



CARE & MAINTENANCE

Cleaning & Maintenance Guide

Daily care, routine cleaning, and disinfection guidance for every finish in the Intellicare collection — so your team can spend less time maintaining furniture and more time on care.

1999

SERVING LTC SINCE

25-Year

LIMITED WARRANTY

Canadian

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Beautiful. Durable. Affordable.

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Intellicare Furniture · 1710 Bonhill Road, Mississauga, Ontario L5T 1C8 · 905-672-0942 · info@intellicarefurniture.com

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READ THIS FIRST

Section 01 sets out the limits of this guide and its relationship to your facility's IPAC policy.

POST AT THE CART

Sections 04 and 17 are designed to be printed and posted where cleaning actually happens.

PROTECTS COVERAGE

Section 18 aligns the maintenance cadence to the inspection requirement in the Intellicare warranty.

PART A — BEFORE YOU START

Before you start

Scope, limits, and how to tell what you're actually cleaning.

01 MATERIAL FAMILY 01

How to use this guide

Intellicare furniture is built to order, so the finish on any given piece depends on what was specified for the room. This guide is organized by material family so your housekeeping and maintenance teams can look up the right technique for what is actually in front of them.

What this guide is

- Routine cleaning, disinfection, spill response and preventive maintenance guidance for the finishes used across the Intellicare collection.
- The document referred to as the *Intellicare Cleaning Guide* in the Intellicare Limited 25 Year Warranty.
- General reference material intended to sit alongside — not replace — your facility's own procedures.

What this guide is not

- **Not an infection prevention and control (IPAC) policy.** Always follow your facility's IPAC policy and applicable provincial public health guidance for long-term care and assisted living settings.
- **Not a substitute for the disinfectant label.** Dilution ratio and wet contact time come from the product label, not from a general rule of thumb.
- **Not a chemical compatibility warranty.** Cleaning agents are reformulated frequently. Where a specific product matters, confirm with Intellicare or the finish manufacturer before adopting it facility-wide.

Four rules that apply everywhere in this guide

- **Spot-test first.** Any new cleaner or disinfectant gets tested on an inconspicuous area — the back of a wardrobe, the underside of a chair — before it goes on a visible surface.
- **Clean before you disinfect.** Organic soil inactivates many disinfectants. A disinfectant applied over visible soil may not work at all.
- **Respect the contact time, then rinse and dry.** The surface must stay visibly wet for the full time on the label. After that, rinse where the label calls for it and dry, so residue does not accumulate over repeated cleanings.
- **Follow the mill for textiles.** If a piece was specified with COM (customer's own material) or an upgraded textile — Momentum, Stinson, Designtex, Morbern or LDI — follow that mill's care instructions. Requirements vary significantly by textile, and COM is excluded from the Intellicare warranty.



02 Identify your finish

A material-organized guide only works if staff can tell the materials apart. Use the physical tests below — they need no documentation and take a few seconds at the point of cleaning.

MATERIAL	WHERE YOU'LL FIND IT	HOW TO RECOGNIZE IT	GO TO
Assure Laminate	Lumen casegoods — bedside tables, dressers and wardrobes — plus tops, desk surfaces and any series specified with laminate	Woodgrain or solid colour with a matte finish. Run a fingernail along the edge — you can feel a slight seam where the matched edgeband meets the face.	\$06
Assure Thermofoil	Drawer fronts, doors and profiled edges on any series specified with thermofoil	Similar appearance to laminate but wrapped seamlessly around the edge — no band, no seam to feel.	\$06
Solid surface	Lumen bedside tables and Locale, Tranquil and Sustain table tops	Stone-like, slightly warm to the touch, no edgeband and no visible seam. Edges may look faintly translucent.	\$07
Handles & pulls	All Lumen casegood fronts	Metal or metal-finish hardware in black, gold, silver, matte silver, chrome, brass or nickel.	\$08
Wood-look aluminum	Haven dining chairs and Poise resident chairs	Looks like timber, behaves like metal — cool to the touch, light for its size, rings rather than thuds when tapped.	\$09
Exposed hardwood	Optional wood legs on Serenity lounge seating — the only exposed wood in the collection	Real kiln-dried hardwood — warm to the touch, with grain that varies piece to piece. If it isn't a Serenity lounge leg, it isn't exposed wood.	\$10
Powder-coated steel	Locale, Tranquil and Sustain table bases; chair legs; bed frames	Uniform matte or satin colour and noticeably heavy. A magnet sticks to steel and not to aluminum — the fastest way to tell \$09 from \$11.	\$11
Healthcare vinyl	Seat and back upholstery	Wipeable with a slight sheen and an embossed grain. Water beads rather than absorbs.	\$13
Crypton / silicone	Upgraded and specified seating	A woven, fabric-like hand rather than a vinyl sheen. Check the order documentation if unsure.	\$13
Mattress	Beds	Wipeable welded or sewn cover, usually with a zipper closure and a manufacturer label at the foot.	\$14

