

# TAKE CARE OF YOUR PASTOE



## not just a product, it is a relation

Congratulations on the purchase of your Pastoe furniture. You have bought a product that has been manufactured with great care specially for you. We recommend that you read this service manual in order to keep your furniture in optimal condition. The certificate of authenticity is evidence that this product was made by Pastoe for you. The assembly instructions can be found on [www.pastoe.com/assemblyinstructions](http://www.pastoe.com/assemblyinstructions). If you wish to move and/or disassemble the unit in the future, you can follow the directions in reverse order. Contact your dealer or Pastoe at [service@pastoe.com](mailto:service@pastoe.com) if you need help with your furniture anyway. If you want to keep up to date on the latest news, new products and events at Pastoe, you can register for Pastoe people on our site [www.pastoe.com](http://www.pastoe.com).

The Pastoe team

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# Pastoe

## quality and craftsmanship

The collection is the result of over a 100 years of experience in developing and manufacturing quality furniture. We invest daily in a continuous improvement of the assembly process by searching for methods to refine our techniques. And we learn from our mistakes and that process never stops. Pastoe furniture is made at our Houten factory in The Netherlands. Our master furniture makers take great care to assemble your furniture. Every part is inspected by hand and no product leaves the factory without the blessing of at least 2 of our craftsmen. You may expect the highest quality from us and do not hesitate to notify us about our mistakes.

Damage can however occur for instance during transport and montage at your home. Notify your Pastoe dealer or us at [service@pastoe.com](mailto:service@pastoe.com) immediately, so we can take action. We want you to be happy with our furniture. Your product is guaranteed for 2 years after purchase against defects. After 2 years we will investigate the cause of a problem and will make you a proposal for repair.

We offer a lasting care for your furniture. You can always contact us at [service@pastoe.com](mailto:service@pastoe.com) when you need the replacement of a part, or with questions about maintenance.

## sustainability

Sustainability is a continuous process of improvement. We are sensitive about our impact on our planet and its inhabitants; humankind and nature. This means we want to know from our suppliers where their materials come from and how they manufacture their products. If there are alternatives of equal quality, we will always choose the green alternative. Our materials come from the direct environment of our factory (The Netherlands and Europe) and do not require long distant transportation. Our assembly process meets all dutch environmental regulations. Recently we added teak veneer to our collection, but only after given the assurance it came from sustainable plantations that meets strict european regulations. We separate the waste in our factory, stimulate our team to live close to the factory and keep searching for ways to decrease waste and limit the use of non-renewable resources.

Our most important sustainability principle is that our products are made for a long life. Pastoe products survive many generations of owners and we offer assistance in the extension of the life cycle of our products by offering spare parts and maintenance support. Therefore our product maintain a high residual value and when economic and ecologic durability coincide, we achieve the best result for our planet and society.

# general product information

Pastoe cabinets are manufactured largely from mdf panels finished with a layer of lacquer or veneer. In order to remove dust from your furniture use the supplied cloth or a dry, soft and clean cloth. The surface on which the cabinets are placed has to be dry and clean. Never move a Pastoe cabinet as one, if it is built up out of different compartments. Disassemble the cabinet in order to avoid damage, or non-functioning doors.

## humidity and temperature

Wood is a living material that expands and contracts. Therefore, small changes can occur in wood and wood veneer under the influence of light, humidity and daily use. Differences in colour, pattern and structure give wood character. Make sure that the humidity indoors remains stable to restrict the expansion and contraction of your wooden furniture. The humidity level should be kept between 40 and 60%, at a room temperature between 15 and 24°C. Place your furniture at least 2 metres from a direct source of heat (radiator, fireplace or stove), taking the direction of the radiated heat into account.

## lacquer finish

Our lacquers comply with the highest quality requirements. We however recommend placing pads (felt) under hard and or hot objects to prevent damage to the lacquer. These are the causes of spots in the lacquer:

- Lengthy contact with objects that release moisture such as flower pots, vases and ceramic dishes  
Remove spots of moisture with a soft, dry cloth.
- Sunlight causing discolour. In order for this process to proceed evenly we recommend that you regularly change the positions of objects/accessories on your furniture.
- Some colour/softening components in plastics, such as protective caps under objects like lamps, iPod docks, dishes and telephones can cause stains in the lacquer, wood and veneer

## wood and veneer

Wood is a natural product and no one tree is exactly the same as another. Small differences in the structure and/or colour between one wooden part and another can exist due to the natural characteristics of wood such as knots, growths, black holes etc. This means that every wooden product is unique and every wooden piece of furniture (whether veneer or solid) will always be different in colour and structure compared to the piece of furniture that you have viewed in our showroom or at your Pastoe dealer.

