Lexus  
Taj  
Vitello  
Lexus

### **Description:**

Finished leather comprise the majority of leathers sold to the home furnishing markets and the automotive industry. These leathers have been dyed and may be lightly sanded [corrected] to even out any imperfections in the hide. The hide is then sprayed with a pigmented color coat and a protective top coat. It may also be embossed with a grain to provide consistent texture to the surface. It is the industry workhorse being easy to maintain and having substantial film formers on the surface to protect.

### **Cleaning:**

Same as semi aniline:

Use leather cleaner that has a pH of 4-6. Dampen cloth with cleaner or pre-moistened cloths -do not apply cleaner to the surface of the leather. The cloth is then wiped over the unit removing air born contaminants and light soiling. Stains or ink marks can be removed using an ink remover stick or pen.

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)



Work gently with these items as they could dissolve the protective top coat and remove color!

**Products:**

**Cleaner Conditioner Protector** - cleans and conditions

**Scotchgard** – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.

**Color Restore (Conditioning Oil)** - can be used to enhance color and condition fibers it helps revive color [used before CP or Scotchgard]

**Ink Stick** – ink removal stick

**Finished Leather Cleaner**

Section 13

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)



## **Care and Cleaning Instructions Specialty Leathers**

Specialty leather such as hair on and woven should be treated as anilines to prevent any damage.

Section 14

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## **Product Data Sheets**

The Products produced by The Leather Institute are designed to be compatible with each other and have been designed to work as a complete system. If substitutions are made compatibility may be jeopardized.

Section 15

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Ink Removers



### Ink/Stain Remover Stick - FL-ISR-1

This product is designed to dissolve the ink for easy removal. If the ink is fresh it can be removed easily from finished leathers. The ink stick will remove the ink with minimal disruption of the surface. Older ink marks are a different problem as they have penetrated the protective topcoat and will migrate into the color coat. Removal will normally also remove some of the topcoat and color. We have to be prepared to restore the worn color. Apply ink stick over affected area-briskly with little pressure. Wipe from surface, clean with cleaner for finished leather.

Also available as Ink Remover Liquid in 6oz. quarts. and gallons

Section 16

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Cleaner, Conditioner, Protector



### Cleaner, Condition, Protector (CCP) - FL-CCP

Cleaner, Conditioner, Protector (CCP) is a proprietary blend of surfactants, humectants and protectors to restore lost moisture while leaving a natural hand. This product may be used on pull-up leathers and finished leathers. This product should be tested in an inconspicuous area to ensure satisfaction or acceptability of color change.

The conditioner is applied to a clean white cloth; it is then applied to the surface of the leather in circular motions while maintaining minimal pressure. An entire area, i.e. arm, seat panel etc. should be complete at one time. Product should be let dry under ambient conditions.

This product should not be used on suedes or nubucks.

Section 17

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Finished Leather Cleaning Spray



### Leather Cleaner - FL-LCB

This product is primarily designed for finished leathers. This select blend of surfactants will effectively remove topical soil and non-set stains. It dissolves dirt holding it in suspension to facilitate easy removal. It is pH balanced for leather to prevent fluctuations in pH that would cause breakdown of the protein bonds that hold the fibers together.

The cleaner should be used as is and not diluted. The cleaner is applied with a clean cloth to the leather surface. If let dwell it will begin to dissolve the soil facilitating removal. Higher temperatures will increase the cleaning effectiveness. Clean any residue with water dampened white cloth.

Section 19

Leather Care and Cleaning Guide. The Leather Institute. 2011

For more information or questions or comments please contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Scotchgard Protector



This is a wonderful way to protect porous leathers! Once fully cured it helps hold out soils and stains so that they can be blotted from the surface. It is applied by spray gun or an air brush.

Call to inquire about this product. 1.800.852.0144

Section 21

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## Contact Information

Thank you for your interest in The Leather Institute's services, products and trainings.

For more information on any of the information included in this document or for more information about leather, trainings, cleaning services, or anything else please, see below for contact information.

We appreciate your interest and business.  
Thank you, *The Leather Institute*



The Leather Institute  
142 State Highway 35  
South Red Bank, NJ 07701  
Phone: 1.732.530.3220 or  
call toll free: 1.800.242.9578  
Fax: 1.732.530.3440  
E-Mail: [info@leatherinstitute.com](mailto:info@leatherinstitute.com)  
Website: [www.leatherinstitute.com](http://www.leatherinstitute.com)



Townsend Leather Company, Inc.  
P.O. Box 669 • 45-49 Townsend Avenue  
Johnstown, NY 12095  
Phone: 518.762.2764 or  
call toll-free: 1.800.852.0144  
Fax: 518.762.5566  
E-Mail: [info@townsendleather.com](mailto:info@townsendleather.com)  
Website: [www.townsendleather.com](http://www.townsendleather.com)

Section 23

Leather Care and Cleaning Guide. The Leather Institute. 2011  
For more information or questions or comments please  
contact The Leather Institute at [info@leatherinstitute.com](mailto:info@leatherinstitute.com)

## **APPENDIX B2: EDELMAN®**

# EDELMAN®

80 Pickett District Road, New Milford, CT 06776  
Tel: 800.886.8339 or 860.350.9600 Fax: 860.350.3231  
[www.edelmanleather.com](http://www.edelmanleather.com)

### **Edelman Leather Care Instructions** **All Edelman Leather Qualities powered by Crypton**

#### **General Maintenance**

Use the Edelman Leather Cleaner and Conditioner Wipes for general everyday maintenance purposes.

#### **Ink Stains**

Use the Edelman Leather Ink Remover Stick for ink and more difficult marks.

#### **Stains and Spills**

Edelman Leather recommends that these specific leather qualities are to be cleaned and maintained with the Edelman Leather Cleaner and Restorer powered by Crypton. These care products were engineered to clean spills, stains, and to be used for more difficult cleaning applications. For high traffic or high use areas the leather should be cleaned and maintained more often. The use of any other cleaning or maintenance products could have a negative effect on the leather.

