

Bombardier Aviation Completions Interior Grooming & Detailing Guide



BOMBARDIER

REVISION HISTORY

LTR	DATE	REVISED BY	APPROVED BY	COMMENTS
H	February 25, 2022	Judith Courchesne	Philippe-Antoine Lévesque	5.7 Note added (denims color transfers) 5.9 Note added (denims color transfers) 5.9.1 Note on cleaning instructions added 5.10.2 Remove word “Wool” since this note applied to all types of carpet + Note added (vacuum info.)

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1. **INTRODUCTION**

As an integral function of the aircraft itself, the Interior Completion of the Bombardier Aviation Completions Business Aircraft is as carefully designed and manufactured as the airframe. The Laurent Beaudoin Completion Center (LBCC) 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 LBCC share.

This grooming guide only covers most commonly used materials. Refer to the Material Specification Document for composition of materials, supplier names, type of finishing and specific application details.

The following grooming 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, and any special material application.

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.

Should you have further questions regarding this information, please contact your local Bombardier Field Service Representative (FSR) or the Customer Response Center (CRC).

Bombardier Aerospace Customer Response Center (CRC):

- Toll Free: 1-866-538-1247
- International: +1-514-855-2999 and
- Bombardier Aviation Completions: ac.yul@aero.bombardier.com

www.bombardier.com

2. 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 floors 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.

3. 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.

Cleaning products are listed in section 4.

3.1 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 fingerprints/light marks on veneer
- Vacuum carpet or mop hard floors, if applicable

3.2 CABIN

- Open tables and clean, dust flat surfaces
- Verify conference table extension is clean and properly stowed, if applicable
- Verify and clean cup holder inserts (removable synthetic part)
- Empty and wash bulkhead ashtrays (and divan armrest, if applicable)

- Verify and clean interiors of seat armrest storage compartments, if applicable
- 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

3.3 GALLEY

- Verify and clean interior of appliances (i.e. ovens) and portable tray carriers
- Verify and clean dirty dish bins
- 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
- Vacuum carpet or mop hard floors, if applicable

3.4 COCKPIT

- Clean ashtrays, seats, instrument faces, windshields and pedestal. (For detailed instructions on windshield cleaning, please refer to the Aircraft Maintenance Manual, 12-21-00-110-807 for Global, 5500 & 6500. BD700-A-J12-21-00-03AAA-251A-A for Global 7500.)
- Vacuum carpet and under seats.

3.5 ENTRANCE AREA

- Clean handrails and steps, wiping fingerprints from doors.
- Vacuum carpet or mop hard floors, if applicable
- Tidy LH Enclosure.

3.6 EXTERIOR

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

4. PROPOSED PRODUCT LIST FOR CABIN GROOMING

4.1 FOR BASIC CLEANING

- Use a soft clean lint free cotton cloth.
- Use absorbent paper towel
- Use a mild, neutral liquid soap, if not contraindicated for the type of finish as described in section 5.

**DO NOT USE ANY CORROSIVE MEDIA TO CLEAN SURFACES
SUCH AS AMMONIA, BLEACH, CHLORINE OR ACETONE FOR CABIN CLEANING**

4.2 FOR DEEPER CLEANING

For deeper cleaning, following products might be used for different type of material. Refer to section 5 for more details. In case of doubt, consult a specialist.

Section 5.1 – Gloss finish on wood and wood veneer	<ul style="list-style-type: none"> • Mineral spirit (50%) and water (50%) • Naphta solvent (DS-22 or per TT-N-95 specification) • isopropyl alcohol (rubbing alcohol) • Water, and M-34 (pink product in the Customer kit)
Section 5.1 – Satin finish on wood and wood veneer	<ul style="list-style-type: none"> • Naphta solvent (DS-22 or per TT-N-95 specification) • Water
Section 5.2 – Plating	<ul style="list-style-type: none"> • jeweller's cloth • Ammonia free Windex
Section 5.3.2 – Natural stone granite or marble	<ul style="list-style-type: none"> • Stone soap
Section 5.3.3 & 5.10.4 – Stone & Artificial stone	<ul style="list-style-type: none"> • Lithofin MN Easy-Clean
Section 5.5 – Synthetic mirror or synthetic glass	<ul style="list-style-type: none"> • Ammonia free glass cleaner (such as Windex ®) • 50% isopropyl alcohol, 50% water • Surface glow (white bottle in the customer kit)
Section 5.5 – Glass mirror	<ul style="list-style-type: none"> • Ammonia free glass cleaner (such as Windex ®) • 1/3 isopropyl alcohol, 1/3 water, 1/3 of ammonia free glass cleaner (such as Windex®) • 50% isopropyl alcohol, 50% water
Section 5.6 – Grospoint and Geneve	<ul style="list-style-type: none"> • Dry cleaning solvent • Scotch guard

5. **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. It is strongly recommended to blot and clean up immediately any spills on surfaces, as per instructions below depending on the material.

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.

DO NOT USE ANY CORROSIVE MEDIA TO CLEAN SURFACES SUCH AS AMMONIA, BLEACH, CHLORINE OR ACETONE FOR CABIN CLEANING

5.1 **SOLID WOOD AND WOOD VENEER**

General Applications: Cabinets, tables, side ledges, bulkheads, etc.

5.1.1 **GLOSS FINISH**

Recommendation to use 50% Mineral Spirits 50% Water or naphta solvent (DS-22 or per TT-N-95 specification). Use soft clean lint free with fine filaments cotton cloth.

5.1.2 **SATIN FINISH**

DO NOT TO RUB.

Recommendation to use naphta solvent (DS-22 or per TT-N-95 specification) to remove fingerprints and most stains on Satin finish.

Use soft clean lint free with fine filaments cotton cloth.

Do not press hard or rub the satin finish surface, as this action can result in damaging the surface, leaving shiny area.

Use a “wipe on, wipe off” motion with a clean cloth.

5.2 **PLATING**

General Applications: Latches, cup holders, faucets, towel bar/towel rings, etc.

Refer to APPENDIX A– Plating for detailed information

**DO NOT CLEAN OR POLISH GOLD FINISHES OR OTHER PRECIOUS METALS
WITH ANY TYPE OF ABRASIVE CLEANER
DO NOT USE CORROSIVE MATERIAL, SUCH AS AMMONIA**

Clean immediately any spills on the surface.

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

Recommendation to use Ammonia free Windex may be used.

Do not press hard or rub the plating, as this action can result in damaging the surface.

Refer to supplier recommendations.

5.3 COUNTERTOPS

General Applications: Countertops

5.3.1 SYNTHETIC COUNTERTOPS

Refer to APPENDIX B– Synthetic Countertops for detailed information

Recommendation to use soap and water. Use a clean cloth. Thoroughly rinse and wipe dry.

5.3.2 NATURAL STONE GRANITE OR MARBLE

Refer to APPENDIX C– Natural Stone for detailed information

Clean up immediately any spills on the surface. Blot the spill with paper towel instead of wiping.

Recommendation to use a mist of neutral cleaner or stone soap. Use a clean cloth. Thoroughly rinse and wipe dry.

**DO NOT USE ANY ACID (EX: LEMON, VINEGAR) OR ABRASIVE PRODUCT ON
THE SURFACE.**

5.3.3 ARTIFICIAL STONE

Refer to APPENDIX H– Stone & Artificial Stone for detailed information

Spots on the artificial stone countertop should be cleaned using Lithofin MN Easy-Clean. Any oily cleaning agents, polishing paste, and disinfectants shall be avoided. Spills of greasy, oily or coloured acid fluids should be cleaned immediately per the cleaning recommendations.

5.4 LAMINATE

General Application: Galley drawer interiors, etc.
Refer to APPENDIX D– Laminates for detailed information

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

5.5 MIRRORS, SYNTHETIC MIRROR OR SYNTHETIC GLASS

General Application: Lavatory mirrors, Cabin interior windows, Shower door and window

DO NOT ALLOW CLEANING PRODUCTS TO MAKE CONTACT WITH LEATHER

5.5.1 SYNTHETIC MIRROR OR SYNTHETIC GLASS

Panels can be easily cleaned with a soft cloth. For more difficult stains, ammonia free glass cleaners or a mix of 50% isopropyl alcohol, 50% water 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.

5.5.2 GLASS MIRROR

Recommendation to use glass cleaner such as ammonia free glass cleaner (such as windex®) or a mix of 1/3 isopropyl alcohol, 1/3 water, 1/3 of ammonia free glass cleaner (such as Windex®).

Panels can be easily cleaned with a cotton towel soaked with product cloth. Ensure a full support of the mirror to avoid any risk of breaking the glass mirror while cleaning.

5.5.3 SHOWER DOOR AND WINDOW

Panels can be easily cleaned with soft soap and a soft, lint free cloth or a sponge. For more difficult stains, intensive plastic cleaners or a mix of 50% isopropyl alcohol, 50% water are recommended.