## pastoe range upholstery fabrics/leather

Pastoe seating furniture can be upholstered in leather or fabric. Pastoe has put together a range of furniture upholstery fabrics and types of leather that have been approved as technically suitable for use in seating. The range of upholstery materials consists of a selection of fabrics from Kvadrat, Loden Melangen, Camira and others. If you take care of upholstery regularly and remove spots immediately, the upholstery will remain beautiful for many years. Our leather comes from a selection from Ohmann Leather, including leather cured with vegetable oils (LL04) and aniline (Misto, LC03). Aniline-treated leather is dyed in a vat and supplied without a protective layer. Leather is a natural product with a number of specific characteristics, such as grain pattern, skin folds, colour nuances, manure spots, insect bites and scars where wounds have healed. Such characteristics give leather its typical, unique character.

## fabric/leather supplied by the customer

In addition to the range of upholstery fabrics and leather supplied through Pastoe, your furniture can be upholstered with fabric or leather provide by yourself. This will only be used if it is found to be technically suitable. We recommend that you follow the instructions provided for maintaining the specific cloth or leather in order to maintain the best possible condition. There is no Pastoe guarantee on fabric or leather not supplied by us.

## carrying weight

type of furniture	part	max. load
Vision / Vision Elements	body mounted on a wall	75 kg
Vision	with wheel set	100 kg
Vision Elements	drawer and flap 36 cm high (2x18h) or 54 cm high (2x27h)	25 kg
Wall shelf	wall shelf	45 kg
furniture provided with:	drawers/drawer box/inner drawer/drawer set	25 kg
Totem	bodies	20 kg
Matrix System	shelf, fixed shelf, fixed shelf for flap and fixed shelf combined with rear panel	50 kg
L360	fixed shelf, fixed shelf combined with rear panel, fixed shelf combined with rear panel and door or drawer or flap	50 kg

A support tube is recommended if your cabinet is subject to heavy loads.

# assembly & adjusting

It is advisable to follow our instructions when assembling your furniture. In particular, pay attention to the measurement given when mounting the furniture to the wall. Check carefully whether the screws and plugs that have been provided are for normal use, drywall, or concrete. If in doubt, we advise you to choose heavier plugs and longer screws than those supplied by Pastoe, or to use more fixing points.

If the fronts are not optimally aligned after fixing and loading your furniture then it has to be adjusted according to the instructions below. Due to use, moving, type of surface and load, it may be required that your Pastoe cabinet needs adjusting periodically. It is advisable to check that the cabinet is level before adjustment. In general when a cabinet is placed level there will then be no further need for adjustment. Depending on model, the furniture can be levelled by adjusting the feet.

## moving shelves

In most cases the heights of shelves in cabinet elements can be adjusted. To allow this, the sides of the elements have peg holes for fixing at different heights. Pastoe has selected a shelf carrier that is not visible and will not tip. There is no need to remove the door first with your Vision/Vision Elements cabinet. Open the door completely, slide the shelf out of the cabinet and place the shelf carrier at the desired height in the peg holes - see figure 1.2. Then slide the shelf back into the cabinet.

For all other cabinets, open the door in your cabinet element, grasp the bottom of the door firmly with one hand and pull the lip of the hinge with the other hand - see figure 1.1. The hinge will be released from the mounting plate and the door can now be removed. Slide the shelf out of the cabinet and hang the shelf carrier at the desired height in the peg holes - see figure 1.2. Then slide the shelf back into the cabinet. Grasp the door, bend the hinges outward, then position the hinge back onto the mounting plate in the cabinet with a click - see figure 1.3.

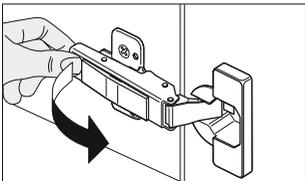


figure 1.1 releasing hinge

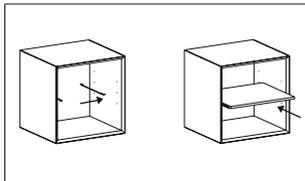


figure 1.2 shelf carriers and shelf

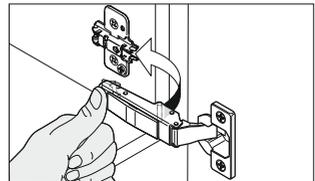


figure 1.3 placing hinge back onto mounting plate

Some shelves are part of the construction and cannot be moved.

# adjusting doors

## hinges

### Landscape, Pure, Frame, L-serie, (L-spring) & Noon

The depth, height and lateral position of the hinges can be adjusted. Remove the cover plate to begin - see figure 2.1. You can adjust the position of the door with small turns of a Phillips screwdriver. The figures below show the possible adjustments. Note: a small adjustment can have a major affect on the position of the door.