#### **Cleaning Instructions**

- Dust, Vacuum, or remove any loose topical soil from the leather surface.
- Dampen a soft, lint free cloth with Edelman Leather Cleaner powered by Crypton. For hard to get stains spray cleaner directly on leather and let sit before wiping.
- Gently blot soiled area. If stain or spill does not disappear the clean the leather by using a circular motion with light to moderate pressure. **DO NOT SCRUB!**
- Repeat cleaning method for more difficult stains.
- After cleaning the leather it is extremely important to use the Edelman Leather Restorer powered by Crypton. This will replenish any protection, and natural oils lost in the cleaning process and help protect for future stains and spills.

To purchase any of the Edelman Leather Cleaning and Maintenance products Powered by Crypton please contact your local sales representative or call our main office at 800.886.8339.



# EDELMAN<sup>®</sup>

80 Pickett District Road, New Milford, CT 06776  
Tel: 800.886.8339 or 860.350.9600 Fax: 860.350.3231  
www.edelmanleather.com

## SALES ORDER

### EDELMAN LEATHER, LLC.

80 PICKETT DISTRICT ROAD  
NEW MILFORD, CT 06776  
PH: 860-350-9600 FAX: 860-350-3231

DATE September 1, 2009  
CUSTOMER ID

BILL TO

SHIP TO

| SALESPERSON | PO | SHIPPING METHOD | PAYMENT TERMS | DUE DATE |
|-------------|----|-----------------|---------------|----------|
|             |    |                 |               |          |

| QTY | PRODUCT CODE | DESCRIPTION  | UNIT PRICE | LINE TOTAL |
|-----|--------------|--|------------|------------|
|     | LK09         | LEATHER CARE KIT                                     | \$95.00    | \$ -       |
|     | LK23         | SINGLE PACKAGE OF WIPES (10 WIPES)                   | 15.00      | -          |
|     | LK24         | CLEANING WIPES CASE (240 WIPES)                      | 360.00     | -          |
|     | LK20         | 8OZ CLEANER & RESTORER SET (KIT REPLACEMENT BOTTLES) | 28.00      | -          |
|     | LK17         | 24OZ BOTTLE CLEANER                                  | 24.00      | -          |
|     | LK18         | 24OZ BOTTLE RESTORER                                 | 24.00      | -          |
|     | LK21         | CASE OF 6 - 24OZ BOTTLE CLEANER                      | 132.00     | -          |
|     | LK22         | CASE OF 6 - 24OZ BOTTLE RESTORER                     | 132.00     | -          |
|     | LK13         | CASE OF 4 - 1 GALLON CLEANER                         | 120.00     | -          |
|     | LK14         | CASE OF 4 - 1 GALLON RESTORER                        | 120.00     | -          |
|     | LK11         | 5 GALLON PAIL CLEANER                                | 120.00     | -          |
|     | LK12         | 5 GALLON PAIL RESTORER                               | 120.00     | -          |
|     | LK15         | 55 GALLON DRUM CLEANER                               | 950.00     | -          |
|     | LK16         | 55 GALLON DRUM RESTORER                              | 950.00     | -          |
|     | LK27         | INK REMOVER STICK                                    | 10.00      | -          |

SUBTOTAL

SALES TAX

TOTAL

Make all checks payable to EDELMAN LEATHER, LLC.

THANK YOU FOR YOUR BUSINESS!

## APPENDIX B3: SPINNEYBECK Leather

Spinneybeck

Leather

### Recommended General Maintenance

We are often asked, "Is leather practical?" The answer to this depends on your definition of practical. If we expect leather to be "plastic perfect" and never show use or develop a patina, it might not be practical. But if we understand and appreciate the changing beauty of fine, natural leather and its amazing durability, it is most practical.

Leather is resilient. It will outwear textiles many times over. Since fabrics are woven, any change in their appearance from age and use detracts from their beauty. Leather, on the other hand, adjusts to its environment. It mellows gracefully with age. Leather is expected to change; even the oils from our hands help to develop the patina.

Full grain leather is not demanding and requires very little care. It should not be abused by harsh cleaners or substances such as wax or mink oils, saddle soap or other leather polishes. These become surface sealants which keep premium full grain leathers from breathing (hence they will eventually dry out and crack). A periodic wipe with a cool damp cloth is sufficient means of cleaning under normal conditions.

The following guidelines will help you to maintain the beauty of Spinneybeck leather without destroying any of the natural characteristics:

**Finished Leather:** Acqua, Alaska, Amazon, Andes, Antique, Derby, Ducale, España, Forte, Hand Tipped, Leather Tiles, Lucente, Portofino, Sabrina, Salon, Velluto Pelle, Volo

Finished leather, the most popular, is smooth and has a satiny finish. Its breathable protective finish makes it most suitable for high traffic areas or contract use. It is maintained by wiping with a cool, damp cloth. For tougher soiling, use a pH balanced soap on a cloth and rinse. Remember to always use cool water. Repeat if needed.

**Naked Leather:** Arizona,\* Belting Leather,\* Capri,\* Copenhagen,\* Cordovan,\* Distressed,\* Prima, Riva, Saddle

Naked leathers have no surface or impregnated finish, other than dye matter, which may mask or alter the natural state of the leather. There is no barrier against spillage or staining, therefore, naked leather should be selected with this in mind.

The only recommended cleaning method for a naked leather is to wipe the entire surface with a soft cloth and cool water. Do not spot rub, for it will darken only that area. The idea is to even out any abrasions or stains.

*\* Leathers noted should be cleaned as a naked leather due to their very light application of finish.*

**Grain Sueded Leather:** Ducale Velour, Marissa

Full grain leathers that have been lightly buffed to raise the nap of the surface are referred to as "grain sueded" leathers. This produces the softest hand of any suede leathers. For maximum soil resistance and durability these leathers have received an impregnated soil resistant treatment.