**DO NOT WIPE WITH A DRY CLOTH
DO NOT USE ABRASIVE CLEANERS, PADS, ACID, OR ALKALINE SOLUTIONS.**

5.6 GROSPPOINT & GENEVE

General Applications: Fabric lined drawer interiors, etc.
Refer to APPENDIX E– Fabric & Synthetic leather for detailed information

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 in contact with water.

Can be treated with Scotch guard against water damage

5.7 FABRICS

Fabrics & Textiles are constructed with fibers from various sources such as silk, cotton, viscose, fine wool, velour, velvet, etc. Materials with natural fiber content used on fixed aircraft interior furnishings must pass a series of tests. Their selection is based on stringent requirements including, but not limited to, fire retardation capabilities, wear-ratings performances, colour fastness & application restrictions. Fabrics with a synthetic composition percentage above 20% are found to be more flammable (even with fire retardant applications) and are generally deemed not adequate for aircraft interiors. Certain personal garments and materials (i.e. denims) manufacturing techniques may be susceptible to colour transfers onto upholstery materials. Care should be given when dyed garments are in contact with upholstered surfaces.

5.7.1 FABRIC-TREATED WITH FIRE RETARDANT

General Applications: Divan seat cushions, bulkhead decorative panels, curtains, etc.

DO NOT USE WATER ON FABRIC

Only use dry clean solvent in small quantities, if feasible. Consult with Aircraft Cleaning Experts.

For in-flight incidents, clean spots and spills quickly. Blot spilled liquids applying pressure with paper towel, tissue, or clean dry absorbent cloth. Scoop up solids with a knife or spoon. Brush burns or scorch marks from pile surface with cloth brush. DO NOT USE WATER.

If deeper cleaning is required, test cleaning and spot removal chemicals on non-visible area prior to cleaning. Use chemicals with a neutral or slightly acidic PH level.

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

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 RETARDANT: 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 affected by moisture

(spills) and cleaning. Treated materials can sometimes exhibit a white chalk like ring after a spill has occurred or an attempt has been made (depends on the specific F/R type used and the fabric composition and/or color). 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, on an area larger than 4 x 4 inches, it needs to be dry cleaned and re-treated.

5.7.2 FABRIC-UNTREATED (NO FIRE RETARDANT)

General Applications: Maintenance covers, throw pillows, etc.

DRY CLEAN ONLY.

5.8 SYNTHETIC LEATHERS AND SUEDE

5.8.1 SYNTHETIC LEATHER (ULTRALEATHER®)

General Applications: Sidewalls overlays, headliner, etc.

Refer to APPENDIX E– Fabric & Synthetic leather for detailed information

Clean up immediately any spills on the surface. Wipe with damp cloth and warm water. If necessary, use a mild liquid soap or detergent.

5.8.2 SYNTHETIC SUEDE (ULTRASUEDE®, FLANNEL)

General Applications: Sidewall overlays, headliner, fabric lined drawer interiors, etc.

Refer to APPENDIX E– Fabric & Synthetic leather for detailed information

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

5.9 LEATHER & SHEEPSKIN

Certain personal garments and materials (i.e. denims) manufacturing techniques may be susceptible to colour transfers onto upholstery materials. Care should be given when dyed garments are in contact with upholstered surfaces.

5.9.1 NATURAL LEATHER (BOVINE)

General Applications: Cabin seats, lavatory seats, lower dado panels, etc.
Refer to APPENDIX F– Leather for detailed information

With a warm light coloured cloth, gently remove any dust and surface stains. Wipe stain in circular motions until the stain is completely gone. Wipe the surface clean with a new cloth dampened with water. 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

5.9.2 LEATHER SUEDE

General Applications: Lower dado panels, decorative bulkhead panels, etc.
Refer to APPENDIX F– Leather for detailed information

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

5.9.3 SHEEPSKIN SLIPCOVERS

General Applications: Cockpit seat coverings

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

5.10 FLOORING

5.10.1 VINYL, BACKED VINYL & AEROFLOOR

General Applications: Air stair treads

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 and dry the surface.

NEVER CLEAN THE VINYL MAINTENANCE RUNNER IN THE AIRCRAFT

5.10.2 CARPET (INSTALLED IN AIRCRAFT)

General Applications: Flooring, air ducts, etc...
Refer to APPENDIX G– Carpets for detailed information

Additional information: www.carpet-rug.org/Carpet-for-the-Home/Cleaning-and-Maintenance

DO NOT USE POWER NOZZLES OR BEATER-BRUSHES ON 100% HANDTUFTED CARPETS

Certain vacuum models/types may damage luxury carpets. Vacuum make and model used should be validated with carpet supplier prior to cleaning. Vacuum regularly and more frequently in high traffic area.

Clean spots and spills quickly. 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.

If deeper cleaning is required, test cleaning and spot removal chemicals on non-visible area prior to cleaning. Use chemicals with a neutral or slightly acidic PH level.

For wet cleaning, carpet must be removed from the aircraft.

**DO NOT USE BLEACH.
REMOVAL METHOD AT YOUR OWN RISK****5.10.3 CARPET (SPARE CARPET, IF APPLICABLE)**

Refer to APPENDIX G– Carpets, section G.1.3 Roll crush of carpet

Spare carpet is often stored rolled, which can generate roll crush of the carpet. It'll disappear with time.

5.10.4 STONE FLOORING (IF APPLICABLE)

General Applications: Entrance, lavatories, etc...

Refer to APPENDIX H– Stone & Artificial Stone for detailed information

Spots on the stone flooring should be cleaned using Lithofin MN Easy-Clean. Any oily cleaning agents, polishing paste, and disinfectants shall be avoided. Spills of greasy, oily or coloured acid fluids should be cleaned immediately per the cleaning recommendations.

5.10.5 WOOD FLOORING (IF APPLICABLE)

General Applications: Entrance, lavatories, etc...

Refer to APPENDIX I– Wood flooring for detailed information

DO NOT TO RUB.

Wash with a slightly dampened micro-fiber cloth (dampened with warm water). Dry the surface. Avoid too rough cloth to avoid damaging the surface. Do not press hard or rub hard the surface, as this action can result in damaging the finish, leaving shiny area.

5.11

WEBBING

General Applications: Seat belts

Use light soap and water.

APPENDIX A – PLATING

A.1 TECHNO COATINGS

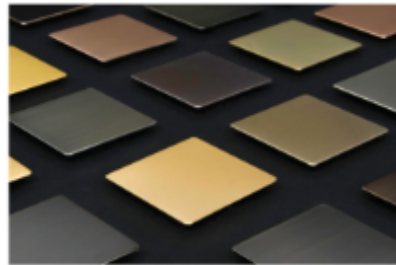
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REVISION #: 3
DATE: 09/03/2019

Decorative Plating - Handling & Maintenance Instruction

TECHNO AEROSPACE *ta*
EXPRESS YOUR CREATIVITY

TECHNO COATINGS® is an ISO 9001/AS9100 certified by NSF-ISR facility and still remains a major part of TECHNO AEROSPACE®. TECHNO COATINGS® is an FAA Repair Station (Certificate No. 19TR441B). Services include a wide range of offerings from plating to finishing to restoration and more.

Reliability, quality and service have always been an important part of TECHNO COATINGS® and will continue into the future. All satin and silk finishes are available with glossy clear coat and most are available with a flat clear coat.



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.

Following these instructions is not only important to ensure a long-lasting finish, but failure to follow these instructions may violate the limited warranty.

Direct contact or prolonged exposure of vapors with; Multipurpose Interior Cleaning, Multipurpose Interior Degreaser, Cabin Deodorizer, Pure Solvents, and Upholstery Adhesives could deteriorate any clear coat. Affected areas would fail; adhesion, bend, abrasion, impact, hardness, chipping, marring, chemical, solvent, thermal cycling, UV, flammability and corrosion quality lab. tests (see Plating and Clear Coat TDS)

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

1. HANDLING/INSTALLATION OF PLATED PARTS

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.



HANDLE PARTS IN A CLEAN
WELL-LIT ENVIRONMENT



DO NOT HANDLE PLATING
WITH BARE HANDS



DO NOT USE SHIRTS OR
SHOP TOWELS TO WIPE PARTS



DO NOT USE DIRTY TOWELS
FOR CLEANING PARTS

2. CLEANING

Surface should be lightly dusted (not wiped) with a new soft cloth. If spots or fingerprints are present, wipe them off gently.

Do not use harsh or ammoniated cleaning agents on any finish. Do not use solvents such as acetone, benzene, alcohol or lacquer thinners for cleaning.

Use the cleaning methods below described step by step. Stains of various types will require different methods for cleaning, always start with STEP 1 and progress through each of the steps until the parts are clean. If the part is clean after Step 1, there is no requirement to move to the other steps.