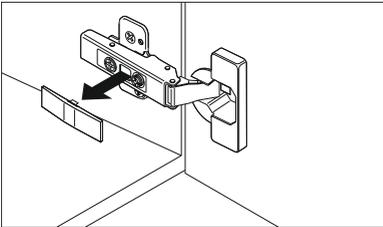


figure 2.1 removing cover plate

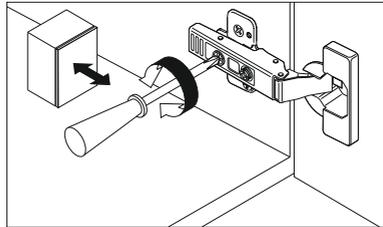


figure 2.2 depth adjustment

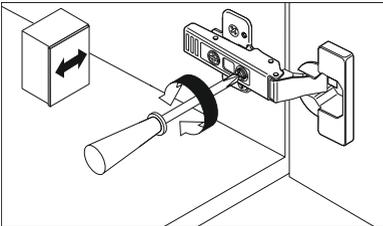


figure 2.3 lateral adjustment

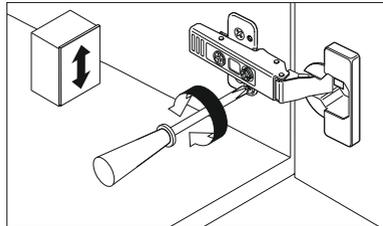


figure 2.4 height adjustment

The height adjustment at Landscape, Noon & L spring is different from the height adjustment in Figure 2.4. (See figure 2.4b)

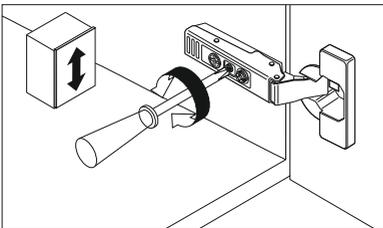


figure 2.4b height adjustment

## Vision

Vision has hidden hinges that can be adjusted in depth, height and lateral position. You can adjust the position of the door with small turns of a Phillips screwdriver.

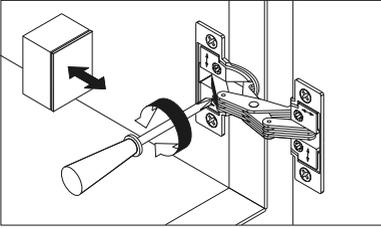


figure 3.1 depth adjustment

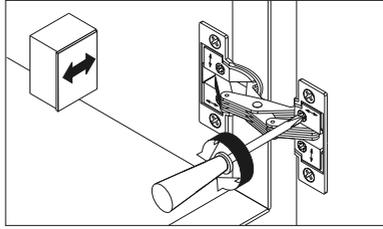


figure 3.2 lateral adjustment

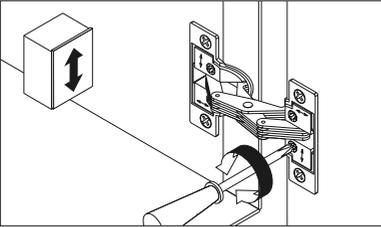


figure 3.3 height adjustment

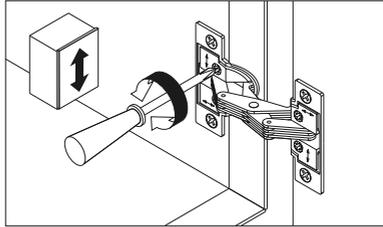


figure 3.4 height adjustment

## Vision special hinges

In addition to the hidden hinges, Vision also has special hinges that are at a separation.

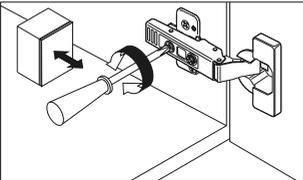


figure ....1 depth adjustment

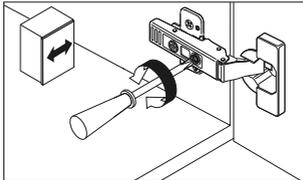


figure ...2 lateral adjustment

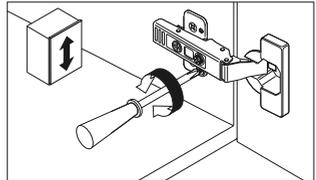


figure ...3 height adjustment

## adjusting door damping

The hinges also provide the option of activating or deactivating the damping of the door, except for Vision. Damping can be deactivated by moving the grey bar to the left - see figure 4.1 - and pushing button 'a' in and to the right. To active damping again, move the grey bar to the right, which will cause the grey button 'b' to pop up - see figure 4.2.

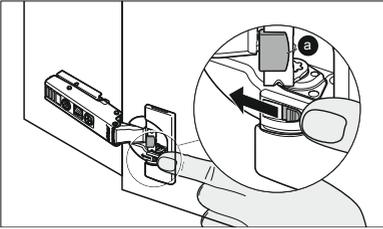


figure 4.1 deactivating damping

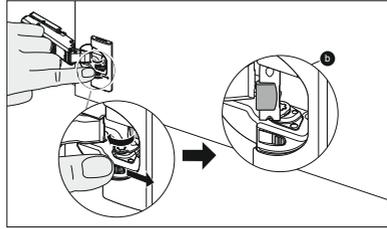


figure 4.2 activating damping

## adjusting flaps

The flap hinges allow depth, lateral (1mm to the left/right) and height adjustment. The flap can be adjusted with small turns of a slotted screwdriver. The figures below show the possible adjustments. Note: a small adjustment quickly has major consequences for the flap.