IF YOU CAN'T TELL

Your original order acknowledgement or dealer quote lists the specified finish for every line item. When that isn't at hand, clean with mild soap and warm water only — it is safe on every finish in this guide — and confirm the material before introducing any disinfectant or specialty cleaner.



03 General care — do's and don'ts

These principles apply across every finish in the collection. Material-specific detail follows in Part C.

DO

- Wipe spills promptly with a soft, damp cloth
- Use mild soap and warm water for routine cleaning
- Clean visible soil off before applying any disinfectant
- Keep the surface visibly wet for the full labelled contact time
- Rinse disinfectant residue and dry after the contact time
- Dry surfaces to prevent water spotting and seam ingress
- Lift furniture when repositioning it
- Check handles, hinges, casters and levellers on schedule
- Spot-test every new product before facility-wide adoption

DON'T

- Abrasive pads, steel wool or scouring powders
- Solvent-based cleaners, acetone or paint thinner
- Ammonia-based glass cleaners on laminate edges and seams
- Undiluted bleach on metal hardware, powder-coat or upholstery
- Letting standing water pool on any seam or joint
- Letting bleach solution dry on vinyl
- Metal polish or polishing compound on plated hardware
- Dragging furniture across the floor
- Steam cleaners or pressure washers on any finish

THE MOST COMMON AVOIDABLE DAMAGE

Across service calls, the recurring causes are the same three: abrasive pads used to shift a stubborn mark, disinfectant left to dry without a rinse, and moisture allowed to sit at an edgeband seam or a base-to-floor contact point. None of these is a product defect, and none is covered under warranty.

PART B — QUICK REFERENCE

Quick reference

Two tables that answer most day-to-day questions. Designed to be printed and posted.

04 Cleaning matrix

A summary across all nine material families in the Intellicare collection. See the dedicated section in Part C for fuller detail on any row.

MATERIAL FAMILY	ROUTINE CLEANING	DISINFECTING	AVOID
Assure — laminate & thermofoil	Damp cloth, mild soap and water; dry thoroughly	Quat, AHP or diluted bleach per label; rinse and dry	Abrasive pads; soaking seams and edgebanding; sustained heat on thermofoil
Solid surfaces	Soap and water or an approved solid-surface cleaner	Quat, AHP or diluted bleach; non-porous and tolerant	Cutting on the surface; undiluted solvents; prolonged undiluted bleach
Handles & pulls	Soft cloth, mild soap and water — clean more often than the surrounding case	Quat, AHP or diluted bleach; dry promptly	Metal polish and compounds; prolonged soaking at mounting points
Wood-look aluminum frames (Haven, Poise)	Damp cloth, mild soap and water	Standard healthcare disinfectants per label	Abrasive pads on the woodgrain sublimation; harsh solvents
Exposed hardwood legs (Serenity)	Barely damp cloth, mild soap and water; dry immediately	Quat or AHP wipe, then dry — never bleach	Bleach; soaking; moisture sitting at the leg-to-frame junction
Powder-coated steel bases, legs & beds	Damp cloth, mild soap and water	Quat, AHP or diluted bleach; rinse and dry around welds	Steel wool and abrasive pads; standing moisture at floor contact
Moving parts — casters, slides, locks, mechanisms	Remove hair, lint and debris; wipe housings dry	Wipe with a lightly dampened cloth only	Flooding mechanisms with liquid; petroleum grease and penetrating oils
Healthcare vinyl (Guardian 2 / Challenger)	Mild soap and water or an approved vinyl cleaner	Bleach-cleanable per the mill's specification; rinse residue and dry	Petroleum-based cleaners; letting bleach dry on the surface; prolonged sanitizer contact
Mattresses	Damp wipe the cover; inspect for tears before every clean	Quat, AHP or diluted bleach per the cover manufacturer's label	Oversaturating zippers and seams; sharp tools; using a cover with any breach