Grain sueded leather can be maintained with reasonable care as spillage will bead up and roll off. However, it should not be allowed to puddle, but be blotted up immediately. For normal care, grain sueded leather should be dry brushed occasionally. Remove general soilage with a suede cleaning block.

**Textured Sueded Leather:** Maremma

Textured Sueded Leather is an aniline dyed leather with a dense sueded surface. The textured surface is protected by an impregnated, soil resistant treatment which shields the surface without disturbing the suppleness and rich coloration.

Textured sueded leather can be maintained with reasonable care as liquids will bead allowing spillage to be blotted up immediately. For normal care, the surface of textured suedes should be brushed occasionally with a scotch brite pad followed by vacuuming to remove dirt and loose fibers.

*Note: Certain inks or stains cannot be removed from leather just as they cannot be removed from other upholstery fabrics. Use caution to avoid these accidents. Remember that our leathers are all natural "skins." Treat your leather the same way you would treat your own skin.*

Please call for more information about Spinneybeck Maintenance Kits, which include our specially formulated cleaners, conditioners and ink removers.

Updated: May 2008

Spinneybeck • 425 CrossPoint Parkway • Suite 100 • Getzville, New York 14068  
(800) 482-7777 / (716) 446-2380 / (716) 446-2396 Fax  
Spinneybeck Ireland • Suite 2, Morrison Chambers • 32 Nassau Street • Dublin 2, Ireland  
Tel. +353 1 6729192 / Fax +353 1 6336506  
www.spinneybeck.com

APPENDIX C

# CARPETS

C1: SCOTT GROUP CUSTOM CARPETS

C2: TAI PING

## **APPENDIX C1: SCOTT GROUP CUSTOM CARPETS**

# Scott Group Custom Carpets Cleaning; Guide

3232 Kraft Avenue SE Grand Rapids, Michigan 495 12  
T 61 6.954.3200 \* F 6 16.954.9600 [www.scottgroup.com](http://www.scottgroup.com)

## Table of Contents

### **CHAPTER 1: GENERAL INFORMATION**

**Overview 1**

**Scott Group Quality 3**

### **CHAPTER 2: CARE AND CLEANING**

**Carpet Care Products 4**

**Basic Carpet Cleaning Techniques 5**

**Advanced Carpet Cleaning Techniques 6**

### **CHAPTER 3: MSDS**

**WoolClean Spot Remover 1 7**

**WoolClean Dry Spot Remover 2 8**

**WoolClean Absorb-It 9**

# General Information

## Overview

With over 35 years of manufacturing experience, Scott Group delivers quality workmanship and offers support from its Grand Rapids, Michigan manufacturing facility. All carpets provided by Scott Group utilize 100%, hand selected, New Zealand wool and the most advanced dye technology. By its very nature, wool is durable, flame retardant, and able to resist dirt and crushing. In addition, wool provides great comfort and allows for elegant styling. Carpets from Scott Group are good for your indoor air environment. That's because wool rapidly absorbs common contaminants in indoor air. Not only do our carpets keep the air free of many harmful pollutants, they will not re-emit them. In fact, it has been estimated that wool carpets can continually purify indoor air for up to 30 years. To protect the investment made in your carpet, it is important to follow prescribed maintenance procedures to keep the carpet looking and performing at its best. Cleaning at regular intervals, rather than waiting until the carpet is heavily soiled, actually extends its life. And when carpet life is increased, so is the return on your investment.

## Appearance Retention

Scott Group carpets are produced to be aesthetically pleasing and achieve maximum durability and appearance retention. By utilizing the finest raw materials and state-of-the-art manufacturing techniques, Scott Group works to provide you with outstanding value.

## Face Fibers

All Scott Group Custom Carpets are manufactured using a blend of prime New Zealand wool.

Prior to dyeing, we scour our wools to assure absolute purity at the dye beck. The most advanced, acid leveling dyes are used to deliver brilliant, long lasting colors. And all carpets are treated topically with a static reducing spray.

## Backing Material

All Scott Group Custom Carpets are backed with a fire-retardant, natural rubber latex compound, developed specifically for our use in the aviation industry.

The secondary backing is 100% woven cotton scrim.

*Every order of Scott Group Custom Carpets is thoroughly tested to ensure that it meets the performance standards demanded by aircraft owners. Listed on the following table are the quality tests we routinely conduct*

Vertical Burn FAR 25.853(a) Appendix F Part 1 (a) (1) (ii)

Color Fastness to water AATCC Test method 107

Shampooing AATCC Test method 13 8

Color Fastness to rubbing (crocking) AATCC Test method 8

Color Fastness to light AATCC Test method 16E

## Carpet Care and Cleaning Instruction

### Carpet Care Products:

WoolClean Spot Remover 1

WoolClean Dry Spot Remover 2

WoolClean Absorb-it

100% Cotton terry Cloth (white only)

These products may be reordered from Scott Group Custom Carpets by calling 616.954.3200

or online at [info@scottgroup.com](mailto:info@scottgroup.com)

### Other Approved Cleaning Agents

Detergent Solution: Mix one teaspoon of clear dishwashing liquid or detergent powder (containing no bleaches or strong alkalis) with a cup of warm (not hot) water. This solution MUST be rinsed well with clear water. PH level for all cleaning solutions must be neutral or slightly acidic (below 7).

\* Alkaline solutions (PH level above 7) should not be used as they can cause colors to bleed.

Vinegar Solution: Mix 1/3 cup of white vinegar with 2/3 cup of water. Club

Soda: Use directly on stain

# Basic Carpet Cleaning Techniques

## General Guidelines:

1. Use walk-off mats
3. Remove spills immediately
2. Vacuum regularly
4. Do not over wet the carpet

**Walk-off mats-** Walk - off mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during inclement weather.

**Vacuuming -** Vacuum cleaning is the most economical and effective way to remove recent soil from wool carpets. Carpets should be vacuum cleaned as often as every day in proportion to the volume of traffic they receive. Proper vacuuming is the most important maintenance step. Remember, you cannot over vacuum. An upright vacuum with a cylinder barlbrush is recommended. Slow, deliberate passes with the vacuum cleaner are more effective than quick strokes to remove soil. Make at least four passes forward and backward over the same area. Vacuum cleaner dust bag should be emptied when half full.

