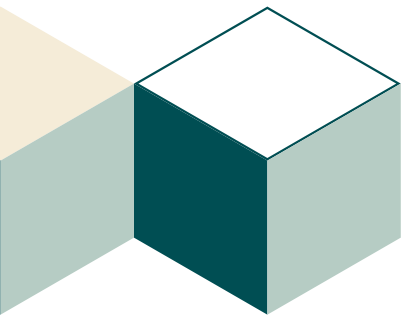


HEY-SIGN
by **BWF** Group



CARE INSTRUCTIONS
WOOL FELT

DEAR CUSTOMERS,

HEY-SIGN by BWF Group wool felt is made from 100% pure new wool, free from chemical additives and recycled fibres, as certified by the internationally recognised Woolmark® label.

Thanks to its natural properties, wool felt is a low-maintenance material. The high lanolin content of the wool, combined with the density of the felt, naturally repels dirt and liquids, preventing them from penetrating quickly.

On the following pages, you will find detailed care and cleaning instructions, organised by product category, to help you maintain the quality and appearance of your HEY-SIGN products.



**STANDARD
100**

02.0.5930
Hohenstein HTTI



WOOLMARK
PURE NEW WOOL

TABLEWARE MADE FROM 3 & 5 MM WOOL FELT

Dry Cleaning:

All felt thicknesses are generally suitable for professional dry cleaning.

Hand Washing (Recommended):

Place a clean kitchen towel or a thin hand towel on a flat, firm surface. Lay the item to be cleaned (e.g. a placemat) on top.

Fill a shallow bowl with lukewarm water and add a small amount of wool detergent or mild shampoo. Stir gently until a light lather forms.

Using a soft brush, apply the lather to the soiled areas and gently brush the surface to loosen dirt. Avoid excessive pressure, as this may damage the fibres.

Rinse carefully with clean water to remove any soap or dirt residue. Gently blot excess moisture with an absorbent, lint-free cloth. Do not fully soak the felt.

Allow the item to air dry flat, away from direct sunlight or heat sources. If necessary, the cleaning process may be repeated once the item has dried.

After drying, the surface can be gently smoothed using a hand iron on a low heat setting. If required, place a cloth between the iron and the felt.

Please note that cleaning may cause slight changes in shape or size. Gentle stretching while damp can help restore the original form.

Only use lanolin-preserving soaps, shampoos or wool detergents. Lanolin acts as a natural protective layer, making it more difficult for dirt to penetrate and slowing the absorption of liquids.

Washing Machine (Not Recommended):

Machine washing is not recommended for the following reasons:

- The item may shrink significantly and lose its shape
- Corners and edges may become rounded due to tumbling
- The surface may contract, causing creases
- The natural lanolin content may be excessively reduced

These effects are unavoidable when machine washing and therefore do not constitute grounds for a complaint.

TABLE RUNNERS MADE FROM 2 MM WOOL FELT

Due to the delicate nature of the material, table runners made from 2 mm wool felt should be professionally dry cleaned only.

SEAT CUSHIONS MADE FROM 3 & 5 MM WOOL FELT

Single-layer seat cushions made from 5 mm wool felt may be hand washed (see instructions above).

For multi-layer seat cushions with filling, avoid fully soaking the item, as this will significantly extend drying time.

SEAT CUSHIONS WITH NON-SLIP BACKING

Seat cushions with a non-slip coating should be hand washed only (see instructions above).

SEAT CUSHIONS MADE FROM 2 MM WOOL FELT

Seat cushions made from 2 mm wool felt (e.g. Frisbee) should be professionally dry cleaned only.

CUSHIONS & CURTAINS

Cushion covers and curtains should be professionally dry cleaned. For cushions with Velcro or insert fastenings, the cover can be removed prior to cleaning.

SEATING FURNITURE

All wool felt surfaces on seating furniture should be vacuumed regularly using a suitable upholstery attachment.

Removable covers (e.g. Quart) can be professionally dry cleaned.

RUGS

New wool felt rugs may initially show a higher degree of pilling. This is caused by loose surface fibres and will reduce over time.

Regular vacuuming during the first few weeks will gradually minimise this effect.

The high lanolin content and dense felt structure provide natural protection against dirt and moisture. For everyday care, vacuum the rug regularly, ideally using a vacuum cleaner with rotating brushes.

Allow wet dirt (e.g. from shoes) to dry completely before vacuuming.

If deeper cleaning is required, use a soft natural-fibre brush and a suitable carpet cleaning product (e.g. from Jeikner). Always follow the manufacturer's instructions carefully.

Alternatively, we recommend using a professional carpet cleaning service. As a first point of contact, Jeikner can connect you with trained partner companies.

ROOM DIVIDERS, ACOUSTIC ELEMENTS & LIGHTING

Regular vacuuming is sufficient to remove dust.

For stains, we recommend using cleaning products from Jeikner.

BAGS, BASKETS & BOXES

Felt bags, baskets and boxes should be cleaned by hand only.

In most cases, gently brushing the surface is sufficient. For more stubborn soiling, clean using a light lather (see hand-washing instructions). Use a natural-fibre brush with wool detergent or mild shampoo. Do not wash any leather components.

When drying, ensure the items retain their original shape. Loosely stuff them (e.g. with a towel), as wet felt will dry in the shape in which it is placed.

Occasional pilling may occur due to friction during use. Pilling can be removed using a lint shaver, similar to those used for wool garments. Light pilling may also be removed with a lint roller or, in many cases, by thorough vacuuming.

Recommended cleaning agents:

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