READING THIS TABLE

"Per label" is doing real work in the disinfecting column. Every entry assumes the product is diluted, applied and left wet exactly as its own label directs, and that visible soil was removed first.



05 Disinfectant compatibility by chemical class

Facilities standardize on a chemical class, not a brand. This section covers the classes in common use in Canadian long-term care. Confirm your product carries a Health Canada DIN and follow its label.

CLASS	TYPICAL USE	COMPATIBILITY WITH INTELICARE FINISHES	CAUTIONS
Quaternary ammonium (quats)	General-purpose daily and terminal cleaning	Broadly compatible across every finish in this guide	Not sporicidal — ineffective against <i>C. difficile</i> . Residue builds up over repeated use if not rinsed, dulling laminate and clouding vinyl.
Accelerated hydrogen peroxide (AHP)	Daily and terminal cleaning; short contact times	Broadly compatible; a good default where a facility wants one product across finishes	Sporicidal only in formulations specifically labelled as such — check the DIN and the claim, not the brand family.
Sodium hypochlorite (bleach)	Outbreak response, <i>C. difficile</i> , bodily-fluid spills	Suitable diluted on laminate, thermofoil, solid surface, powder-coat and healthcare vinyl	Corrosive to metal hardware and fasteners. Discolours vinyl if left to dry. Avoid on exposed wood legs. Always rinse and dry after the contact time.
Isopropyl alcohol (70%)	Small high-touch areas and spot work	Acceptable for occasional spot use on hard surfaces and hardware	Not sporicidal. Repeated use dries and crazes vinyl and can dull thermofoil and clear coats. Not a routine wipe-down agent.
Phenolics	Legacy protocols; now uncommon in LTC	Not recommended on Intellicare finishes	Can stain and soften vinyl and plastics and leave a persistent residue. Where phenolics are still in use, spot-test and consult Intellicare first.
No-touch systems (UV-C, HPV fogging)	Terminal room disinfection and outbreak response	Generally compatible; no wet chemical contact with the finish	Does not replace physical cleaning — organic soil must be removed first. Repeated UV-C exposure may fade some finishes over years; confirm with Intellicare if it is part of your standard terminal protocol.

Bleach dilution reference

Household bleach is typically 5.25–6% sodium hypochlorite. Always defer to your facility's IPAC policy and the product label — concentrations and required contact times vary by product.

DILUTION	APPROX. STRENGTH	TYPICAL APPLICATION
1:100	500 ppm	Routine surface disinfection where bleach is the chosen agent
1:50	1,000 ppm	General environmental disinfection
1:10	5,000 ppm	Bodily-fluid spills, <i>C. difficile</i> and outbreak response

ON UPHOLSTERY SPECIFICALLY

Vinyl is bleach-cleanable, but the permitted concentration and maximum contact time are set by the mill. Confirm both for your vinyl before adopting 1:10 as routine practice on seating — and always rinse and dry.

PART C — BY MATERIAL FAMILY

By material family

Nine material families, each with routine cleaning, disinfection and what to avoid.

06 MATERIAL FAMILY 01

Assure — Laminate & Thermofoil

Assure is Intellicare's brand for both its laminate and its thermofoil, specified across every series that uses these materials — Lumen casegoods, table tops, and any piece ordered with a laminate or thermofoil surface. Woodgrain and solid finishes with matched edgebanding; covered 25 years.