**Spot and Stain Removal-** Time is of the essence when removing spots and stains. Solids should be scooped up and liquids blotted as quickly as possible without rubbing the carpet. In most cases, this should be followed by the application of an appropriate spot remover and further blotting. A convenient stain removal guide has been inserted into the Woolclean kit for specific instructions on which cleaning methods to use for a specific type of stain.

**I. Dry spills:** Vacuum the excess material or scrape dried soil with the blunt edge of a spoon. Always work from the outer edge of the spot toward the center.

**II. Wet spills:** Extract the material and blot the excess. Wet the spot with cold water and blot it. Always blot by pressing downward. Never rub in a circular motion; this can spread the stain. Blot with a white, cotton towel. Continue pressing down as spots penetrate toward the carpet backing. Lift the towel periodically to remove moisture. If the water cleaning method doesn't work, use cleaning products recommended previously.

When using cleaning products, blot the area with a white cloth to remove all chemical residues. Follow with a water rinse to fully flush the residue. Repeat the blotting to dry the carpet. After lifting as much of the spot as possible, place a stack of clean, white towels over it. Place a weight on the towels overnight so they press firmly against the spot.

# Advanced Carpet Cleaning Techniques

## Silk Cleaning Instructions

Professional dry-cleaning is recommended.

Avoid using water and water based cleaners. Blot and clean up stains or spills.

Use dry cleaning agents only.

Silk pile may be brushed with a soft hair brush (NO METAL BRISTLES) to remove any matting caused by blotting. Do not brush silk pile if it appears normal after blotting.

## Approved Professional Cleaning Methods-Wool

### REMOVE CARPET FROM A/C BEFORE SHAMPOO

Cleaning Method: Spray extraction using smooth wand

Method Description: Hot water and detergent are sprayed into the carpet under pressure, the loosened dirt is then removed by suction. DO NOT OVER WET CARPET, AND INSURE CARPET IS DRIED THOROUGHLY.

Carpet Construction: Level-loop, cut pile and hard twist

Comments: Thorough vacuuming DO NOT USE THE BONNET

CLEANING METHOD! The bonnet system has very limited capability for soil removal, leaves much of the detergent in the pile and can damage the pile yarns.



## SCOTT GROUP CUSTOM CARPETS CLEANING INSTRUCTION GUIDE

### Quick Accident Response:

1. Blot up liquids by stepping firmly on white paper towels or absorbent cloth; scoop up solids with the end of a knife or spoon.
2. Treat the spot according to the cleaning instruction chart below.
3. Apply spot removal agent to clean towel or cloth, not directly to the spot. Use small quantities at a time. Always work inwards from the edge to prevent spreading. Do not rub, as this may cause the spot to spread or distort the pile. Do not over-wet the carpet pile.
4. Blot as dry as possible with a clean towel.

### Spot Removal Chart

| Spot                  | Order of Treatment |        |        | Type of Treatment   |
|-----------------------|--------------------|--------|--------|---|
|                       | Step 1             | Step 2 | Step 3 |   |
| Alcoholic Beverages   | 1                  | 2      | -      | 1. Add cold water and blot<br>2. Detergent solution or WoolClean Dry Spot Remover #1*<br>3. Methylated mineral spirits or WoolClean Dry Spot Remover #2*<br>4. Chill with aerosol freezing agent or ice cubes in plastic bag. Pick or scrape off gum.<br>5. Warm water<br>6. Clean nail polish remover (preferably acetone)<br>7. Isopropyl alcohol<br>8. Rust remover<br>9. Absorbent powder (e.g., salt, talc or Absorb-It™*)<br>10. Absorbent cleaner (Host®, Capture®, or Dri-Matic®) |
| Bleach                | 1                  | 2      | -      |   |
| Blood                 | 1                  | 2      | -      |   |
| Butter                | 3                  | 2      | -      |   |
| Candle wax **         | -                  | -      | -      |   |
| Chewing Gum           | 4                  | 3      | -      |   |
| Chocolate             | 2                  | 3      | -      |   |
| Coffee                | 1                  | 2      | 3      |   |
| Colas and Soft Drinks | 1                  | 2      | -      |   |
| Cooking Oils          | 4                  | 2      | -      |   |
| Cream                 | 2                  | 3      | -      | <b>Cleaning Agents For Spot Removal</b><br><br>Detergent Solution: Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or strong alkalies) with a cup of warm (not hot) water. This solution  |
| Egg                   | 2                  | -      | -      |   |
| Floor Wax             | 3                  | 2      | -      |   |