STEP 1 – DISTILLED WATER – (Acceptable for all finishes)

- A. Wet a new soft paper towel with DISTILLED WATER, gently wipe the part using a circular cleaning motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes.
- B. Use a clean dry portion of the soft paper towel to gently wipe the part dry using a circular motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes. Making sure the surface is dried. If the piece remains slightly wet, stains may reappear.

STEP 2 – WINDEX AMMONIA-FREE – (Reference finish matrix for applicable finishes)

- A. Wet a new soft paper towel with WINDEX AMMONIA-FREE, gently wipe the part using a circular cleaning motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes.
- B. Use a clean dry portion of the soft paper towel to gently wipe the part dry using a circular motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes. Making sure the surface is dried. If the piece remains slightly wet, stains may reappear.

STEP 3 –CLEANING SOLUTION 3M PERFECT-IT "FOAM POLISHING PAD GLAZE-LIGHT" (Reference finish matrix for applicable finishes)

- A. Wet a new soft paper towel with CLEANING SOLUTION 3M PERFECT-IT "FOAM POLISHING PAD GLAZE-LIGHT", gently wipe the part using a circular cleaning motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes.
- B. Use a clean dry portion of the soft paper towel to gently wipe the part dry using a circular motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes. Making sure the surface is dried. If the piece remains slightly wet, stains may reappear.
- C. REPEAT STEP 1 IMMEDIATELY.

STEP 4 – TURTLE WAX “SUPER HARD SHELL” LIQUID WAX (Reference finish matrix for applicable finishes)

- A. Wet a new soft paper towel with *TURTLE “SUPER HARD SHELL” LIQUID WAX*. Blot the towel so that the wax is absorbed into the towel. Gently wipe the part using a circular cleaning motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes. NOTE – The paper towel will begin to turn slightly black on Non-Clear Coated finishes.

WARNING- AGGRESSIVE CLEANING WITH THIS METHOD CAN CAUSE THE PLATING COLOR TO BE REMOVED. IF THE PAPER TOWEL BEGINS TO TURN DARK BLACK AND THE STAIN IS NOT REMOVED, DISCONTINUE USE AND CONTACT TECHNO COATINGS.

- B. Use a clean dry portion of the soft paper towel to gently wipe the part dry using a circular motion for POLISHED, and CLEAR COATED finishes, and along the grain direction for SATIN finishes. Making sure the surface is dried. If the piece remains slightly wet, stains may reappear.
- C. REPEAT STEP 1 IMMEDIATELY.



STEPS 1 THRU 3 SPRAY LIQUID
ONTO CLEAN PAPER TOWEL



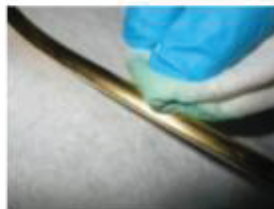
GENTLY WIPE PARTS TO REMOVE
FINGERPRINTS AND DIRT



USE CLEAN DRY PORTION OF
TOWEL TO DRY PART AFTER
CLEANING



STEP 4 USE SMALL AMOUNT OF
WAX ON TOWEL



GENTLY WIPE PART IN SMALL
SECTIONS



USE CLEAN DRY PORTION OF
TOWEL TO REMOVE EXCESS WAX

3. TIPS FOR A LONG-LASTING FINISH

Keep the part away from the sun. Long exposures may discolor the finish. This applies to all finishes. Avoid spills on the finished surface. If this occurs, clean immediately. Clean the parts periodically. Cleaning after each flight is recommended.

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

4. CLEANING PRODUCT MATRIX BY FINISH

FINISH	Step 1	Step 2	Step 3	Step 4
Polished Peach Gold – TC-10/12(P)	Yes	Yes	Yes	Yes
Satin Peach Gold – TC-10/12(S)	Yes	Yes	Yes	Yes
Silk Peach Gold – TC-10/12(SK)	Yes	Yes	Yes	Yes
Polished Almond Gold – TC-10/17(P)	Yes	Yes	Yes	Yes
Satin Almond Gold – TC-10/17(S)	Yes	Yes	Yes	Yes
Silk Almond Gold – TC-10/17(SK)	Yes	Yes	Yes	Yes
Polished Rose Gold – TC-10/15(P)	Yes	Yes	Yes	X
Satin Rose Gold – TC-10/15(S)	Yes	Yes	Yes	X
Silk Rose Gold – TC-10/15(SK)	Yes	Yes	Yes	X
Polished Champagne Gold – TC-10/16(P)	Yes	Yes	Yes	Yes
Satin Champagne Gold – TC-10/16(S)	Yes	Yes	Yes	Yes
Silk Champagne Gold – TC-10/16(SK)	Yes	Yes	Yes	Yes
Polished 24K Gold – TC-10/24(P)	Yes	Yes	X	Yes
Satin 24K Gold – TC-10/24(S)	Yes	Yes	X	Yes
Silk 24K Gold – TC-10/24(SK)	Yes	Yes	X	Yes
Polished Blush White Gold – TC-11/15(P)	Yes	Yes	Yes	X
Satin Blush White Gold – TC-11/15(S)	Yes	Yes	Yes	X
Silk Blush White Gold – TC-11/15(SK)	Yes	Yes	Yes	X
Polished Nickel – TC-40(P)	Yes	Yes	Yes	Yes
Satin Nickel – TC-40(S)	Yes	Yes	Yes	Yes
Silk Nickel – TC-40(SK)	Yes	Yes	Yes	X

FINISH	Step 1	Step 2	Step 3	Step 4
Polished Rose Nickel – TC-35(P)	Yes	Yes	Yes	Yes
Satin Rose Nickel – TC-35(S)	Yes	Yes	Yes	Yes
Silk Rose Nickel – TC-35(SK)	Yes	Yes	Yes	Yes
Polished Smoke Nickel – TC-45(P)	Yes	Yes	Yes	X
Satin Smoke Nickel – TC-45(S)	Yes	Yes	Yes	Yes
Silk Smoke Nickel – TC-45(SK)	Yes	Yes	Yes	Yes
Polished Chrome – TC-25(P)	Yes	Yes	Yes	Yes
Satin Chrome – TC-25(S)	Yes	Yes	Yes	Yes
Matte Chrome – TC-25(M)	Yes	Yes	Yes	Yes
Polished Platinum – TC-07G(P)	Yes	Yes	Yes	Yes
Satin Platinum- TC-07G(S)	Yes	Yes	Yes	Yes
Silk Platinum – TC-07G(SK)	Yes	Yes	Yes	Yes
Glossy Clear Coat – G2CC, G7CC	Yes	Yes	Yes	Yes
Flat Clear Coat – F13CC, F18CC	Yes	Yes	Yes	Yes

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APPENDIX B – SYNTHETIC COUNTERTOPS

B.1 DUPONT™ CORIAN®

CORIAN® SOLID SURFACE
TECHNICAL BULLETIN
NA/ENGLISH



CORIAN® SOLID SURFACE CARE AND MAINTENANCE

Introduction

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

Some of the guidance for renewing Corian® Solid Surface with Resilience Technology™ is different as noted below.

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

A. OVERVIEW

This document provides care and maintenance guidance for end-users and facilities management. More severe damage may require professional repair.

B. ROUTINE CARE OF YOUR CORIAN® SOLID SURFACE COUNTERTOP

There are three types of Corian® Solid Surface finishes: matte/ satin, semi-gloss and high-gloss. Contact your Corian® Design sales expert if you are unsure of your finish. Typically, lighter colors have a matte finish, while darker colors have a semi-gloss or gloss finish. All sinks and lavatories are finished with a matte/ satin finish. Some guidance may vary by finish type. Clean spills promptly, many materials only stain if left in contact with the surface for extended periods.

Warm soapy water, ammonia-based cleaners or commercially available solid surface cleaners will remove most dirt and residue from all types of finishes. Avoid window cleaners, however, as they can leave a waxy build-up that dulls the surface. Experience has shown that a film builds up on the surface if water is left to dry on the countertop. This film will dull the look of the countertop making the finish appear blotchy and uneven. To prevent buildup of the film, it is very important to wipe the countertop completely dry after spills and cleaning. Some Corian® colors may require more frequent cleaning to maintain a uniform finish. Darker colors tend to require more attention than lighter colors. Over time, even with proper care, your countertop will acquire a patina, changing the appearance of the finish.

Some of the guidance for renewing Corian® Solid Surface with Resilience Technology™ is different as noted below.

Please review the Safety Data Sheets (SDS) for all the cleaners and chemicals mentioned below and follow the manufacturer's guidance for protective equipment and procedures.

A KEY TO KEEPING YOUR COUNTERTOPS LOOKING GOOD IS TO THOROUGHLY RINSE AND WIPE COMPLETELY DRY AFTER CLEANING.