ROUTINE CLEANING

Wipe with a soft cloth dampened with mild soap and warm water. Dry the surface afterward to prevent water spotting and to keep moisture from working into seams or edgebanding.

DISINFECTING

Quats, AHP and diluted bleach are all generally suitable on Assure laminate and thermofoil. Follow the product label and your facility's protocol for dilution and wet contact time. Rinse with a clean, damp cloth afterward and dry, so residue does not build up over repeated cleanings.

AVOID

- Abrasive pads, scouring powders and steel wool, which permanently dull the finish
- Soaking or pooling water at edgebanding seams and drawer joints
- Ammonia-based glass cleaners along edges and seams
- Sustained heat placed directly against Assure thermofoil surfaces or edges — heat is the primary cause of thermofoil edge lift

FIELD-SERVICEABLE

Field replaceability runs throughout the line, not just casegoods — Lumen tops, fronts, doors and toe kicks, and table tops across Locale, Tranquil and Sustain. A chip does not have to mean a new unit; see Section 19.

07 MATERIAL FAMILY 02**Solid surfaces**

Ultra-durable solid-surface tops on Lumen bedside tables and on Locale dining, Tranquil occasional and Sustain overbed tables. Non-porous and invisibly seamable, so it resists moisture and disinfectants particularly well.

ROUTINE CLEANING

Wipe with soap and water or an approved solid-surface cleaner. The non-porous surface will not absorb spills if they are wiped up promptly.

DISINFECTING

Quats, AHP and bleach-based disinfectants are all well-suited to solid surface given its non-porous composition. Follow the label directions and wipe dry afterward.

AVOID

- Cutting or scraping directly on the surface
- Extended contact with undiluted bleach or strong solvents
- Placing hot items directly on the surface without a trivet

MINOR DAMAGE

Small scratches, scorchs and burns in solid surface can usually be sanded out on site — this is one of the material's real advantages. Contact Intellicare or your dealer for guidance before attempting a repair, as unapproved repair work can affect warranty coverage.

08 MATERIAL FAMILY 03**Handles & pulls**

Pull profiles for Lumen casegoods, across black, gold, silver, matte silver, chrome, brass and nickel finishes — specified for grip, cleanability and snag-free safety. Warranted 25 years as stationary parts.

ROUTINE CLEANING

Wipe with a soft cloth and mild soap and water. These are among the highest-touch points in a resident room and warrant more frequent attention than the casegood around them — they belong on the daily list even when the case itself is on a weekly cycle.

DISINFECTING

Quats, AHP and diluted bleach are generally fine on these finishes. Dry promptly — especially on gold, brass and other plated finishes — to prevent spotting and premature tarnishing. Bleach in particular should never be left to air-dry on plated hardware.

AVOID

- Metal polishes and abrasive polishing compounds, which strip plated finishes
- Prolonged soaking, particularly at the mounting points where liquid wicks behind the pull
- Undiluted bleach in any circumstance

TIGHTEN, DON'T TOLERATE

A loose pull worsens quickly and can elongate the mounting hole in the door or drawer front, turning a two-minute fix into a front replacement. Continued use of loose hardware is expressly outside warranty coverage.

09 MATERIAL FAMILY 04

Wood-look aluminum chair frames

Used on Haven dining chairs and Poise resident chairs: powder-coated aluminum frames finished with a woodgrain sublimation — the look of timber with the strength, weight and cleanability of aluminum. Will not crack, splinter or absorb fluids. Warranted 25 years.

ROUTINE CLEANING

Wipe with a damp cloth and mild soap and water. Pay particular attention to the underside of arms and the rear of the backrest, where hand contact and soil accumulate unnoticed.

DISINFECTING

Standard healthcare disinfectants — quats, AHP and diluted bleach — are compatible with the powder-coated finish. Follow the label for dilution and contact time, then wipe dry.