|                    |   |    |   |  |
|--------------------|---|----|---|--|
| Fruit Juice        | 1 | 2  | - | must be well rinsed with clear water.  |
| Furniture Polish   | 3 | 2  | - | WoolClean Dry Spot Removers #1 and #2 are part of the WoolClean Spot Removal Kit. To obtain a kit, contact Scott Group at 616.954.3200(?).   |
| Gravy and Sauces   | 5 | 2  | 3 |  |
| Ink (Fountain Pen) | 1 | 2  | - |  |
| Ink (Ball Pen)     | 4 | 7  | 2 | Absorbent Cleaners: Host®, Capture®, or Dri-Matic®   |
| Ink (Felt Tip)     | 5 | 2  | 6 | Ammonia Solution: Mix one tablespoon of clear ammonia (3% solution) with one half cup water. This solution must be neutralized with vinegar solution.  |
| Ketchup            | 5 | 2  | - |  |
| Lipstick           | 3 | 2  | - | Vinegar Solution: Mix 1/3 cup white vinegar with 2/3 cup water.  |
| Mercurochrome *    | 2 | 10 | - |  |
| Milk               | 5 | 3  | 2 | Dry Cleaning Solvent: Carbonara®, or Energine®   |
| Mustard            | 2 | -  | - | Available at grocery, drug and hardware stores.  |
| Nail Polish        | 6 | 3  | - | <b>Warnings</b>  |
| Oil and Grease     | 3 | 2  | - | Some chemicals are hazardous (corrosive, flammable, toxic, etc.) and should be used with great care, strictly in accordance with their use and safety instructions. DO NOT apply solvent-containing products or Dry Spot Remover #2 to bonded carpets (carpets that are not tufted or woven, but where the pile is bonded to the backing). When applying Dry Spot Remover #2 or other solvent-containing products, have to work area well ventilated. DO NOT apply stain repellent treatments that contain any silicone because they tend to accelerate carpet soiling. Always pretest a cleaning agent in an inconspicuous place, such as under a piece of furniture or in the corner of the room, to ensure that it does not remove color. |
| Paint (Latex)      | 1 | 2  | 3 |  |
| Paint (Oil)        | 9 | 3  | 2 |  |
| Rust               | 3 | 2  | 8 |  |
| Salad Dressing     | 2 | 3  | - |  |
| Shoe Polish        | 3 | 2  | - |  |
| Soot               | 3 | 2  | - |  |
| Tar                | 3 | -  | - |  |
| Tea                | 1 | 2  | 3 |  |

|                  |   |    |    |  |
|------------------|---|----|----|--|
| Urine (fresh)    | 1 | 2  | -  |  |
| Urine (old)      | 1 | 2  | 10 |  |
| Vomit            | 2 | -  | -  |  |
| Wine             | 9 | 1  | 2  |  |
| Unknown Material | 3 | 10 | 2  |  |



scott group custom carpets

3232 Kraft Avenue SE Grand Rapids MI 49512

T 616.954.3200 F 616.954.9600

## Roll crush of carpet

### Roll crush of carpet

Roll crush usually occurs in areas of the pile yarn that have flattened because of the weight of the carpet roll. Areas of roll crush, or flattened pile yarn, are usually width-wise bands that may appear darker or lighter. Roll crush is not a manufacturing defect. Rolls of carpet will sometimes exhibit some degree of roll crush immediately after the roll has been unwrapped. In most cases, this minor roll crush will disappear after the yarn has been allowed sufficient time to “blossom” as it adjusts to ambient conditions. It may also be necessary to agitate the pile back into shape and allowed to stand upright by vacuuming with a “beater bar” type vacuum. In extreme cases it may be necessary to steam or have the carpet professionally cleaned with a warm water extraction method.

## **APPENDIX C2: TAI PING**

[www.taipingcarpets.com](http://www.taipingcarpets.com)

### **Cleaning Steps**

#### **Preventative Measures**

The most effective way to decrease or prevent soiling of carpet is to prevent soil from entering the aircraft. Entrance rugs made of wool limit soil entry and should be used at the base of the aircraft steps and, when possible, at the doorway inside the aircraft.

#### **Topical Treatments**

Tai Ping does not recommend or approve the application of any topical fibre sealants or protectants on our wool or silk aviation carpets. Many products on the market claim to reject or prevent soil and stains, however there is no guarantee that the overall appearance and performance of the carpet or rug will not be compromised.

#### **Interim Maintenance and Restorative Cleaning**

Vacuuming regularly is the most effective way to maintain the long-term appearance and performance of the carpet. Daily vacuuming, slowly and methodically produces the best results. A carpet that is visibly dirty is already past the interim stage of maintenance and will require deep cleaning.

#### **Cleaning Frequency**

The following guidelines have been established by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). They are to serve as cleaning frequency guidelines for carpet from a public health perspective in addition to traditional aesthetic maintenance.

#### **Vacuum Recommendation**

Tai Ping has conducted rigorous testing and found that the Oreck Magnesium vacuum is the optimal vacuum for our carpets. It is certified through the *Carpet & Rug Institute's Seal of Approval* program, which uses testing methods developed in concert with NASA technology to evaluate their performance and rank the equipment accordingly.

A list of certified models can be found on [www.carpet-rug.org](http://www.carpet-rug.org). We suggest using a model that is lightweight with no, or very soft bristles. Not all constructions can tolerate a beater bar or hard bristles. These can cause extreme fuzzing or pulls on loop piles and in some cases permanent damage. Check nozzles and attachments for cracks that might crack or snag the pile as well.

#### **Deep Cleaning**

Regular maintenance is key to maintaining the desired carpet appearance and performance, but occasional deep cleaning will also be required. For deep cleaning, we only recommend the services of an IICRC (*Institute Inspection Cleaning Restoration Certification*) firm employing IICRC certified cleaning technicians. These firms specialise in all carpets and interior finishes, including maintenance, restoration and repair and understand the care required for wool and silk. For a global list of certified technicians, please visit [www.iicrc.org](http://www.iicrc.org).

#### Spot Cleaning

Accidents happen and spills must be addressed immediately. If a spill occurs, remove as much of the spill suspended on the carpet surface as possible, then blot with a clean colour safe cloth until no liquid transfer is observed.

A wool spot cleaning kit with instructions for use is provided to every aircraft. The kit contains a cloth for blotting, a dry spot remover, a wet spot remover and an absorbent powder for spills. Do not use store bought kits.

Please use the cleaning kit as a first line of defense; call an IICRC trained professional cleaner for further cleaning.

#### In Addition

Regardless of outside claims made about carpet soiling and staining, no carpet is truly soil and stain 'proof'. Wool and silk fibres are naturally soil and stain resistant and these maintenance guidelines are to be used as reference when removing the aforementioned elements. Please note that light colours will naturally show soil quicker than darker shades and should be considered accordingly.

For questions and assistance, please call our Technical Services Department at 800-433-2440.