COUNTERTOPS

Most Dirt & Residue	Use soapy water, ammonia-based cleaner (not window cleaner), rinse and wipe completely dry. Commercially available solid surface cleaners, such as Clean EnCounters® will also work well.
Preventing Hard Water Marks	Rinse and wipe completely dry after cleaning; clean up spills before they dry.
Removing Hard Water Marks	Use cleaner formulated for removing hard water marks, such as CLR® or Lime-A-Way®.
Disinfecting	Occasionally wipe surface with diluted household bleach - 1:100 (5 Tbsp. of bleach to 1 gallon of water, as recommended by the Centers for Disease Control and Prevention for disinfection of surfaces).

- Avoid getting the bleach solution in your eyes or on bare skin. Always follow the bleach manufacturer's safety instructions when working with bleach.
- To enhance the gloss level on semi-gloss and high-gloss finishes, use a countertop polish such as Countertop Magic®, or Hope's® Perfect Countertop™.

SINKS & LAVATORIES

Cleaning	Follow procedures above or use Soft Scrub® and a maroon or green Scotch-Brite™ pad to remove residue. Rub Scotch-Brite™ pad over entire sink to blend in finish. NOTE: Do Not Use a Green Scotch-Brite™ pad on the countertop surface as this will dull the surface!
Disinfecting	Fill your sink ¼ full with diluted household bleach (5 Tbsp. bleach to 1 gallon water). Be sure to get some of the solution into the overflow opening to disinfect. Let the solution stay in the sink for 15 minutes; then wash sides and bottom as solution drains. Rinse out the sink with water.

For more information, please visit: <http://www.corian.com/-use-care->

C. PREVENTING HEAT DAMAGE

While Corian® Solid Surface is heat resistant, as with all countertop materials, it is important to minimize direct heat exposure to protect your surface and investment.

DO NOT PLACE HOT POTS, PANS, ETC., DIRECTLY ON THE COUNTERTOP SURFACE.

Always use heat trivets or hot pads when placing hot objects on any surface. Always use a trivet under portable heat generating appliances such as a toaster oven. Allow cookware to cool before placing it into a Corian® Solid Surface sink.

D. PREVENTING OTHER DAMAGE

In most cases Corian® Solid Surface can be repaired if damaged. Be sure to follow these guidelines to help you prevent permanent damage.

- Avoid getting strong chemicals, such as paint removers and oven cleaners, on your Corian® Solid Surface countertop. If a spill does occur, promptly flush the surface with water to fully rinse off the chemical.
- Do not cut directly on Corian® Solid Surface countertops. Use a cutting board.
- Boiling water alone will not damage your Corian® Solid Surface sink; however, it is a recommended practice to run cold water from the faucet while pouring boiling water into the sink.

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

- Powdered abrasive cleaners with bleach are suitable for matte finishes, use on semi-gloss and gloss finishes may dull the finish.
- 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 Surface.

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

Corian® Solid Surface can usually be restored with no permanent damage. Tough to remove stains, fine scratches, and small cuts can be removed using standard repair techniques.

E. PROFESSIONAL REPAIR

You can repair minor damage and restore the finish up to matte finishes for Corian® Solid Surface. For Corian® Solid Surface with Resilience Technology™ minor repairs can be done up to a semi-gloss finish. Hand finishing of higher gloss finishes requires proper tools and techniques to get a uniform finish.

The impact resistance of Corian® Solid Surface allows it to withstand harsh use without chipping, breaking, or cracking. However, if damaged due to extreme abuse, satisfactory repairs can often be made. For more severe damage and refinishing higher gloss surfaces professional repair is recommended.

Contact Corian® Design (800.426.7426), or your supplier, for information on how to have your Corian® Solid Surfaces professionally repaired and restored to their original finish. If you believe your facility may have the proper equipment for professional repairs, contact Corian® Design or your local distributor for additional information.

APPENDIX C – NATURAL STONE

C.1 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 Laticrete 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 Laticrete Stone Tech Heavy Duty Water Based Sealer or Bullet Proof Sealer. For maximum protection, additional coats of sealant can be applied as needed. We then use laticrete 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 would recommend using Laticrete Stontech professional extract. Several applications and removals may be necessary to remove the stain.

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 Laticrete Stontech maintenance products, call 1-203-393-3722 or visit www.stonetechpro.dupont.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 631-249-8877 E-mail sj.lipkins@verizon.net

APPENDIX D – LAMINATES

D.1 WILSONART



Wilsonart® Laminate

Care & Maintenance

Care & Maintenance

Your decision to purchase Wilsonart® Laminate will bring you years of quality performance.

Everyday cleaning of our products is as simple as a quick wipe with a damp sponge. All resist muddy fingerprints, coffee spills and so much more.

Be sure to read and follow the recommended care and cleaning procedures.

ROUTINE CARE

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Rinse thoroughly with warm water and wipe dry.

Difficult stains such as coffee or tea can be removed using a mild household cleaner/detergent and a soft bristled brush, repeating as necessary.

If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush. Light scrubbing for 10 to 20 strokes should remove most stains. Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish.

Stubborn stains that resist any of the above cleaning methods may require the use of undiluted household bleach or nail polish remover. Apply the bleach or nail polish remover to the stain and let stand no longer than two minutes. Rinse thoroughly with warm water and wipe dry. This step may be repeated if the stain appears to be going away and the color of the laminate has not been affected. **WARNING:** Prolonged exposure of the laminate surface to bleach will cause discoloration.

Hot pans and heat-producing appliances (such as electric skillets), when set directly upon countertops, can mar the product's beauty. Always use a heat shield, hot pad or trivet.

A FEW NOTES OF CAUTION

- Acidic or abrasive cleaners can damage laminate surfaces; do not use them.
- Drain cleaners containing lye will permanently damage any Wilsonart® Laminate surface. If you spill a drain cleaner, wipe it up immediately and rinse several times with water.
- Hair, textile and food dyes can cause permanent stains. If dye should happen to spill, wipe it up immediately with dishwashing detergent or an all-purpose cleaner.
- Never place pots or dishes directly from the oven or burner on an unprotected laminate surface; such extreme heat can cause cracking or blistering.
- Do not work with oven cleaners on an unprotected countertop. Wipe spills away promptly and rinse several times with water.
- Rust removers contain harsh chemicals which will quickly cause permanent damage. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.
- Steel wool and other abrasive pads will damage Wilsonart® Laminate. Don't use them for cleaning and don't store steel wool pads on your countertop; the metal can rust and leave stains.
- Toilet bowl cleaners contain harsh chemicals that can cause permanent damage. If spills occur, wipe up immediately, wash surface with soapy water and rinse several times.

RECOMMENDED HOUSEHOLD CLEANERS

- Windex®
- Glass Plus®
- Fantastik®
- Mr. Clean®
- Formula 409®
- Isopropyl Alcohol (Isopropanol)

*Prolonged exposure to bleach will cause discoloration
When cleaning Wilsonart Laminate, DO NOT use products that contain the following ingredients:

CHEMICAL INGREDIENT	SYNONYMOUS NAMES
Hydrochloric Acid	Muriatic Acid Hydrogen Chloride
Sulfuric Acid	Oleic Acid Oil of Vitriol Oleum
Hydrofluoric Acid	Rust Remover
Phosphoric Acid	Rust Remover
Sodium Hydroxide	Caustic Soda Caustic Lye Soda Lye
Pumice (abrasive)	N/A



2501 Wilsonart Drive
P.O. Box 6110
Temple, TX 76503-6110
1-800-433-3222
Mon.-Fri. 8:00 am - 5:00 pm CST
www.wilsonart.com

APPENDIX E – FABRIC & SYNTHETIC LEATHER

E.1 TAPIS CORPORATION

E.1.1 ULTRALEATHER



Care & Cleaning Guidelines for Ultra leather™

General Maintenance & Care Instructions

One of the best ways to keep Ultra leather products looking great is to properly maintain them by cleaning regularly to prevent excessive dirt from accumulating. Below is a general outline to help you keep your quality Ultra leather brand products looking their best.

Following these guidelines will help to extend the life of the fabric:

- Clean regularly with soap and water
- Wipe up spills as soon as they occur
- Alcohol based cleaners such as Fantastik® and Formula 409® can be used to clean and remove stains
- Sanitize using disinfectants such as 1:5 bleach/water solution
- For stubborn stains, wipe the stain off with isopropyl (rubbing alcohol) as soon as possible
- Thoroughly rinse all solution residue with clean water
- Air dry

If these steps do not eliminate the issue completely, we suggest you contact The Leather Institute, a service arm of Tapis. They are able to resolve the situation by applying an ink block to prevent migration and apply color to make the ink mark disappear. Please contact us for more information on The Leather Institute.