AVOID

- Abrasive pads, which scratch through the woodgrain sublimation layer and expose the powder-coat beneath — this damage cannot be polished out
- Harsh solvents not intended for powder-coated surfaces
- Dragging chairs across floors, which chips the frame at the foot

10 MATERIAL FAMILY 05

Exposed hardwood legs

Optional wood legs on Serenity lounge seating are the only exposed hardwood on any Intellicare product. Kiln-dried hardwood frames are warranted 25 years, but the frame itself is never exposed — see the note below.

ROUTINE CLEANING

Wipe with a barely damp cloth and mild soap and water, then dry immediately. Wood is the one surface in this guide where moisture is the primary risk — a cloth that would be fine on laminate is too wet for wood. Pay attention to the foot of the leg, which sits closest to floor-cleaning moisture.

DISINFECTING

A quat or AHP wipe followed by immediate drying is appropriate on sealed wood. Keep the application light rather than saturating, and do not let liquid run into the joint where the leg meets the frame.

AVOID

- Bleach in any concentration — it lightens and blotches the finish unevenly and raises the grain
- Soaking, and any moisture allowed to sit at the leg-to-frame junction or around fasteners
- Silicone or oil-based furniture polishes, which build a film that interferes with subsequent disinfection
- Standing water where the leg contacts flooring after wet mopping

THE FRAME YOU NEVER CLEAN

Hardwood frames inside Intellicare lounge seating are fully wrapped in healthcare-grade vinyl and are never exposed — there are no wood arm caps, and no show-wood detail anywhere in the collection. The frame therefore needs no cleaning: clean the vinyl that covers it, following Section 13. If a vinyl breach ever exposes frame material underneath, that is a service matter rather than a cleaning one — report it through your dealer.

11 MATERIAL FAMILY 06

Powder-coated steel bases, legs & beds

Durable powder-coat finishes on steel bases and legs across resident-room furniture, Locale dining, Tranquil occasional and Sustain overbed tables, and lounge seating — and on Intellicare steel beds. Warranted 25 years.

ROUTINE CLEANING

Wipe with a damp cloth and mild soap and water. On beds, include the frame rails and the underside of the deck, which are easy to skip and accumulate soil.

DISINFECTING

Quats, AHP and diluted bleach are all suitable. Rinse and dry afterward, particularly around welds, joints and fastener heads where residue collects and where corrosion begins.

AVOID

- Steel wool and abrasive pads, which scratch through the powder-coat and expose bare metal to corrosion
- Standing moisture where a base or leg contacts flooring for extended periods — the most common site of powder-coat failure
- Undiluted bleach, which will pit and corrode the substrate at any coating breach

CHIPS ARE URGENT

A chip in powder-coat is not cosmetic. Once bare steel is exposed, repeated disinfection drives corrosion underneath the surrounding coating and it lifts progressively. Report chips at the quarterly inspection rather than waiting for them to spread.

12 MATERIAL FAMILY 07

Moving parts — casters, slides, locks & mechanisms

Drawer slides, casters and locks are warranted 20 years; recliner mechanisms carry a 10-year limited warranty with five years full coverage and 10 years parts and labour. All moving parts require quarterly inspection for coverage to remain valid.

ROUTINE CLEANING

- **Casters.** Hair, lint and thread wrap around the axle and are the leading cause of a caster that will not roll or lock. Clear them monthly — a seam ripper or hook works better than pulling by hand. Wipe the housing dry afterward.
- **Drawer slides.** Keep the track clear of debris. Wipe with a dry or barely damp cloth; do not flood the mechanism.
- **Locks.** Wipe the face only. Never force a key that resists — that is almost always debris or a misaligned drawer, and forcing it breaks the cylinder.
- **Recliner mechanisms.** Wipe accessible metal with a barely damp cloth. Check fasteners quarterly and cycle the mechanism fully through its travel to confirm smooth operation.

AVOID

- Flooding any mechanism with cleaner or disinfectant — liquid carries soil into the bearing and accelerates failure
- Petroleum grease and penetrating oils, which attract lint and build an abrasive paste, and which can drip onto upholstery below
- Any lubricant not specified by Intellicare. If a mechanism binds, report it rather than treating it.

