
PRODUCT CARE

How do I clean and care for my new Empire product?

You can maintain a high standard of finish on your Empire products with a minimum amount of care and cleaning. Empire's furniture is manufactured from premium materials and components that guarantee lasting durability and quality.

If you are unable to identify a material used in construction of a particular product, please contact customerservice@empirefurniture.com.au for cleaning and maintenance instructions.

How do I maintain the Aluminium in the product?

Chair bases made from injection cast aluminium alloy should be cleaned on a regular basis. We recommend every three months, using a glass or chrome cleaner. For a lustrous finish, buff with a clean cloth.

How often should I clean the Castors or Wheels?

Twin wheel castors should be cleaned every three months using the following procedure :

1. Remove castor from chair base
2. Pull wheels apart
3. Remove foreign materials ie. carpet fibre
4. Lightly smear axles with Vaseline
5. Replace wheels and attach castor to chair base

How do I clean Chrome?

Use a glass or chrome cleaner or a mild detergent. For best results, buff with a clean, soft cloth.

How do I remove stains from the Fabrics?

Professional cleaning is recommended.

To help keep your fabric looking good, we suggest you vacuum regularly (low suction). For spot cleaning, use a sponge with either wool detergent, shampoo or cleaning fluid. When sponging with fresh water, do not saturate the fabric, and be sure to allow the fabric to dry before further use.

Empire offers a broad range of fabrics comprising many different materials and blends. Because of this diversity, we can only provide general cleaning instructions. Please maintain an accurate record of the type of fabric selected for your Empire furniture. We also suggest you refer to the care labels attached to all upholstered products. Please follow the instructions given on the care label carefully.

How do I maintain the Gas Lift mechanism?

Gas cylinders are used in swivel work chairs for seat height adjustment. The gas lift can 'seize up' after long periods of inactivity. To prevent this, we recommend the gas lift be operated regularly, at least once per month, by sitting on the seat and operating the mechanism upwards and downwards to the fullest extent several times.

In the interests of workplace safety, we strongly suggest that any other maintenance activity on the gas lift be done only by trained Empire personnel. Please contact customerservice@empirefurniture.com.au for further information

How do I maintain an Ergonomic Chair mechanism?

Most ergonomic chair mechanisms (2 or 3 lever) operate with a series of 'clutches' that clamp together. Over time and with use these mechanisms can loosen and even stop working properly. To rectify this and ensure your chairs stays in working order these mechanisms need to be tightened a small amount every 12 months. It is a simple nut that you tighten approximately half a turn. This nut can be found on the opposite side of the mechanism from the lever that operates the seat and/or back tilt feature of your chair.

In the interests of workplace safety, we strongly suggest that any other maintenance activity on the gas lift be done only by trained Empire personnel. Please contact customerservice@empirefurniture.com.au for further information.

How do I clean the Glass?

For the best results use a glass cleaner and a very soft cloth. Please contact customerservice@empirefurniture.com.au for further information

How do I clean Melamine Products?

Best results are achieved using a mild detergent applied with a damp cloth. The surface should be wiped clean with a soft cloth. Texta/Nikko markers or biro ink, especially when fresh, can be removed by applying lemon or Shellite to the affected area.

How do I clean and maintain Leather Look PU?

When necessary, brush or vacuum away any dust or grit and wipe over the upholstery gently using a damp, soft cloth. Stubborn dirt can be removed with proprietary leather cleaner suitable for upholstery and a damp soft cloth. Affected areas should be wiped clean and allowed to dry.

What if I accidentally spill something or damage the product?

Liquid spills should be removed immediately using an absorbent cloth or sponge. If necessary, use luke warm water to clean the affected area. However, avoid soaking and allow it to dry naturally, away from heating devices or direct sunlight.

Why has my Leather Look PU 'worn' or started to 'peel'?

Perspiration. Leather Look PU is durable and has few natural enemies. However, accumulation of sweat, grime or body oils on the product, if left unchecked, will cause a break-down of the protective coating. Clean as often as you consider necessary, paying particular attention to armrests, headrests and cushions. Empire's standard warranty does not normally cover this type of issue if the chair is more than 12 months old.

What should I avoid with Leather Look PU?

To avoid damaging or discolouring your leather when cleaning do not use saddle soap, cleaning solvents, oil, varnish, abrasive cleaners, ammonia or any products containing solvent of silicon. Also, avoid hard rubbing, sharp objects, and exposure to direct sunlight or intense heat.

How do I keep the paint finish on the product?

A damp chamois will normally be adequate to keep most paint finishes looking good. For more extensive cleaning, apply a non-abrasive car polish with a soft cloth and buff with a clean cloth. We suggest you work up and down the panel instead of in a circular motion. Abrasive preparations should be avoided at all costs.

How do I clean Perspex?

For best results, use glass cleaner and a very soft cloth.

How do I clean Polypropylene?

A damp cloth and a mild detergent will produce the best results.

How do I clean powdercoat?

Mild detergent or glass cleaner applied with a damp cloth will result in a lustrous finish.

How do I clean PVC?

Mild detergent or glass cleaner applied with a soft cloth will produce the best results.

How do I clean stainless steel?

Methylated spirits applied with a soft cloth should be used to clean stainless steel, followed by the application of a non-abrasive car polish with a soft cloth for shining.

How do I clean Timber Veneer?

Veneers have only limited resistance to water and steam, so excess moisture on the surface should be avoided. Spills or condensation can permeate the coating and lift the veneer and should be wiped clear immediately after they occur.

Veneer surfaces should not be subject to direct heat. Some components of the coating melt under pressure and heat above 75 degrees (c), leaving an impression of the shape of the hot object resting against it. A cup of hot coffee placed directly on the surface will be enough to cause discolouration to occur.

Do not use solvents to remove grease or stains. The only recommended solvent mixture is equal parts methylated spirits and water. Ordinary detergent in warm water will keep dust and static attraction to a minimum.

A scratched surface can be rejuvenated by lightly polishing using an automotive wax.

How do I clean my Shape Whiteboard?

To clean a Shape whiteboard use methylated spirits with a clean, soft cloth approximately once every 1-2 weeks. You will need to change the cloth several times while cleaning to make sure you do not spread the residue that ends up on the cloth across the board.

What pens work best with my Shape Whiteboard?

We have found that some brands of Whiteboard markers work on our boards better than others. The Artline 577 & 579 series work best in our experience. Staedtler brand markers are also quite good. Cheap brands like Penline are not recommended.

Some colours come off better than others. Blue is the worst in our experience.