

Maintenance & warranty guide



Product care & maintenance

Thank you for choosing Connection, part of the Flokk Group. This guide provides information on the care, maintenance and warranty of your furniture to help ensure it continues to perform and look its best throughout its service life.

Fabric

We advise that for any fabric on your products, you refer to the manufacturer's cleaning and care guidelines.

- Vacuum upholstery regularly using a soft brush attachment to prevent dust and dirt build-up.
- Treat spills immediately by blotting with absorbent paper or a clean damp cloth. Clean with a recognised upholstery shampoo or mild detergent suitable for the fabric.
- Many wool and polyester fabrics may be professionally dry cleaned, refer to the fabric manufacturer's guidance before doing so.
- In high-use environments, consider specifying stain-resistant finishes or wipe-clean upholstery where appropriate.
- Never use bleach, ammonia, strong alkalis or acidic cleaning products on wool upholstery.
- Leather should be dusted regularly and cleaned using a soft damp cloth or a specialist leather care product.
- Vinyl upholstery should be cleaned using warm water and a mild soap solution.

Wood

- Avoid excessive moisture. Clean using a soft lint-free cloth lightly dampened with a mild soap solution, then immediately dry with a clean cloth. Do not leave water on timber surfaces.

Laminate

- Laminate surfaces require minimal maintenance. Clean with a soft lint-free cloth and a mild detergent solution before drying thoroughly. Use water sparingly, particularly around edges and joints. Do not use abrasive or microfibre cloths, which may scratch the surface.

Melamime (MFC/MFMDF/MDF)

- Clean with a soft cloth, sponge or paper towel using warm water and a mild detergent if required. Dry with a lint-free cloth to prevent streaking. Avoid furniture polish, which may leave residue and unwanted sheen. Remove grease or oil marks promptly to prevent staining.

Metal

- Chrome-plated, polished and powder-coated metal components should be dusted regularly using a lint-free cloth. Stubborn marks can be removed with warm soapy water or a specialist metal cleaner. Do not use abrasive pads, waxes or harsh cleaning chemicals.

Plastic

- Clean with warm water and a mild washing-up liquid using a soft cloth or sponge. Polypropylene components may be cleaned with a mild non-abrasive cleaner for more persistent marks. Avoid abrasive pads that may scratch the surface.

LED lights

- Always switch off and isolate lighting before cleaning. Wipe fittings with a soft brush or lightly damp cloth. Do not use harsh chemicals or excessive water.

Power

- Power modules should only be cleaned using a dry cloth or soft brush. Do not use sprays, liquid cleaners or polishes, as these may damage electronic components or decorative finishes. Refer to the manufacturer's documentation for product-specific operating and maintenance information.

Warranty

Unless otherwise confirmed in writing, Connection's standard products are covered by a five-year warranty from the date of delivery, subject to full payment having been received and the conditions below.

Warranty covers

- Structural and moving components used under normal office conditions.
- Products operated within a single 8-hour working shift.
- Manufacturing defects arising under normal intended use.

Warranty does not cover

- Normal wear and tear.
- Incorrect installation, reconfiguration or maintenance.
- Misuse, abuse, unauthorised modification or repair.
- Natural variation in timber, grain or colour changes caused by ageing or UV exposure.
- Consumable items such as batteries and lamps.
- Products exposed to unsuitable environmental conditions or improper storage. Damage resulting from cleaning methods that do not follow manufacturer guidance.
- Fabric & Customer's Own Material (COM)
- Where fabrics are specified by the customer or designer, performance and quality remain the responsibility of the fabric manufacturer. Connection will assist in facilitating genuine claims but accepts no liability for the fabric itself. For COM fabrics, all responsibility rests with the customer.

Electrical components

- Electrical components are covered by the original component manufacturer. Connection will assist customers in progressing legitimate warranty claims but accepts no liability for the components. Installation and testing of electrical products not carried out by an approved engineer remain the customer's responsibility.

Making a warranty claim

- Please contact our Head Office with a summary of the issue.
- A Non-Conformance Report (NCR) form will be issued and should be returned with supporting photographs. We aim to respond within two working days with our assessment and the proposed resolution.
- For Europe and North America, approved replacement parts or products will be supplied to the customer's nominated warehouse. Installation, disposal of replaced components and any import duties remain the customer's responsibility.
- For ex-works sales, responsibility transfers once the product leaves our factory.

Delivery damage

- Please inspect all products upon delivery. Any visible damage must be recorded on the carrier's delivery documentation and reported to Connection within 48 hours. Goods affected by water damage should also be signed as damaged upon receipt. Claims reported after this period may not be accepted.

Contact

- Connection – Part of the Flokk Group
- Email: info-uk@flokk.com
- For further assistance, please contact your local Connection representative or visit the Connection website.