#### References

|  |   |
|--|---|
| Carpet & Rug Institute<br><a href="http://www.carpet-rug.org">www.carpet-rug.org</a>                           | Woolsafe<br><a href="http://www.woolSAFE.org">www.woolSAFE.org</a>  |
| Institute Inspection Cleaning<br>Restoration Certification<br><a href="http://www.iicrc.org">www.iicrc.org</a> | MSDS Sheets<br><a href="http://www.woolSNZ.com">www.woolSNZ.com</a> |

APPENDIX D

# Natural Stone

D1: SJ LIPKINS INC.

## **APPENDIX D1: SJ LIPKINS INC.**

SJ LIPKINS INC.  
855A CONKLIN STREET  
FARMINGDALE, NY 11735

### **Granite, Marble, Limestone and Travertine Care Instructions**

Marble, Travertine and Granite require routine maintenance and care to maintain their finish and luster. It should be mentioned that Granite is harder and more durable than marble and limestone, which are both more prone to scratching, etching, and staining. I recommend following the care outlined in this document for all types of stone. The two most important techniques for proper maintenance are as follows:

1. Clean up spills immediately to avoid staining
2. Do not drag heavy, sharp or rough objects over the surface to avoid scratching

Clean the stone surface with a mist of neutral cleaner or stone soap, available at hardware stores or your stone dealer. We recommend Stone Tech Revitalizer. Wipe off with a soft cloth for best results. Too much cleaner or soap may leave a film and cause streaks. Revitalizer will protect the finish and lessen the need for re-sealing and re-polishing.

Do not use products that contain lemon, vinegar or other acids on marble. Do not use scouring powders or creams. These products may contain abrasives that can scratch the stone. Also, do not clean the stone surface with solvents. They will remove the protective sealant.

We seal counter tops with Stone Tech Heavy Duty Water Based Sealer or Stone Tech Bullet Proof. For maximum protection, additional coats of sealant can be applied as needed. We then use Stone Tech Professional Stone Polish after the counter top is sealed. I recommend re-sealing every 6 months or more often if harsh cleansers or solvents are used on the stone surface.

If stains will not come out with Revitalizer, then I recommend Stain Off and De Stain made by Delta Research and sold at Delta Diamond Tools in Michigan at 248-746-4277.

Use coasters under all glasses, particularly those containing alcohol, citrus juices or soda. Any food or drink containing acid can dull or etch marble, so spills should be cleaned up immediately. Blot the spill with a paper towel instead of wiping. A citric acid or red wine spill should be flushed with water. Oil spills must be cleaned up immediately. Never use a knife to slice food directly on a stone surface. Always use a cutting board for this purpose.

If you need help acquiring any stone maintenance products, call 1-877-STONETECH or visit [www.stonetechpro.com](http://www.stonetechpro.com) for a supplier near you. Please feel free to contact me if you have any questions.

Best Regards,

Jonathan Lipkins

Telephone 631-249-8866 Fax 631-249-8877E-mail [sj.lipkins@verizon.net](mailto:sj.lipkins@verizon.net)

APPENDIX E

# SYNTHETIC COUNTERTOPS

E1: DuPont™ CORIAN®

E2: POLYSTONE Creations

E3: AEROQUEST



## **APPENDIX E1 DuPont™ CORIAN®**

### **DuPont™ Corian® Commercial Care In Use**

DuPont™ Corian® solid surfaces meet the demanding needs of today's commercial surfacing applications. As a solid, non-porous surface, Corian® can be maintained with minimum care to retain the original appearance. Because it can be repaired, Corian® will still look and perform like a new installation, while other surfacing materials will often need to be replaced. With proper care the Corian® surfaces in your commercial application will stay looking like new.

For more information, call 1-800-4Corian (1-800-430-6072).

#### **Routine Care**

There are three types of Corian® Solid Surface finishes: matte/satin, semigloss and high-gloss. Contact your Corian® sales expert if you are unsure of your finish. Most countertops and all sinks and lavatories are finished with a matte/satin finish. Soapy water, ammonia-based cleaners or commercially available solid surface cleaners will remove most dirt and residue from all types of finishes. Stubborn residue will require a little stronger cleaner. Follow the recommendations below to properly clean your Corian® Solid Surface application.

#### **Conventional Cleaning Techniques**

- Washing with soap and water is usually sufficient to remove surface dirt or stains. Be sure to wipe surface completely dry.
- Ammonia based liquid cleaner (not window cleaner) may also be used. Always rinse surface thoroughly and wipe dry.
- Drying is an important step, preventing a build-up of soap film or cleaning residue, which can create the appearance of light scratches over time. In the event this occurs, apply a mild abrasive cleaner to a damp sponge or white Scotch-Brite® pad and rub into the surface in a circular motion. When finished, rinse thoroughly to remove all cleaner, then wipe completely dry.
- Stubborn soap film or cleaning residue build-up in Corian® is easily removed with abrasive cleanser and a white Scotch-Brite® pad or a sponge.
- For darker colors, a polish may be used to enhance the shine. For areas where there may be food contact, always use a polish formulated for food contact areas, such as Countertop Magic®. Where food contact is not a possibility, a simple furniture polish may be used. Always follow the manufacturer's instructions for using the polish and for safety concerns.

#### **Cleaning Agents**

Corian® is unaffected by common household and commercial cleaners such as

- Powdered abrasive cleansers (like Comet®)
- Ammonia
- Strong detergents
- Oxalic acid solutions
- Dilute hydrochloric acid solutions
- Dilute trisodium phosphate solutions

*Acid drain cleaners may cause surface damage and should not be used on Corian® solid surfaces.*

#### **Cigarette Burns, Stubborn Stains**

Unlike other surface materials stains or marks caused by cigarettes, alcohol, food, lipstick, hair dye, shoe polish, iodine, marking pens, etc. can be removed by using an abrasive cleanser and a Scotch-Brite® pad.

- If the surface has a **matte finish**, use a **green Scotch-Brite® pad**
- If the surface has a **gloss finish**, use a **white Scotch-Brite® pad**

This type of maintenance will not harm the Corian® surface, and will restore it to "like new" condition.