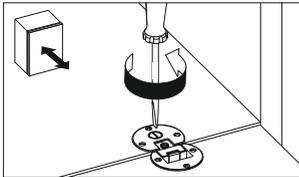


figure 5.1 depth adjustment

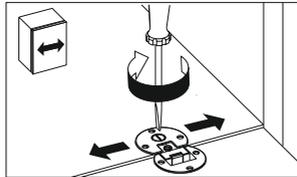


figure 5.2 lateral adjustment

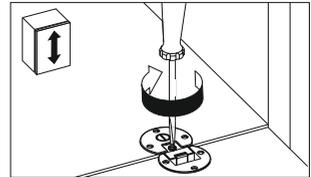


figure 5.3 height adjustment

## Vision

Vision has flap hinges that can be adjusted in terms of depth, height and lateral position. You can adjust the position of the door with small turns from a Phillips screwdriver. The figures below show the possible adjustments. Note: a small adjustment quickly has major consequences for the flap.

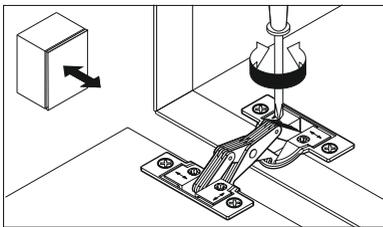


figure 6.1 depth adjustment

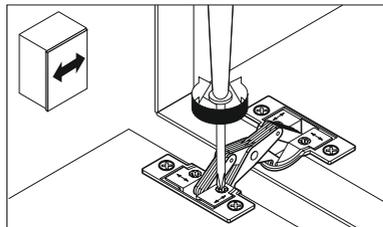


figure 6.2 sideways adjustment

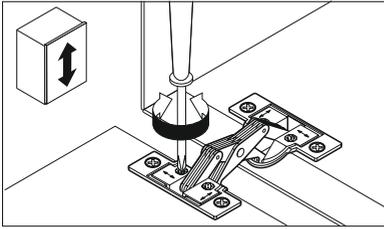


figure 6.3 height adjustment

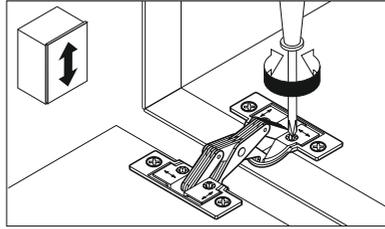


figure 6.4 height adjustment

## flap strut

The braking mechanism of the flap struts can be adjusted. The flap struts are the same for both an upward and downward opening flap. A downward opening flap is shown in the illustration below. Pastoe recommends a stiffer brake setting for an upward opening flap. The brake setting can be relaxed or strengthened with small turns of a Phillips screwdriver - see figure 7.1. If desired, the flap strut can be disassembled - see figure 7.2. Note: a small adjustment quickly has major consequences for the flap.

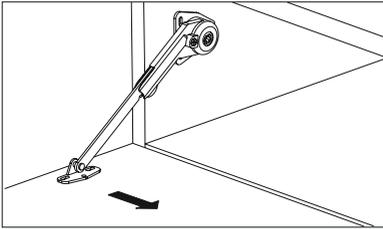


figure 7.1 braking adjustment

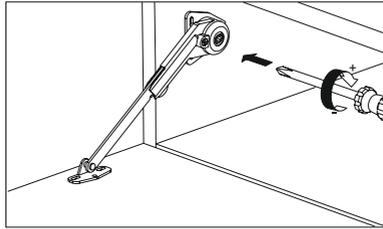


figure 7.2 disassembly of the flap

## Vision/Noon/Pure

Vision, Noon and Pure have special flap struts. The flap struts are the same for both an upward and a downward opening flap. A downward opening flap is shown in the illustration below. Pastoe recommends a stiffer brake setting for an upward opening flap. The brake setting can be relaxed or strengthened by using an Allen key - see figure 8.1. If desired, the flap can be disassembled - see figure 8.2. Note: a small adjustment quickly has major consequences for the flap.