13 MATERIAL FAMILY 08

Upholstery — vinyl, Crypton & silicone

Standard upholstery across the collection is healthcare vinyl — antimicrobial, phthalate-free and bleach-cleanable, built for infection control with a soft, residential hand. Crypton and silicone are available as specified alternatives.

ROUTINE CLEANING

Wipe with mild soap and water or an approved vinyl cleaner. Include the seat deck, the inside back and the front edge of the arm, where soil concentrates and is most often missed.

REMOVABLE SEATS

Removable seats are standard across all Serenity lounge products. Lift the seat out to clean the deck and frame surround beneath it — that recess is the most common reservoir for spills that were wiped at the surface but ran underneath, and it is invisible during a normal wipe-down. Allow both the seat and the recess to dry fully before reinstating. A removable seat can also be replaced on its own, without replacing the chair.

DISINFECTING

Healthcare vinyls are bleach-cleanable per the manufacturer's specification. Follow your facility's protocol for dilution and contact time, then rinse residual bleach with a clean, damp cloth and dry. **Bleach solution left to dry on the surface will discolour vinyl over time** — this is the single most common cause of premature upholstery replacement in long-term care, and it is a cleaning-practice issue rather than a product defect.

AVOID

- Petroleum-based cleaners and solvent degreasers
- Alcohol-based hand sanitizer left in prolonged contact with the seat or arm surface — repeated exposure dries the topcoat and leads to crazing
- Oil-based lotions transferring onto high-contact areas without a regular wipe-down
- Steam cleaning, which can lift welded seams

CRYPTON, SILICONE, COM AND UPGRADE TEXTILES

Vinyl, Crypton and silicone warranties are held by the mill that produced the material, not by Intellicare, and cleaning requirements vary considerably between them. If a piece was specified with COM or an upgraded mill — Momentum, Stinson, Designtex, Morbern or LDI — follow that mill's published care instructions. COM is excluded from the Intellicare warranty entirely.

14 MATERIAL FAMILY 09

Mattresses

Duralex mattresses are warranted five years and Midland mattresses ten years, both non-prorated. The wipeable cover is the entire infection-control barrier — everything in this section follows from that.

INSPECT BEFORE EVERY CLEAN

Check the cover for tears, punctures, cracking, worn seams and a failed or gaping zipper — including the underside, which is where damage is routinely missed. Any breach lets fluid into the core, where it cannot be cleaned or disinfected. **A mattress with a compromised cover must be removed from service**, not cleaned and returned to the room.

ROUTINE CLEANING

Damp wipe the full cover, including the sides, the underside and the area around the zipper. Allow the mattress to dry completely before remaking the bed — a cover put back into service damp promotes both odour and cover degradation.

DISINFECTING

Quats, AHP or diluted bleach, following the cover manufacturer's label. Clean and disinfect between residents and on your facility's routine cycle, and keep the application even rather than concentrated in one area.

AVOID

- Oversaturating the cover, particularly at the zipper and welded seams — pooled liquid finds its way through closures that look intact
- Sharp tools, staples and pins anywhere near the cover
- Repeated high-concentration bleach on welded seams, which degrades them over time
- Steam, autoclaving and machine laundering

DOCUMENT THE CHECK

Mattress cover integrity checks are worth recording. A dated inspection log is the simplest evidence that a fluid-ingress issue was not the result of missed maintenance, and it makes replacement planning against the five- and ten-year warranty terms straightforward.

PART D — SITUATIONS

Situations

Spills, outbreaks and stains — the events that generate the questions.

15 Bodily-fluid spills

Blood, urine, emesis and faeces on furniture are the most frequent real-world cleaning event in long-term care. The sequence below is a general one — your facility's IPAC policy governs, and it takes precedence wherever the two differ.