Ultra leather™ Pro Stain Instructions

Ultra leather Pro contains enhanced ink and stain protection technology that is incorporated directly into the manufacturing process of the product. This enhanced protection is specifically activated by isopropyl/rubbing alcohol. In order to remove difficult stains such as ink, isopropyl/rubbing alcohol should be applied directly to the surface of the product for cleaning. After cleaning, rinse the surface with clean water and wipe dry.

E.1.2 ULTRASUEDE, GROSPPOINT, GENEVE & SILKS

Care & Cleaning Guidelines for
Ultrasuede®, Grosppoint, Geneve & Silks

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.
- 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 Grosppoint, Geneve & Brussels

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

Cleaning Instructions for Silks

- Spot clean or dry clean ONLY

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

Approved KC 8/18

E.1.3 TAPISUEDE



Care & Cleaning Guidelines for TapiSuede™

Cleaning Instructions for TapiSuede™

Tapisuede is easy care and machine-washable.

Unlike natural skins, Tapisuede is resistant to stains and if stains occur, they can be easily removed as follows:

- To remove light stains, brush with a suede brush.
- For sticky stains such as honey and sweets, use spoon or knife to remove.
- Avoid rubbing stains into the material.
- General stains can be removed with a dampened soft cloth.

If the stains persist, use the following cleaning method:**Liquid Stain** (Coffee, Tea, Juice, Milk, Coke, Beer, Wine, Sauce, Ketchup, Ink, etc.)

- Blot the spot to remove excess liquid, remove the stains with cloth soaked in warm, sudsy water.
- Place a dry cloth on the reverse side to absorb excess water.
- Repeat until stain is removed and no soap remains.

Oil-Based Stain (Butter, Mayonnaise, Salad Oil, Lipstick, Cosmetic, Shoe Polish, Ball Point Pen, Marker, Machine Oil, etc.)

- Try the same thing as described for Liquid Stain.
- If the stain remains, gently rub the spot with a cloth dampened with alcohol or a dry cleaning agent.

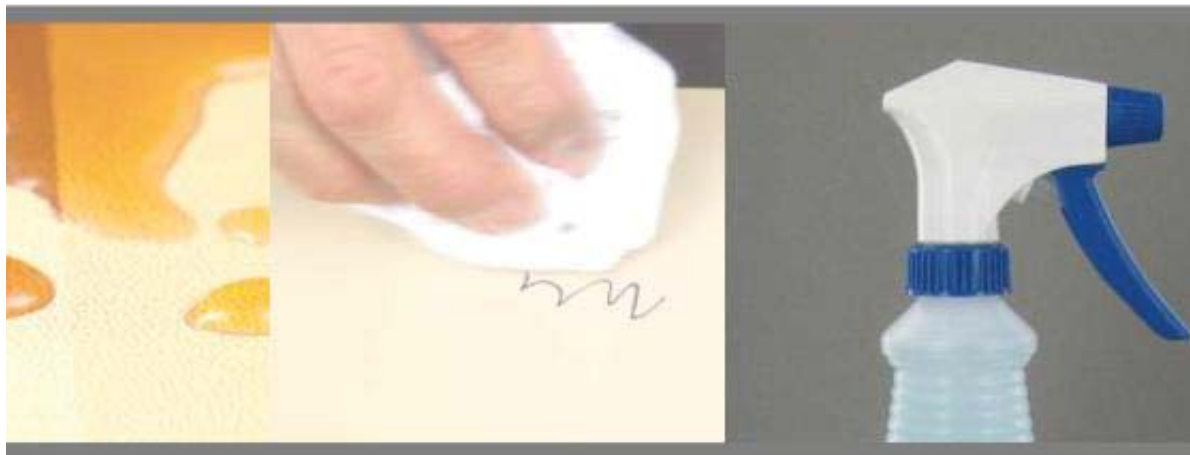
APPENDIX F – LEATHER

F.1 TOWNSEND LEATHER GROUP



Leather Care and Cleaning Guide

Product Information & Best Practice Guidelines
for
Cleaning Townsend Leather



45-49 TOWNSEND AVE, PO BOX 669 JOHNSTOWN, NY 12095

TOWNSENDLEATHER.COM 518-762-2764



General Leather Care and Cleaning Instructions

With proper care and normal use, Townsend leathers require little maintenance. Leather is a natural product, and when treated appropriately, leather will outlast all other upholstery materials. To maintain the natural look of leather, simply dust with a dry cloth to remove residual dirt and prevent build up. **DO NOT** use polish or harsh cleaners or solvents as they could abrade the topcoat and finish exposing the natural hide. There are many products available for cleaning leather and removing stains. The products best suited for cleaning leather are those recommended by Townsend Leather or our affiliated sister-company, **The Leather Institute**. The products recommend here have been formulated to work perfectly with Townsend leathers.

When cleaning leather, **NEVER** use:

- *Never use any high pH cleaner*
- *Never use any cleaners that contain abrasives*
- *Never use any cleaners that contain alcohol*
- *Never use any cleaners that contain Butyl Cellosolve*
- *Never use any strong solvent*
- *Never use any saddle soap*
- *Never use any mink oil or wax*
- *Never use any furniture polish*
- *Never use any glass cleaner*
- *Never use any 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. Use of the above over time, will break down the leather finish. 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.

When cleaning leather, **ALWAYS** use:

Leather care products recommended by Townsend Leather or The Leather Institute and only use those products in the prescribed method. Leather care products approved by Townsend Leather:

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



Basic Leather Cleaning Techniques

The most basic regular maintenance of leather 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 and may leave marks. 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 using the least intrusive methods before attempting other means. In most cases, leather surfaces can be cleaned by using a soft, clean, white Terry Cloth rag dampened with The Leather Institute's *Finished Leather Cleaner*.

Finished Leather Cleaner should never be sprayed directly onto the leather. Always apply the cleaner to the leather with a cotton rag. Then, using moderate pressure, apply the cleaner to the surface in a circular motion. 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. 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 clean, dry cotton rag.

The Basic Leather Cleaning Techniques outlined here are for common soil and stains and may not work on heavy soiled or stained leathers.



Advanced Leather Cleaning Techniques

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 performed, 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:

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.



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 to 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. Contact your leather representative for further directions.

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 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.



Care and Cleaning Instructions Aniline Leathers

Aniline Leather Description:

Aniline leather is leather that is aniline-dyed with a soft, supple hand and does NOT have a pigment finish. It is leather that is very close to its natural, purest state, with no surface protection. These leathers are dyed only with transparent colors, most similar to staining wood, and are different from Finished leathers that have opaque pigments, most 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. Aniline leathers are recommended to be treated with 3M Scotchgard Protector that will act as a barrier against surface contamination.

Cleaning Procedures:

Cleaning Aniline leathers 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. Use *Finished Leather Cleaner* or deionized water, do not soak, and gently rub the affected area.

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

Do Not Use: Any saddle soaps, oils, abrasives, furniture polish, varnish or ammonia water. These will affect the color and the look of your Aniline leather.

Townsend Leather Approved Cleaning Products for Aniline Leathers:

- ❖ 3M Scotchgard – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.
- ❖ Cleaner, Conditioner, Protector - cleans and conditions
- ❖ Color Restore (Conditioning Oil) - can be used to enhance color and condition fibers it helps revive color [used before Scotchgard or CCP]

Aniline Tipped leathers would fall under the same protocol as pure Aniline, therefore follow the above directions.



Care and Cleaning Instructions Waxed or Oil Pull-Up

Waxed Leather Description:

A Waxed leather is aniline-dyed leather that has a liquefied wax applied to the surface, that is burnished to produce a time-worn patina and a distressed look. A Waxed leather 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 leather. The wax, usually solid at room temperature, will develop line cracks that enhance its aesthetic appeal.

Oil Pull-Up Leather Description:

Similar to a Waxed leather, Oil Pull-Up leather develops a patina quickly. It is easily identified as 'pulling the leather' results in a lightening of the original top 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. Any light abrasion or scratch will be immediately visible.

Cleaning Procedures:

Cleaning Waxed or Oil Pull-Up leathers can be a difficult endeavor, as the cleaning agents may darken the leather. It is very important to use deionized water as hard water containing minerals may cause rings. Use *Finished Leather Cleaner* or deionized water, do not soak, and gently rub the affected area.

Surface abrasions or color inconsistencies may be rectified by applying heat [hair drier] on a low setting and not directly on top of the leather. Start at a distance and slowly get closer as you work with your hand in circular motion the abraded area. 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.

Townsend Leather Approved Cleaning Products for Aniline Leathers:

- ❖ 3M Scotchgard – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items.
- ❖ Cleaner, Conditioner, Protector - cleans and conditions
- ❖ Color Restore (Conditioning Oil) - can be used to enhance color and condition fibers it helps revive color [used before Scotchgard or CCP]



Care and Cleaning Instructions Nubuck & Suede

Nubuck Leather Description:

Nubuck is aniline-dyed leather that has been sanded on the surface to develop a short nap. Since the fiber structure is exposed, the leather is porous and will absorb liquids spilled on the surface. As is good policy with all porous leathers, that they be treated with 3M Scotchgard Protector during the manufacturing process to give it protection.