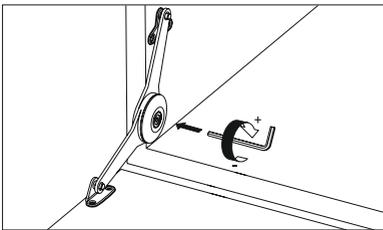


figure 8.1 braking adjustment

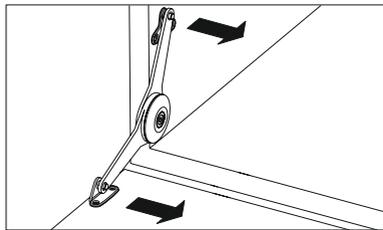
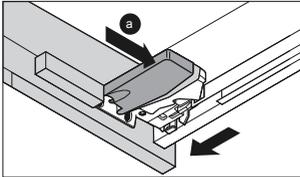


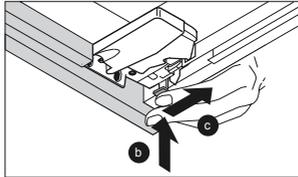
figure 8.2 disassembly of the flap

# adjusting drawers

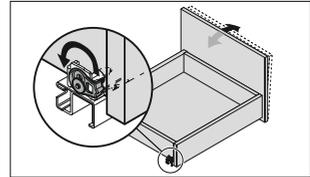
Open the drawer to make adjustments. There is a click system under the drawer box for assembly and disassembly of the drawer box - see figure 9.1. To assemble or disassemble the drawer box, push in on the left and right sides at the same time. This releases the drawer or allows you to fix it in place. The click system also features height adjustment - see figure 9.2. The levelness of the front can be adjusted at the back of the drawer - see figure 9.3. Note: a small adjustment quickly has major consequences for the front of the drawer.



figuur 9.1 drawer placement/  
disassembly



figuur 9.2 drawer height adjustment



figuur 9.3 drawer front adjustment

## Vision/Noon/Pure

For Vision, Noon and (if without handles) Pure, you can set the distance of the drawer to the cabinet using the click system in the drawer runner. The brake setting can be relaxed or strengthened with small turns of a Phillips screwdriver - see figure 10.1. The leveling of the front can be done at the back of the drawer - see figure 10.2. Note: The distance to be maintained between the inside of the front and the front of the body is approx. 2.5 to 3mm, this is necessary to allow the snapper to work properly - see figure 10.3. A small adjustment has major consequences for the flap.

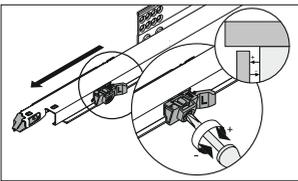


figure 10.1 setting drawer runner/  
drawer depth

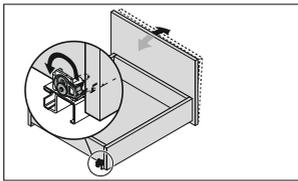


figure 10.2 positioning the front

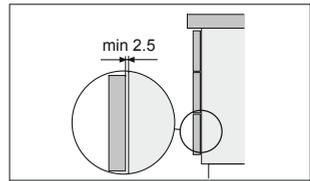


figure 10.3 distance between inside  
of front and front of body

# adjustment by means of adjustable feet

All our cabinets on frames can be levelled using the adjustable feet and conical pin - see figure 11.1.

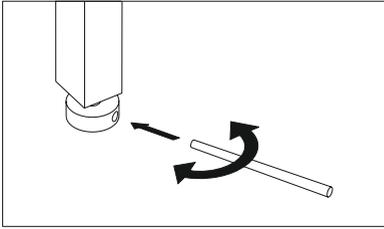


figure 11.1 adjusting the adjustable feet

## L-series L160/L260

Cabinets with a plinth have adjustable feet at both front and rear. The adjustable feet at the front are hidden behind the plinth - see figure 12.1. The plinth can be removed by pulling it forward with care. Use an open-ended spanner to adjust the adjustable feet of the cabinet so that it is standing level. The adjustable feet at the back can be adjusted by removing an aluminium cap from the bottom on the inside of the cabinet. There is an opening under it that provides access to the adjustable feet. The adjustable feet can be turned using a slotted screwdriver to level the cabinet - see figure 12.2.

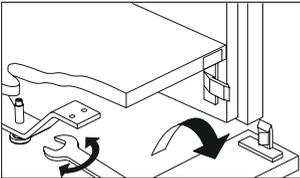


figure 12.1 adjusting adjustable feet at the front L160/L260

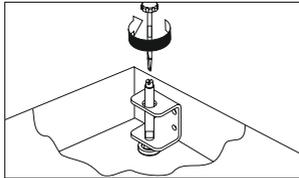


figure 12.2 adjusting adjustable feet at the rear L160/L260

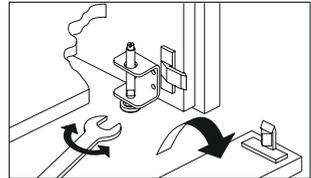


figure 12.3 adjusting adjustable bracket L160/L260

If you have a wide body with divider, the divider is supported by the adjustable bracket. An open-ended spanner can be used to adjust this adjustable bracket. The plinth has to first be pulled forwards in order to do this - see figure 12.3.

## L360

The adjustable feet in an L360 are positioned in the standing units. These can be adjusted from the side using an Allen key - see figure 12.4.