# DuPont™ Corian® Commercial Care In Use

Surfaces of Corian® can be repaired with no permanent damage. Tough to remove stains, fine scratches, and small cuts can be removed using standard repair techniques.

## Professional repair

Contact DuPont (800.426.7426), or your supplier, for information on how to have your Corian® surfaces professionally restored to their original finish

## Making your own repairs

- To restore a matte finish - use 220 grit sandpaper followed by hard buffing with a green Scotch-Brite® pad in a circular motion.
- To restore a semi-gloss - use the 220 grit sandpaper, followed by 320 grit, followed by 400 grit. Then blend the finish in by using abrasive cleanser and a sponge or rag.
- A high gloss finish is best restored by a professional. Contact your supplier or DuPont.
- If the damage is particularly deep, use a random orbital sander equipped with vacuum dust collection. Start with 120 grit sandpaper first, followed by 180-220 grit. After sanding, a uniform matte finish can be obtained by buffing with a green Scotch-Brite® buffing pad. For a semi-gloss, continue sanding with 320 followed by 400 grit. Then buff with a gray Scotch-Brite® pad.

The impact resistance of Corian® allows it to withstand harsh use without chipping, breaking, or cracking. However, if damaged due to extreme abuse, satisfactory repairs can often be made. Contact DuPont for guidance.

## Preventing Damage

### Avoid Strong Chemicals

Some chemicals are not compatible with Corian®. Avoid surface contact with:

- Strong chlorinated solvents
- Chloroform
- Ketones
- Methylene chloride (paint removers)
- Very strong acids such as concentrated sulfuric and hydrochloric acids
- Acid drain cleaners should not be used.

Surfaces exposed to these agents should be promptly flushed with water. Contact for even a short period of time can cause surface damage, spots, or staining. Follow the recommended repair procedures described above as needed to repair and/or restore the surface to its original condition. Severe damage caused by incompatible chemical contact will require professional repair. Again, contact DuPont, or your supplier for assistance.

While Corian® withstands heat better than most surface materials, do not place hot cookware directly on a Corian® surface. To avoid damage caused by excessive heat:

- Always use a trivet or hot pad under hot cookware
- Always use a trivet with minimum ¼" legs under small electrical appliances such as fryers and cookers

A Corian® surface can be scratched or gouged if used as a cutting or chopping surface for food preparation. Scratches can be repaired, but to avoid the problem, use of a cutting board is highly recommended.

The information contained in this Technical Bulletin is given by E. I. du Pont de Nemours and Company free of charge. It is based upon technical data which DuPont believes to be reliable and is intended for use by persons having knowledge of this technical area at their own discretion and risk. Seller assumes no responsibility for results obtained or damage incurred from the use of this Technical Bulletin either in whole or in part by a buyer of Corian®.

Scotch-Brite® is a registered trademark of the 3M Company. Countertop Magio® is a registered trademark of Magic America Corp. Comet® is a registered trademark of Proctor & Gamble.

Copyright © 2006 DuPont. All rights reserved. The DuPont Oval Logo, DuPont™, The miracles of science™ and Corian® are registered trademarks or trademarks of E. I. du Pont de Nemours and Company or its affiliates.



**corian.**  
SOLID SURFACES

## **APPENDIX E2: POLYSTONE Creations**



### **Recommended Maintenance for Molded Countertops:**

These countertops are designed for beauty and function for years of service. Molded countertops are waterproof which keeps them from staining. For that reason, you don't need to be concerned about putting sealers or polishing agents on your countertops. To keep them like new, use any spray cleaner such as Windex or mild detergent and rinse with water. Drying with a soft cloth will keep the finish in top condition. Don't use scouring powder, scrubbing pads or anything that might be abrasive to avoid scratching a gloss finish.

### **Recommended Use:**

Although durable, reasonable care will help to insure the best results in caring for your countertops. Sharp, rough items may cause surface scratches so please use cutting boards and coasters. Avoid putting items with extremes in temperature on the countertops such as dry ice or hot cookware. When in doubt, use a cloth or pot holder to protect the surface. Day to day care in this area will pay off over time.

**Matte Finish Instructions:** Typically, this is the most user friendly surface and is highly recommended especially in high use areas such as the galley. It can be maintained using a "Scotchbrite" pad and spray cleaner using the same method outlined above. Surface scratches can be rubbed out by using water very easily.

### **Periodic Maintenance:**

For areas of high use such as the galley, we recommend periodic "touch ups" with a rotary buffer and 3M Perfect-It III Compound or similar automotive product. The top coat is thick enough to be buffed as many times as needed over the life of the countertop for the "brand new" look.

On the outside chance a scratch occurs that buffing doesn't fix, please feel free to contact us. Most incidences like this are completely repairable. Our goal is to provide you with user friendly countertops that will last the lifetime of your interior.

It's our pleasure to serve you. Let us know if you need any help.

PolyStone Creations, Inc.

Email: [janshields@polystonecreations.com](mailto:janshields@polystonecreations.com)

[www.polystonecreations.com](http://www.polystonecreations.com)

PH: 706-348-1366

## **APPENDIX E3: AEROQUEST**



### **AeroStone® User Guidelines**

Revision Date: August 14, 2003

---

The beauty of **AeroStone** countertops is more than skin deep. Their rugged aerospace-style composite construction makes them extremely durable and easy to care for compared to natural mineral tops.

➤ *To Clean*

- ◆ Wipe the surface with a damp cloth; you may use soapy water or ammonia based cleaner (such as a glass cleaner) if you wish. Do not use abrasive pads or cleaners which could scratch the top.

➤ *To Disinfect*

- ◆ Wipe the surface with a 50/50 solution of water and household bleach.

➤ *To Prevent Damage*

- ◆ While **AeroStone** is highly impact resistant, no material is completely impact proof. Do not strike the surface with heavy or pointed objects.
- ◆ As a thermoset matrix, **AeroStone** will tolerate a wide variation in temperatures and thermal shock. However, do not put materials colder than ice (such as dry ice) or hotter than boiling water (such as microwaved trays) directly on the countertop surface.
- ◆ To preserve the uniform finish of the top, avoid using the surface as a cutting board. The underside of the galley sink cover is typically covered with a cut resistant material for this purpose, or a separate cutting board may be provided.