Nubuck Cleaning Procedures:

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.

Suede Leather 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 aniline-dyed and since the fiber structure is exposed, the leather is porous and will absorb liquids spilled on the surface. As is good policy with all porous leathers, that they be treated with 3M Scotchgard Protector during the manufacturing process to give it protection.

Suede Cleaning Procedures:

Because of its long nap, Suede is the most difficult to clean. 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 agents on Aniline leathers 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.

Townsend Leather Approved Cleaning Products for Nubuck & Suede Leathers:

- ❖ 3M 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 Scotchgard or CCP]



Care and Cleaning Instructions Semi-Aniline

Semi-Aniline Leather Description:

Semi-Aniline leather is produced from the hair side of the hide with no correction. The hide is aniline-dyed and then receives a custom matched color coat, which 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. Many Semi-Aniline leathers will initially repel liquids, but if left to stand over an extended period, the liquids will be absorbed.

Semi-Aniline Cleaning Procedures:

Use a leather cleaner that has a pH of 4-6. Dampening a white cotton rag with approved leather cleaner or use a Leather Institute *Finished Leather Cleaning Wipe*. 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.

It is recommended to blot soils immediately. Even if the spill is absorbed, it will dissipate in time and eventually diffuse. Stains or ink marks can be removed using an *Ink Stick Remover*. Work gently with these items as they could dissolve the protective top coat and remove color.

Townsend Leather Approved Cleaning Products for Semi-Aniline Leathers

- ❖ 3M Scotchgard – provides a barrier coat that helps prevent staining and should be applied to prevent immediate absorption of spilled items
- ❖ Finished Leather Cleaner
- ❖ Cleaner Conditioner Protector - cleans and conditions
- ❖ Color Restore (Conditioning Oil) - can be used to enhance color and condition fibers it helps revive color [used before CCP or Scotchgard]
- ❖ Ink Stick – ink removal stick



Care and Cleaning Instructions Pigmented or Finished

Pigmented or Finished Leather Description:

Finished leather is aniline-dyed in the same way as Aniline leather but has additional pigmented colors and topcoats applied to the surface to add consistency and protection from staining. Hides may be lightly sanded [corrected] to even out any imperfections in the hide, but also can 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. Finished leather is still very supple and natural, but the mechanical spray application of pigmented formula and topcoat, allows for the appearance of fewer defects and it has more protection than Aniline leather. The finish acts as a barrier and provides protection from soiling, fading, and wear.

Pigmented or Finished Leather Cleaning Procedures:

Use a leather cleaner that has a pH of 4-6. Dampening a white cotton rag with approved leather cleaner or use a Leather Institute *Finished Leather Cleaning Wipe*. 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.

Townsend Leather Approved Cleaning Products for Pigmented Finished Leathers:

- ❖ 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 CCP or Scotchgard]
- ❖ Ink Stick – ink removal stick
- ❖ Finished Leather Cleaner



Care and Cleaning Instructions Specialty Leathers

Specialty leather Description:

Leathers such as wovens, hair-ons or other specialty aniline leathers which receive different production processes or possess unique properties that should be treated as full aniline leather to prevent any damage.

Special Leather Cleaning Procedures:

Light vacuum, in the direction of the hair or thread to remove excess dirt or debris. Very damp cloth with water only to remove any more stubborn spills with light pressure.

Townsend Leather Approved Cleaning Products for Specialty Leathers:

No cleaning products should be used on these products, only as described above.

Ink Removers Cleaning



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

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.

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.

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

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
Website: 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
Website: www.townsendleather.com

F.2 EDELMAN® LEATHER CARE INSTRUCTION

EDELMAN®

80 Pickett District Road, New Milford, CT 06776

Tel: 800.886.8339 or 860.350.9600 Fax: 860.350.3231

www.edelmanleather.com

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.

All Edelman Leather Qualities powered by Crypton

F.2.1 GENERAL MAINTENANCE

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

F.2.2 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.

F.2.3 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.

GENERAL CARE AND CLEANING

Our leather requires very little care with normal use. In order to maintain the natural look of leather, simply dust with a dry cloth. Do NOT use polish or cleaners. NEVER use cleaning solvents, furniture polish, oils, varnish, abrasive cleaners, ammonia, water, or soap with a detergent base.

ANILINE FINISHED LEATHERS

Aniline leathers require extra care. If a spill or stain should occur, blot immediately with a clean absorbent cloth or sponge. Do NOT rub the stain with force or pressure. A drop of mild, neutral pH soap on a damp cloth may remove dirt.

DURABLE AND EDGE PROTECTED LEATHERS

Gently blot soiled area with a clean absorbent cloth or sponge. If stain or spill does not disappear, clean by using a circular motion with light to moderate pressure. Do NOT rub with force. If necessary, use a slightly damp cloth with lukewarm water and let air dry. Do NOT use a hair dryer or place near a heater to dry.

DIFFICULT STAINS

Use a mild, neutral pH soap to remove. Apply the soap to a clean sponge or cloth – dampen and wipe the affected area gently. Rinse with lukewarm water and a damp cloth. Allow the leather to air dry.

SUEDES

Blot spills with a clean, dry cloth and gently brush with a suede brush.

SHEARLINGS

Blot spills with a clean, damp cloth. Do NOT use strong force or friction as this pulls on the hair. For extreme staining, we recommend using a local leather cleaning specialist.

CAVALLINI (HAIR-ON HIDE)

For common spills or soil, soak with a paper towel or clean cloth immediately. Wipe with a clean, absorbent cloth or sponge. The cloth should be damp, not wet. You can use a mild, neutral pH soap. Do not use Ivory liquid because it has a detergent base. Do not wash in washing machine or dry clean. Always allow the hide to air dry. Never dry with a hair dryer. Cleaning chemicals should NOT be used. If necessary, we suggest using a vacuum's soft brush attachment for dust and dirt particles.

Note: These instructions are suggested methods of cleaning. Edelman Leather is not responsible for damage incurred while cleaning. Always try cleaning a hidden area first.

EDELMAN[®]**SALES ORDER**80 Pickett District Road, New Milford, CT 06776
Tel: 800.886.8339 or 860.350.9600 Fax: 860.350.3231
www.edelmanleather.com**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 G – CARPETS

G.1 SCOTT GROUP CUSTOM CARPETS

Scott Group Custom Carpets, Cleaning; Guide
3232 Kraft Avenue SE Grand Rapids,
Michigan 495 12
T 616.954.3200 * F 6 16.954.9600
<https://scottgroupstudio.com/>

G.1.1 GENERAL INFORMATION

G.1.1.1 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.

G.1.1.2 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.

G.1.1.3 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.

G.1.1.4 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

G.1.2 CARPET CARE AND CLEANING INSTRUCTION**G.1.2.1 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 ContactUs@scottgroupstudio.com

G.1.2.2 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 113 cup of white vinegar with 213 cup of water. Club Soda: Use directly on stain

G.1.2.3 BASIC CARPET CLEANING TECHNIQUES**G.1.2.3.1 General Guidelines:**

1. Use walk-off mats
2. Vacuum regularly
3. Remove spills immediately
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.

G.1.2.3.2 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 barbrush 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.

G.1.2.3.3 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.

G.1.2.4 ADVANCED CARPET CLEANING TECHNIQUES

G.1.2.4.1 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 ENSURE 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.

G.1.2.5 SCOTT GROUP CUSTOM CARPETS CLEANING INSTRUCTION GUIDE

G.1.2.5.1 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.

G.1.2.5.2 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 2. Detergent solution or WoolClean Dry Spot Remover #1* 3. Methylated mineral spirits or WoolClean Dry Spot Remover #2* 4. Chill with aerosol freezing agent or ice cubes in plastic bag. Pick or scrape off gum. 5. Warm water 6. Clean nail polish remover (preferably acetone) 7. Isopropyl alcohol 8. Rust remover 9. Absorbent powder (E.g., salt, talc or Absorb-It™*) 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	-	Cleaning Agents For Spot Removal 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 must be well rinsed with clear water. 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(?). Absorbent Cleaners: Host®, Capture®, or Dri-Matic® Ammonia Solution: Mix one tablespoon of clear ammonia (3% solution) with one half cup water. This solution must be neutralized with vinegar solution. Vinegar Solution: Mix 1/3 cup white vinegar with 2/3 cup water.
Egg	2	-	-	
Floor Wax	3	2	-	
Fruit Juice	1	2	-	
Furniture Polish	3	2	-	
Gravy and Sauces	5	2	3	
Ink (Fountain Pen)	1	2	-	
Ink (Ball Pen)	4	7	2	
Ink (Felt Tip)	5	2	6	
Ketchup	5	2	-	
Lipstick	3	2	-	

Spot	Order of Treatment			Type of Treatment
	Step 1	Step 2	Step 3	
Mercurochrome *	2	10	-	<p>Dry Cleaning Solvent: Carbonara®, or Energine®</p> <p>Available at grocery, drug and hardware stores.</p> <p>Warnings</p> <p>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.</p>
Milk	5	3	2	
Mustard	2	-	-	
Nail Polish	6	3	-	
Oil and Grease	3	2	-	
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	

G.1.3 ROLL CRUSH OF CARPET

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.