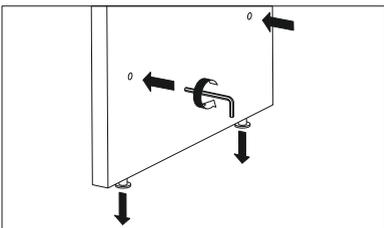


figure 12.4 adjusting adjustable feet L360

### Vision Next/Pure

Vision Next and Pure have manually adjustable feet. Tilt the bottom carefully and screw in or unscrew the adjustable feet from the bottom - see figure 13.1.

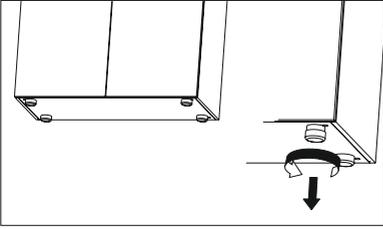


figure 13.1 adjusting adjustable feet on Vision Next/Pure

### Vision with plinth

For a large or linked cabinet, level the plinth first before putting the body or bodies on the plinth. Small cabinets can be tilted so as to gain access to the plinth adjusters. To level your large or linked cabinet again later, lift the bodies off the plinth. Use an Allen key to adjust the plinth - see figure 14.1.

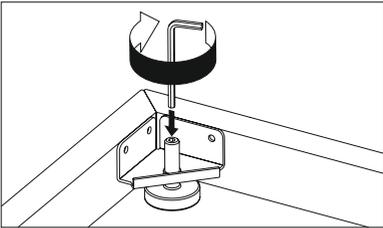


figure 14.1 setting plinth adjuster on Vision

### Totem

The inside of the bottom features four openings. The adjustable foot can be screwed in and unscrewed with an Allen key - see figure 15.1. For the Totem with a rotating base, tilt the cabinet carefully, then screw in or unscrew the adjustable feet by hand - see figure 15.2.

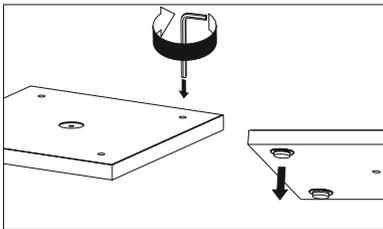


figure 15.1 adjusting adjustable feet on Totem

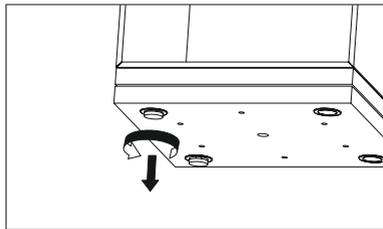


figure 15.2 adjusting adjustable feet on Totem with rotating base

### Noon/Frame/Shift

The substructure of Noon and Frame can be adjusted by means of a tensioning cable and adjustable feet. Adjustment of the adjustable feet is described at the start of this chapter. The cable can be tensioned or relaxed by means of small turns of a conical pin or screwdriver - see figure 16.1. Before adjusting the tensioning cable, make sure the cabinet is completely empty so that there is as little weight as possible resting on the substructure.

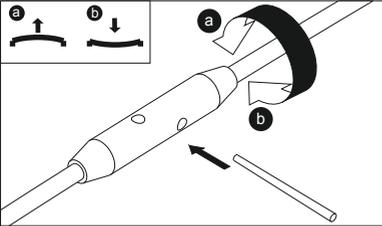


figure 16.1 adjusting Noon/Frame substructure

### mounting Boxes

The suspension system for Boxes is integrated in the rear panel. Fasten the suspension slat loosely to the wall with screws. Ensure that the slat is level before fasten the screws securely. Hang the cabinet on the wall over the suspension slat - see figure 18.1. Make sure the cabinet hangs properly over the hanging rail. To remove the cabinet from the wall, first slide it up and then pull the cabinet towards you.

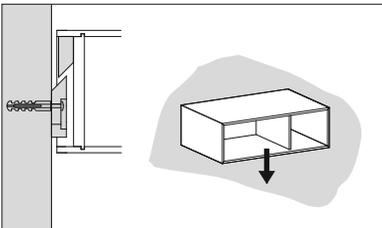
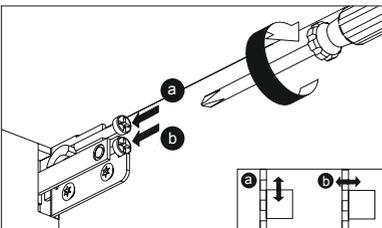


figure 18.1 adjusting height and depth Boxes

### mounting Vision/Vision Elements/Pure/Shift

By using a Phillips screwdriver, you can adjust the height by means of screw 'a' on the inside of the cabinet and the depth by means of screw 'b' - see figure 19.1.



19.1 adjusting height and depth

## mounting Wall panel

In Vision and Vision Elements, the wall panel is suspended by means of a suspension slat. Fasten the suspension slat loosely to the wall - see figure 20.1. Slots in this slat enable it to be made level - see figure 20.2. Next, fasten the suspension slat securely to the wall. Hang the wall panel and hanging rail over the suspension slat - see 20.3. Make sure the wall panel hangs properly over the hanging rail. To remove the cabinet from the wall, first slide it up and then pull the wall panel towards you.

