

cabinet



& commitment

some helpful tips on how
to look after your Gillies cabinet



Living in style

Caring for your furniture

You are probably buying your new cabinet furniture with a view to keeping it for some time and with consistent care and maintenance your investment will retain its' beauty for many a year. To help you achieve this, we have put together some simple general guidelines, however, as so many different natural and man-made materials are used to achieve a variety of looks, it is impossible to cover every option. We hope these notes will help but also remind you to read the care instructions supplied with your furniture, as these will be more specific to your particular purchase. Please contact us if you feel you need further advice at any time.



Looking after wood

Real wood requires less maintenance than is generally believed but there are many different woods and finishes and it is important to maintain them correctly. Care instructions are usually supplied with all of our furniture but the following notes may help to clarify some of the differences;

- Lacquered or synthetic finishes are sealed and therefore need no more than normal dusting. However, whilst more resilient than some other finishes normal care still needs to be taken and surfaces protected accordingly. Spray wax or silicon polishes are not recommended with these finishes, as they result in a build-up of residue on the surface which can be unsightly and difficult to remove.
- Re-engineered solid wood is currently a popular option, this is cut into blocks from which piece parts are constructed and could be finished in a number of ways but often are oiled or even waxed.
- Oiled finish – furniture will have 'Danish oil' applied in the factory, this will help to preserve the timber, protect it from minor shrinkage and enhance the natural beauty of the wood, giving it a deep, silky finish. Over a period of time the wood will soak up the oil and it can appear slightly rough or dry but re-applying the oil is a simple process. Sand off the surface, always in the direction of the grain, using a medium sanding block and dust down with a soft, clean cloth. Now apply a small amount of 'Danish oil' on a soft, clean lint-free cloth and rub evenly over the entire surface. The wood may appear slightly damp at this stage but will soon absorb the oil and can be buffed back to its' original lustrous beauty. Danish oil is available from B&Q and other DIY outlets.
- Wax finish - we recommend re-waxing every two weeks or according to the manufacturers care instructions for the first six to eight weeks, then as and when required. Use a clear beeswax or the wax supplied by the manufacturer. This will help prevent the furniture from drying out and will restore its' deep, satin glow.
- Staining can occur through waxed or oiled finishes and care should be taken to protect against spillages.

Should your furniture suffer a major scratch, this can often be repaired by a competent furniture polisher.



Solid wood and veneers

No two pieces of solid wood or veneer are the same. Every cut of timber is unique and cannot be replicated, this is one of the appeals of wooden furniture. When you place your order the item in the showroom is only a representation of the item you will receive, there is no guarantee that the grain or 'finger print' of the wood will match the one on display, this is the beauty of wood, each piece is unique. With more manufacturers using distressed timbers to give a rustic look, the individuality of the product is further enhanced.

If you order two pieces of furniture, at different times, you may also find that the colours may vary slightly. This can simply be due to the difference between two unique pieces of wood but can also be a result of mellowing in the original item. It is important to realise that, particularly, light woods such as oak, ash, maple and natural cherrywood will mellow quite quickly causing a noticeable colour change. For this reason it is advisable not to leave objects (ornaments, placemats, pot plants etc.) on the furniture during the first three months as this may leave contrasting marks. Similarly, it is best to leave dining tables fully extended with leaves inserted over this initial period to ensure even mellowing.



Stone and marble

Stone and marble are naturally porous sedimentary stones and will contain all the uncontrolled variations and colourings found in nature. Each one of these products is unique and it is this individuality which defines the beauty of these products. To provide an even surface the natural cavities are filled with a combination of hand placed stones and resin. This occasionally leaves a noticeable transition in colour, which can be mistaken for a crack, but does not sacrifice the stability of the table in any way. Some suppliers treat their products with a protective lacquer or wax finish, whilst others leave them in their natural state, with the tops porous, care should therefore be taken to protect against spillage. Stone and marble are not heat resistant and we recommend that place mats and coasters are used at all times.

Upholstered pads

Chair upholstery should be lightly vacuumed or brushed regularly to remove dust. Clean once a year carefully following manufacturer's care instructions.



top tips

Heat

Avoid placing furniture close to a radiator or other heat source. Remember that constant or intermittent central heating can cause wood to shrink or swell, resulting in cracks and distortions. Generally avoid changes in humidity and especially steam.

Table mats

Never place hot cups, plates or dishes directly on any furniture surface and take care not to drag crockery across wood surfaces. Use insulated table mats wherever possible.



Writing

Never write onto paper placed directly onto a wood surface, always ensure there is plenty of padding between the paper and the wooden surface.

Air circulation

Always allow a small gap behind wardrobes to allow air to circulate.

Felt pads

Before placing furniture on hard flooring always fit protective felt pads. Gillies does not normally supply these with your furniture, however our delivery team will be more than happy to fit them should you provide them.

Sunlight

Protect furniture from strong or prolonged sunlight as wood surfaces can fade in the same way as fabrics.

Lift

Always lift furniture, never drag or push it.

Rocking

Don't rock backwards on dining chairs.

Fitting instructions

Always carefully follow instructions if fitting or assembling furniture.

Level furniture

Take great care to level furniture after positioning, uneven floors can give the impression that doors of wall units and wardrobes are out of alignment.



Our delivery service

As you can imagine a lot of hard work and coordination goes on behind the scenes to bring you the very best in home furnishings. At Gillies we pride ourselves in backing this up with an expert delivery and after sales service.

Our experienced van crews will make every effort to ensure your furniture is unpacked and placed in the room of your choice. Once you are happy with everything we will take away all packaging for recycling, before we leave you to enjoy your new purchase.

In the unlikely event that there should be a problem of any kind we have a fully trained customer service team who will be pleased to offer advice and assistance with regard to your purchase either at the time of delivery or in the future.

The Gillies Commitment

It assists us in providing the best possible service to you, for our respective commitments and responsibilities to one another to be clearly defined at the point of sale. These commitments are set out in our terms and conditions on the reverse of your sales invoice and we request that you read them carefully.



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