G.2 TAI PING



Carpet Care

Cleaning Silk

Tai Ping follows the guidelines established by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). Best results can be guaranteed by using IICRC cleaning companies. There are many cleaning companies who are quite skilled at general cleaning, but they may not have extensive knowledge of handmade, silk carpets or one-of-a-kind custom carpets.

If your carpet has silk in it, please only seek a certified IICRC professional cleaner. Please have them test their cleaning agents and cleaning approach on a sample or in a non-conspicuous location on the carpet.

Most damage to carpets occurs due to improper cleaning methods, albeit with the best of intentions. Only a professional can properly assess the type of cleaning the carpet is to undergo as it relates to water temperature, pH levels, and various grooming tools. The type of carpet in conjunction with the type of soil or stain will dictate a cleaner's tactical approach. Trained professionals can make adjustments accordingly as to the method or cleaning agents used.

Topical Treatments

Tai Ping does not recommend or approve the application of topical fiber sealants or protectants on our wool or silk 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 will not be compromised. Applying topical agents to the carpets will void the warranty.

Cleaning Resources

Institution of Inspection, Cleaning & Restoration Certification (IICRC) www.iicrc.org

Carpet & Rug Institute (CRI) www.carpet-rug.org

Woolsafe www.wool_safe.org

MSDS Sheets of Cleaning Kits www.woolnz.com

For technicians recommended by Tai Ping, please email our team at aviation@taipingcarpets.com

With proper care and cleaning approaches, the carpets should last for years and wear beautifully.



General Maintenance

The most effective way to decrease or prevent soiling of installed carpet is to mitigate 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 at the inside of the aircraft or under areas where food preparation or food service may occur.

Expect to vacuum regularly as it is the most effective way to maintain the long-term appearance and performance of the carpet. Vacuuming daily, perhaps even twice per day during the first year of the life of the carpet, will release fibers hidden in the carpet pile. Loose fibers will dislodge after installation and during the first few months of use.

Vacuum in a slow and methodical way to achieve the best results. A carpet that is visibly dirty is already past the interim stage of maintenance and will require deep cleaning.

We suggest a vacuum that is lightweight with soft or no bristles. Not all constructions can tolerate a beater bar or hard bristles. This can cause extreme fuzzing or pulls on loops and silks and in some cases cause permanent damage. Check nozzles and attachments for cracks that might snag the pile as well.

Tai Ping has conducted rigorous testing and found that the ProTeam Vacuum and the Oreck Magnesium vacuum are excellent choices for our carpets. They are both certified by 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. We advise against a vacuum that uses cyclonic technology as its suction is too strong for the fibers in a hand-made carpet.

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 without rubbing, then blot with a clean color safe cloth until no liquid transfer is observed. Then contact an IICRC certified cleaner and do not experiment with various store-bought kits. Be sure the technician tests cleaning agents in an inconspicuous area of the carpet or request a sample of your carpet specification to test first.

If your carpet is all wool, a wool spot cleaning kit can be purchased from CRI. This kit is intended for all wool carpets. For carpets with silk, please seek an IICRC certified professional cleaner. Be sure to test the carpet in an inconspicuous area or request a sample of your carpet specification. Do not use store bought kits as they are primarily for synthetic fibres.

Deep Cleaning

The IICRC certified cleaner should be sought for heavier maintenance. Common approaches such as hot water extraction should be avoided as wool will shrink with hot temperatures. Over-soaking the carpet can also cause permanent damage to the fibers and dyes.

APPENDIX H – STONE & ARTIFICIAL STONE

H.1 STONE & ARTIFICIAL STONE FLOORING & NATURAL STONE SURFACES

1 PURPOSE

The F/LIST aircraft stone flooring respectively natural stone products and artificial stone products (Cambria®) (e.g. flooring, countertops) are exclusive products, providing a luxurious appearance to executive aircraft entryways, galley areas and lavatories.

This document defines adequate cleaning and repair procedures, which can be performed during maintenance and service operations.

2 SCOPE

This document defines recommended cleaning and repair procedures as well as recommended products to follow the procedures.

3 REFERENCES

Material Safety Data Sheets

- Lithofin MN Easy Clean
- Lithofin MN Power Clean
- Lithofin Stain Stop

4 RESPONSIBILITIES

Cleaning procedures have to follow this specification; certified staff is not required.

Cleaning agents and procedures are described in chapter 5.

Repair kit is defined in this specification in chapter 6; training of applicable staff is required for performing repairs. Manufacturers (repair kit) instructions have to be followed.

The operating staff, which conducts the cleaning and repair processes is responsible for the outcome of the cleaning and repair actions (e.g. visual quality, certification relevant properties etc.).

5 CLEANING PROCEDURES

5.1 APPROVED CLEANING MATERIALS

- Lithofin MN Stain-Stop / 0,5Liter (~16,91fl.oz)
or
Lithofin Stain-Stop W / 0,5Liter (~16,91fl.oz)



- Lithofin MN Power-Clean / 1 Liter (~33,81fl.oz)



- Lithofin MN Easy-Clean / 0,5Liter (~16,91fl.oz)



5.2 SUPPLIER CONTACTS

GranQuartz Stone Care Systems
4963 South Royal Atlanta Drive
USA - Tucker, GA 30084
T: +1 770 6219 777
F: +1 770 6219 771

F.LIST GMBH
List Strasse 1
2842 Thomasberg
Austria
T: +43 2644 6001 0
F: +43 2644 6001 24

5.3 CLEANING INSTRUCTION

Applicable for natural stone and artificial stone (Cambria®) surfaces.

F/LIST strongly recommends, removing liquids immediately after appearing by using water or Lithofin MN Easy-Clean.

Spots on the stone flooring should be cleaned using Lithofin MN Easy-Clean. Any oily cleaning agents, polishing paste, and disinfectants shall be avoided. Spills of greasy, oily or coloured acid fluids should be cleaned immediately per the cleaning recommendations shown below:

Recommendations for spot treatment:

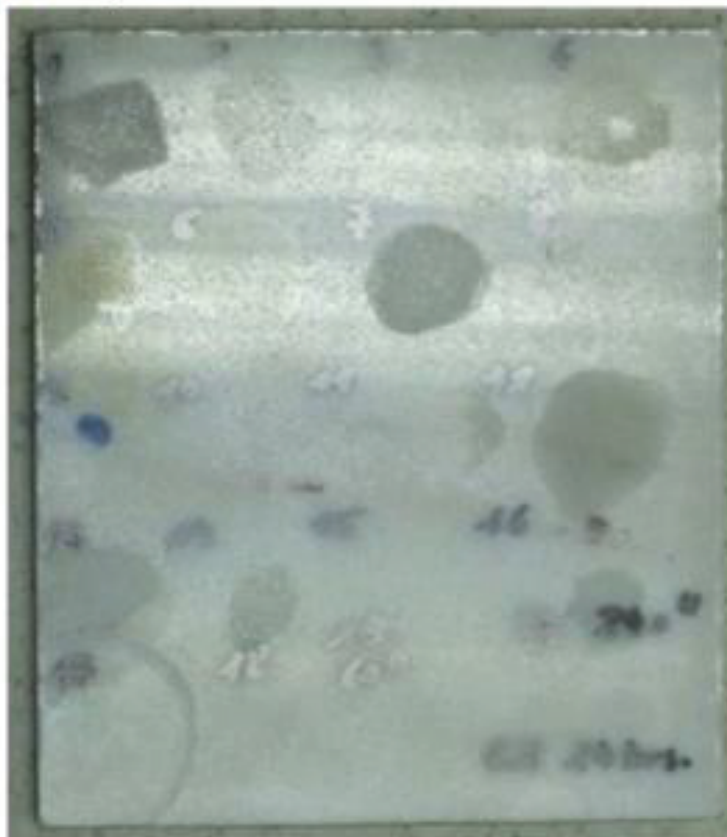
SPOT - Contamination (examples)	ORDER OF TREATMENT	
	STEP 1 (IMMEDIATELY)	STEP 2 (PERIODICAL)
Coffee	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Red wine	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Tea	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Cola and Soft Drinks	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Fruit juice	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Ink	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Cooking Oils	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Spirituos beverages	Lithofin MN Easy-Clean	Lithofin MN Power-Clean
Germicidal deodorant	Lithofin MN Easy-Clean	Lithofin MN Power-Clean

Caution:

Clean spots immediately to avoid permanent discoloration or penetration of liquids / contaminations into the porous structure of the stone due to natural (hygroscopic) properties of the stone.