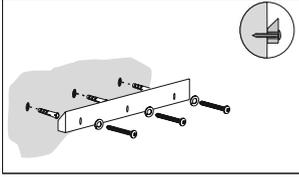


figure 20.1 suspension slat with screw holes

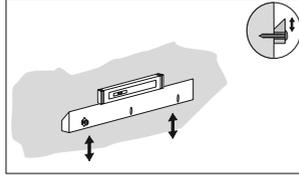


figure 20.2 adjusting suspension slat

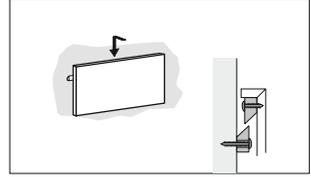


figure 20.3 wall panel with suspension slat

# maintenance

## **basic and gloss lacquer**

You can keep your furniture clean using the cloth supplied or with a soft, dry (micro fibre) cloth. Grease marks, fingerprints or similar can be removed using water containing a little soap (for example, neutral soap) or a solution of water containing a little methylated spirits. After cleaning the surface, rub it dry using a clean, dry cloth to remove any water marks. Make sure that you do not make the surface too wet while cleaning it and that no water is left behind on the surface. Do not use cleaners containing ammonia, abrasives or wax. wood and veneer

You can keep your furniture clean using the cloth supplied or with a soft, dry cloth. Grease marks, fingerprints or similar can be removed using water containing a little soap (for example, neutral soap) or a solution of water containing a little methylated spirits. It is important to work in the direction of the grain. After cleaning the surface rub it dry using a clean, dry cloth to remove any possible water marks. Make sure that you do not make the surface too wet while cleaning it and that no water is left behind on the surface. Do not use cleaners containing ammonia, abrasives or wax.

## **glass**

You can clean your furniture using a damp cloth, window cleaner or a solution of a little ammonia or methylated spirits in water. Wipe the surface dry after wet cleaning.

## **rubber**

Rubber can be cleaned using a damp cloth or if necessary use water containing a little soap (for example, neutral soap).

## **stainless steel**

You can rub your furniture clean using the cloth supplied or with a soft, dry cloth. If necessary use water containing a little soap (for example, neutral soap), moisten lightly with methylated spirits or use a cleaner (for example from HG) designed specifically for this material. After wet cleaning, rub the surface dry in the direction of the polished finish.

## **epoxy lacquered steel (all silver-grey lacquered frames/legs)**

You can keep your furniture clean using the cloth supplied or with a soft, dry cloth. The furniture can also be cleaned using water containing a little soap (for example, neutral soap).

## **aluminium**

Aluminium can be rubbed clean using the cloth supplied or a soft, dry cloth. If necessary use water containing a little soap (for example, neutral soap) or moisten lightly with methylated spirits mixed with water. After wet cleaning, rub the surface dry in the direction of the polished finish.

## **upholstery fabrics**

The fabrics offered within the Pastoe range are finished to provide protection against dirt and moisture. It is best to leave the fabric untreated. Many of the fabrics have a naturally dirt repelling effect. Applying a protective layer to the fabric is more likely to cause damage than to improve the quality. Therefore, Pastoe no longer guarantees the fabric if it is treated after delivery. Should you spill

something on the upholstery then you can prevent stains by acting swiftly. First absorb any excess liquid using an absorbent tissue or cloth. When doing so work from the edge of the spot to the centre to prevent the stain from spreading further. Treat the stain according to the stain table in section 4.3.

### **gloss lacquer**

Gloss lacquer can be polished using a special high gloss polish. Apply the polish using a soft, dry cloth and rub out dry. Follow the instructions given on the packaging.

### **leather**

You can clean your furniture a maximum of once a year using the foam from a lukewarm soap solution made from alkali-free soap, such as ox-gall soap and distilled water. Use a separate, clean sponge and chamois leather for this and rub your furniture clean using boiled water so that there is no soap residue left. Instead of using soap solution, you can also use the leather cleaner from the firm KLEINE. Follow the instructions given on the packaging. After cleaning, treat the leather with the protective fluid "Protector" from the firm KLEINE. This keeps the leather supple and prevents it from drying out. Put a few drops of "Protector" on a soft cloth and rub it into the leather using a circular motion. Finally, finish off by rubbing the leather with a clean, soft cloth.