# Guidelines

The beauty of **AeroStone** countertops is more than skin deep. Their rugged aerospace style composite construction makes them extremely durable and easy to care for compared to natural mineral tops.

## > *To Clean*

+ Wipe the surface with a damp cloth; you may use soapy water or ammonia based cleaner (such as a glass cleaner) if you wish. Do not use abrasive pads or cleaners which could scratch the top.

## > *To Disinfect*

+ Wipe the surface with a 50 /50 solution of water and household bleach.

## > *To Prevent Damage*

+ While **AeroStone** is highly impact resistant, no material is completely impact proof. Do not strike the surface with heavy or pointed objects.

+ As a thermoset matrix, **AeroStone** will tolerate a wide variation in temperatures and thermal shock. However, do not put materials colder than ice (such as dry ice) or hotter than boiling water (such as microwaved trays) directly on the countertop surface.

+ To preserve the uniform finish of the top, avoid using the surface as a cutting board. The underside of the galley sink cover is typically covered with a cut resistant material for this purpose, or a separate cutting board may be provided.

## > *To Repair Scratches*

To remove scratches on matte **1** satin finishes: sand scratches with 320-grit sandpaper until they no longer are visible. Restore finish by first sanding with 600- grit sandpaper, then with an abrasive cleanser and a green Scotch-Brite pad. For high polish gloss finish surfaces, follow the same procedure; then wet sand with 1200-grit sandpaper and buff with a wool pad and buffing compound to restore the gloss finish.

## > *Stain and Chemical Resistance*

**AeroStone is highly resistant to a wide range of aggressive chemicals which would attack common commercial solid surface tops and laminates. No lasting effects were noted on AeroStone after exposure to the following:**

+ Acids: acetic, citric, hydrochloric, phosphoric, sulfuric

+ Solvents: acetone, carbon tetrachloride, ethanol, methanol, naphtha, toluene

+ Alkalines: ammonium hydroxide, hydrogen peroxide, sodium hydrochloride, sodium hydroxide

+ Other: ammonia, blood, coffee, lipstick, lye, nail polish remover, vinegar, wine

**AeroStone is extremely stain resistant and should resist all common staining agents; even permanent ink can be removed with acetone or nail polish remover without damaging the top.**

### **> *Temperature Resistance***

**AeroStone** will withstand thermal shocks ranging from 0°F (-18°C) to 212°F (100°C) without cracking or other damage. Since **AeroStone** is made from a thermoset resin matrix, it will never melt or distort and can sustain short exposure to high temperatures without damage.

CAUTION: Do not put dry ice or metal containers with dry ice or items heated beyond 212°F directly on the **AeroStone**.

**With proper care, your AeroStone countertops should provide many years of beautiful performance in your aircraft!**

APPENDIX F

# PLATING

## F1: TECHNO COATINGS

## APPENDIX F1: TECHNO COATINGS



### DECORATIVE PLATING MAINTENANCE INSTRUCTIONS

Decorative plating involves the deposition of thin layers (0.2 to 5.0 Mil) of a distinct variety of metals. These include Gold, Nickel, Copper, Brass, Chrome, Smoke Nickel and Platinum. Decorative plated finishes serve the purpose of protecting the base metal with sub-layers of corrosion resistant metals, with the final layer being the actual "look" or finish on the surface of the piece.

For highly polished surfaces, proper care and handling is extremely important since dust particles or other foreign material can produce very noticeable scratches on the mirror-like plated surface. In the case of satin finishes, the latter is not critical but in both cases, care and proper handling is important to ensure a lasting finish.

**For dusting, cleaning, and waxing never use old dirty rags, ALWAYS use new soft paper towels and dispose of them after the first application.**

#### HANDLING/INSTALLATION OF PLATED PARTS

When handling the finished products please follow these steps:

- Avoid using bare hands. Preferably wear gloves made of 100% cotton. If gloves are not used, handle the part with hand towels.
- Grip the part on an area that is not visible. Avoid touching visible areas. Avoid hitting the part against any surface. Dents on the piece might make re-plating necessary, as they are very noticeable on polished areas. Dents may also cause the plated finish to break and result in peeling of the finish.
- Avoid contact of the plated surface with any tools as damage to the surface may occur. If tools must be used around the piece, wrap it with towels. This will reduce your chances of damaging the piece.

#### CLEANING

- Surface should be lightly dusted (not wiped) with a new soft cloth. If spots or fingerprints are present, wipe them off gently.
- Wet the surface with "WINDEX" (no ammonia). With a new soft paper towel, gently wipe the part making sure the surface is dried. If the piece remains slightly wet, stains may appear. If stains or tarnishing appears, please perform the initial cleaning as explained above.
- Do not use harsh or ammoniated cleaning agents on any finish.

#### WAXING

- Silicones present in wax compounds protect the surface from scratches, oils and certain chemicals. We recommend the use of "Turtle Liquid Wax" to protect plated surfaces best. Other brand names may also be used. However, it is critical that the wax compound used does not contain abrasives.
- After the piece is cleaned, apply a thin layer of wax with a clean cloth.
- Immediately wipe the wax off by gently rubbing the piece in a circular motion until the wax disappears.



## TIPS FOR A LONG LASTING FINISH

- Keep the part away from the sun. Long exposures may discolor the finish. This applies to all finishes.
- Clean periodically. Every two weeks is recommended.
- Avoid spills on the finished surface. If this occurs, clean immediately.
- For clear coated finishes do not use solvents such as acetone, benzene, alcohol, carbon tetrachloride, fire extinguisher fluid, dry cleaning fluid or lacquer thinners, since some of them might deteriorate the surface.

*Note: "Turtle Liquid Wax" and "Windex" are registered trademarks.*