**Caution:**

Additionally real marble is not resistant against acid liquids (e.g. fruit juices, soda etc. affect the marble surface causing matt surface and discoloration). This is a natural property of marble and has to be accepted.



Product information from Lithofin (www.lithofin.com):

∞ Lithofin MN Easy-Clean

For every-day cleaning of small stone surfaces such as kitchen bench-tops, tabletops, bathroom vanity tops and wall tiles. Enhances the appearance of the stone and leaves a pleasant odour.

- ready to use
- not layer forming

Packaging: 500 ml



∞ Lithofin MN Power-Clean

For thorough cleaning of used floors in case of severe general soiling, greasy dirt, residues of floor care materials, gloss-films etc. For final cleaning of new surfaces at building sites. This product is recommended for all types of natural stone, but especially for polished marble and limestone.

- Concentrate
- highly effective
- acid-free, mildly alkaline
- no solvents and no smell

Coverage: approx. 10-30m²/L

Packaging: 1L, 5L



A non-abrasive cloth moistened with the cleaning materials shall be used for cleaning the surface

Safety	Adequate protection must be worn to avoid skin and body contact with any harmful product. Follow recommended manufacturer's instruction. F/LIST is not responsible for any bodily injury resulting from using the recommended products.
Disclaimer	Any misuse of the stone flooring or not diligently adhering to the recommendations documented herein or to any cleaning/protective product manufacturer's instructions will automatically void the product warranty.

5.4 PROTECTION RECOMMENDATIONS

Applicable for natural stone surface only.

The use of a sealant for artificial stone Cambria® is not intended and not recommended.

To prevent direct and quick penetrating of the liquids, F/LIST treats the **natural stone surfaces** with a protective material Lithofin Stain-Stop after production.

The **natural stone surface** protection durability depends on the care provided for cleaning as well as the usage of the surface. The surface protection shall be reapplied once every year to ensure optimum product performance with regards to stain resistance.

The recommended protective treatment (Lithofin Stain-Stop) is commercially available from the manufacturer Lithofin (www.lithofin.com). The manufacturer's instructions must be followed for directions, safety, handling and directions.

Adequate protection must be worn to avoid skin and body contact with any harmful product. Follow recommended manufacturer's instruction. F/LIST is not responsible for any injury resulting from using the recommended products.

Any misuse of the **natural stone surface** or not diligently adhering to the recommendations documented herein or any cleaning/protective product manufacturer's instructions will automatically void the product warranty.

Product information from Lithofin (www.lithofin.com):

- Lithofin MN Stain-Stop or Lithofin Stain Stop W

This special impregnator optimally protects absorbent, stain-sensitive **natural stone surfaces** against staining. Largely prevents penetration of oil, grease and water and makes further maintenance easier.

- ready to use
- no health concerns once dry
- for indoor and outdoor use
- long-term effect
- Coverage: approx. 7-15m²/L
- Packaging: 500ml, 1L, 5L



Durability	<p>The stone flooring surface protection durability depends on the care provided for cleaning as well as the usage of the floor. It is therefore recommended to re-apply the protective coating every year to ensure the product performance with regards to stain resistance. The recommended protective impregnation is commercially available from the manufacturers:</p> <p>Granite: Lithofin Stain-Stop: company Lithofin (www.lithofin.com).</p> <p>The manufacturer's instructions must be followed for safety, handling and directions.</p>
Safety	<p>Adequate protection must be worn to avoid skin and body contact with any harmful product. Follow recommended manufacturer's instruction. F/LIST is not responsible for any bodily injury resulting from using the recommended products.</p>
Disclaimer	<p>Any misuse of the stone flooring or not diligently adhering to the recommendations documented herein or to any cleaning/protective product manufacturer's instructions will automatically void the product warranty.</p>

APPENDIX I – WOOD FLOORING

I.1 WOOD AND CARBON FLOORING

1 PURPOSE

The F/LIST aircraft wood and carbon floor is an exclusive product, providing a luxurious appearance to executive aircraft entryways, galley areas and lavatories.

This document defines adequate cleaning and repair procedures which can be performed during maintenance and service operations.

2 SCOPE

This document defines recommended cleaning and repair procedures as well as recommended products to follow the procedures.

3 REFERENCES

Material Safety Data Sheets

- Nanolex Matte Reactivating Shampoo
- Nanolex Matte Final Finish

4 RESPONSIBILITIES

Cleaning procedures have to follow this specification; certified staff is not required.

Cleaning agents and procedures are described in chapter 5.

Each employee and his supervisor which are responsible for the cleaning and repair process must comply with the described process steps and regulations according to this manual.

Cleaning and repair process should be performed only by trained employees.

CAUTION:

- The decorative surfaces of many interior components are easily damaged by incorrect cleaning materials, equipment and procedures. Incorrect mixing of approved cleaning materials may also damage the components.
- Do not use abrasive materials on decorative surfaces.
- Do not use a scraper or other sharp objects on the decorative surfaces.
- Before cleaning the components test the cleaning material and process in a non-visible area of the component to make sure that the cleaning process does not affect the visual quality of the component.
- Additionally to this document follow the manufacturer's instructions of the cleaning materials.

Repair procedures are defined in this specification in chapter 6; training of applicable staff is required for performing repairs.

The operating staff, which conducts the cleaning and repair processes is responsible for the outcome of the cleaning and repair actions (e.g. visual quality, certification relevant properties etc.).

5 CLEANING PROCEDURES

5.1 APPROVED CLEANING MATERIALS

- Nanolex Matte Reactivating Shampoo / 0,5 Liter (~16,91fl.oz)
Part Number: NXMS005



Figure 5-1: Nanolex Matte Reactivating Shampoo

- Nanolex Matte Final Finish / 0,5 Liter (~16,91fl.oz)
Part Number: NXMFF005



Figure 5-2: Nanolex Matte Final Finish

5.2 SUPPLIER CONTACTS

NANOLEX CAR CARE
Taubfeld 18
GERMANY – 66121 Saarbrücken
T: +49 681 988 003 06
F: +49 6803 8647
E: info@nanosurfacesolutions.com

5.3 CLEANING INSTRUCTION

Cleaning / Final Finish	The wood or carbon flooring should be cleaned using cleaning agent defined in this chapter. Any oily cleaning agents, polishing paste and disinfectants shall be avoided. Spills of greasy, oily or colored acid fluids must be cleaned immediately.
Safety	Adequate protection must be worn to avoid skin and body contact with any harmful product. Follow recommended manufacturer's instruction. F/LIST is not responsible for any bodily injury resulting from using the recommended products.
Disclaimer	Any misuse of the wood or carbon flooring or not diligently adhering to the recommendations documented herein or to any cleaning/protective product manufacturer's instructions will automatically void the product warranty.

5.3.1 CLEANING

The F/LIST aircraft wood or carbon flooring can be cleaned with a slightly dampened/moistened micro-fiber cloth (dampened with water). Cleaning should be performed without excessive wetting of the wood or carbon flooring; after cleaning the surface should be wiped dry.

Where water-dampened cloth is not sufficient enough for cleaning the F/LIST aircraft wood or carbon flooring can be cleaned with "Nanolex Matte Reactivating Shampoo". This product is a special cleaner for matte paints and surfaces. It does not contain glossing agents or wax that can add shine or gloss to your matte surfaces.

This shampoo is pH neutral and offers good cleaning and lubricating properties to wash matte paint or surfaces easily

Nanolex Matte Reactivating Shampoo is highly concentrated - mix only 20-25ml of shampoo with 10L of water!

The cleaner has to be wiped off immediately after application with a non-abrasive micro fiber cloth. Light dust and finger prints can be removed with "Nanolex Matte Final Finish". Solvents like IPA are not allowed to be used. Additionally to this document follow manufacturer's instructions.

CAUTION:

Avoid scratching the surface by using too rough cloth. If neutral detergents will be used, tests have to be performed on invisible areas on the surface or test samples in order to make sure that the cleaning process will not affect the visual quality of the component.

5.3.2 FINAL FINISH

Nanolex Matte Final Finish is a silicone free detailing spray which will not leave any gloss on your matte paint and surfaces. It will remove light dust and finger prints between washes or is ideal to use after washing for a perfect finish.

CAUTION:

Avoid scratching the surface by using too rough cloth. If neutral detergents will be used, tests have to be performed on invisible areas on the surface or test samples in order to make sure that the cleaning process will not affect the visual quality of the component.