## schema type of stain

type of stain	treatment sequence for stain removal		
	1st removal method	2nd removal method	3rd removal method
alcohol	solution of water and furniture shampoo	disinfectant alcohol diluted with water, 1:5	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
ballpoint pen	disinfectant alcohol	acetone or nail polish remover - oil-free	1 teaspoon of liquid dish soap in a cup of lukewarm water
blood	dissolve 1 teaspoon of table salt in a cup of cold water	solution of water and furniture shampoo	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
butter	- chill with ice cubes in a plastic bag, carefully remove the loose pieces - pass a warm iron over a layer of white absorbent paper	- mineral or vegetable turpentine or similar - stain remover for grease or oil	solution of water and furniture shampoo
vomit	solution of water and furniture shampoo	disinfectant for domestic use; 1 teaspoon to 1 litre of water	contact an expert

type of stain	treatment sequence for stain removal		
	1st removal method	2nd removal method	3rd removal method
chocolate	solution of water and furniture shampoo	mineral or vegetable turpentine or similar	
soft drinks	solution of water and furniture shampoo + 1 drop of acetic alcohol	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water	
ink (writing ink)	solution of water and furniture shampoo	contact an expert	
jam	solution of water and furniture shampoo	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water	
gravy	solution of water and furniture shampoo	mineral or vegetable turpentine or similar	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
candle wax	- chill with ice cubes in a plastic bag, break wax and carefully remove loose pieces - pass a warm iron over a layer of white absorbent paper	- mineral or vegetable turpentine or similar - stain remover for grease or oil	solution of water and furniture shampoo
chewing gum	chill with ice cubes in a plastic bag, break chewing gum and carefully remove loose pieces	- stain remover for grease or oil - acetone or nail polish remover oil-free	contact an expert
coffee (black)	solution of water and furniture shampoo + 1 drop of acetic alcohol	disinfectant alcohol diluted with water, 1:5	solution of water and furniture shampoo
lemonade	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water	solution of water and furniture shampoo	disinfectant alcohol + solution of water and furniture shampoo
lipstick	mineral or vegetable turpentine or similar	stain remover for grease or oil	solution of water and furniture shampoo
milk	1 teaspoon of table salt dissolved in a cup	solution of water and furniture shampoo	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
furniture polish	mineral or vegetable turpentine or similar	solution of water and furniture shampoo	stain remover for grease or oil

type of stain	treatment sequence for stain removal		
	1st removal method	2nd removal method	3rd removal method
nail polish	acetone or nail polish remover - oil-free	mineral or vegetable turpentine or similar	disinfectant alcohol
oil and grease	mineral or vegetable turpentine or similar	stain remover for grease or oil	solution of water and furniture shampoo
soot	vacuum thoroughly	solution of water and furniture shampoo	mineral or vegetable turpentine or similar
whipped cream	solution of water and furniture shampoo	mineral or vegetable turpentine or similar	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
shoe polish	mineral or vegetable turpentine or similar	stain remover for grease or oil	solution of water and furniture shampoo
tea	solution of water and furniture shampoo	disinfectant alcohol diluted with water, 1:5	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water
urine	solution of water and furniture shampoo	disinfectant for domestic use; 1teaspoon to 1 litre	contact an expert
paint (oil)	mineral or vegetable turpentine or similar	solution of water and furniture shampoo	contact an expert
paint (water-based)	cold water	solution of water and furniture shampoo	contact an expert
fruit juice	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water	solution of water and furniture shampoo	disinfectant alcohol + solution of water and furniture shampoo
wine	solution of water and furniture shampoo	1 teaspoon of borax dissolved in 1/4 cup of lukewarm water, then topped up with cold water	treatment sequence for stain removal

# service

## service lacquer damage

If the lacquer of your furniture becomes damaged, it can be touched up with lacquer from the lacquer bottle. The lacquer bottle can be requested via [service@pastoe.com](mailto:service@pastoe.com), or phone: +31 (0)30 258 55 55. Make sure you have the colour number on hand, indicated on the delivery slip.

## service request

If you have a service request you can contact your Pastoe dealer. Have your order number ready. The order number can be found in the purchase papers. You can also contact Pastoe by email at [service@pastoe.com](mailto:service@pastoe.com).

## limits of guarantee

Inexpert handling or of insufficient care for the products delivered will render the guarantee void.

This includes:

- Wear and damage caused by use.
- Damage resulting from improper use or incorrect maintenance.
- Repairs, alterations and/or additions to the furniture and/or the upholstery fabric without the written permission of Pastoe.
- Upholstery fabrics that are not part of the standard Pastoe collection, known as supplied materials.
- Fold formation in the upholstery material.
- Incorrect assembly.

The guarantee does not cover Indirect damage resulting for a possible defect, such as loss of income, etc.

A claim has to be submitted within the guarantee period, known to your Pastoe dealer, which starts on the date of invoicing to the buyer. The first contact is the Pastoe dealer where you purchased the Pastoe product. The guarantee period can be exceeded by no more than four months, if the furniture was taken in use after the invoice date. Claims must be reported to your Pastoe dealer, exclusively on presentation of the invoice. Your dealer will handle your claim.

You can always contact us with your questions at [service@pastoe.com](mailto:service@pastoe.com) or at +31 30 258 5555.