STEP	ACTION	DETAIL
1	Put on PPE	Per your facility's policy for the fluid and the precautions in place for that resident. Do not begin until PPE is on.
2	Contain and absorb	Cover the spill with disposable absorbent material and lift it away rather than spreading it. Work from the outside of the spill inward.
3	Remove gross soil	Dispose of contaminated material into the correct waste stream. Disinfectant applied over remaining organic soil may be inactivated.
4	Clean	Clean the area with detergent and water. For blood, use cool water first — heat sets protein and makes the stain permanent.
5	Disinfect	Apply the appropriate disinfectant for the situation and keep the surface visibly wet for the full labelled contact time. Use a sporicidal agent where <i>C. difficile</i> or norovirus is suspected — see Section 16.
6	Rinse and dry	Rinse with a clean, damp cloth and dry. On vinyl this step is not optional — residual bleach left to dry will discolour the material.
7	Inspect	Check seams, welds, the mattress cover and the underside of the seat deck for fluid ingress. Fluid that has passed a seam is a service issue, not a cleaning one.
8	Doff PPE and perform hand hygiene	In the order set by your facility's policy, then dispose of PPE appropriately.

SPEED MATTERS MORE THAN PRODUCT

Almost every permanent stain in this guide's experience began as a fresh spill that sat. A prompt response with mild soap and water outperforms a delayed response with the strongest product on the cart.

16 Outbreak & enhanced disinfection

During an outbreak, cleaning frequency rises and agents change. Intellicare finishes are specified to withstand enhanced protocols, but the cumulative effect of repeated chemical exposure is real and worth managing deliberately.

What changes during an outbreak

- **Sporicidal agents become necessary.** Quats are not sporicidal and will not address *C. difficile*. Enhanced protocols typically move to sodium hypochlorite at approximately 5,000 ppm, or to an AHP formulation specifically labelled with a sporicidal claim.
- **Frequency increases sharply** on high-touch points — handles and pulls, chair arms, bed rails, overbed and bedside table surfaces.
- **Rinsing becomes more important, not less.** At higher frequency and higher concentration, residue accumulates faster. The rinse-and-dry step is what protects the finish through a sustained outbreak.

Protecting finishes through an extended protocol

- Keep bleach off metal hardware wherever an alternative is available, and dry hardware immediately where it is not.
- Never let bleach solution air-dry on vinyl — discolouration from repeated exposure during a multi-week outbreak is cumulative and permanent.
- Keep enhanced-concentration products off exposed wood legs entirely.
- Inspect finishes at the end of the outbreak period rather than waiting for the next quarterly cycle, so any damage is identified while the cause is still known.

NO-TOUCH SYSTEMS

UV-C and hydrogen peroxide vapour systems do not remove organic soil and do not replace physical cleaning — surfaces must be cleaned first for either to be effective. If no-touch disinfection is part of your standard terminal protocol, tell Intellicare at the specification stage so finishes can be selected accordingly.

17 Stain removal quick guide

Treat every stain promptly and work from the mildest approach upward — start with soap and water before anything else, and blot rather than rub. Spot-test any specialty product in an inconspicuous area first.

STAIN	APPROACH	CAUTIONS
Blood	Cool water and detergent first, blotting from the outside in. Disinfect after the stain is lifted.	Never use hot water — heat sets protein permanently.
Urine	Clean promptly with detergent and water, then disinfect, rinse and dry.	Ammonia salts degrade finishes and set odour if left. Time is the critical variable.
Ballpoint ink	Blot with a cloth lightly dampened with isopropyl alcohol, then rinse the area immediately with soap and water and dry.	Blot, never rub — rubbing spreads ink into the embossed grain. Do not leave alcohol in prolonged contact.
Permanent marker	As above; if it does not lift, stop and use the vinyl mill's approved ink remover rather than escalating solvents.	Solvent escalation removes the topcoat along with the mark and is not reversible.
Povidone-iodine (Betadine)	Treat immediately with soap and water. If staining persists on vinyl, follow the mill's guidance — some specify a dilute bleach treatment.	One of the few stains that becomes permanent within hours. Do not defer it.
Denim and dye transfer	Soap and water promptly, then an approved vinyl cleaner if needed.	Migrating dye becomes permanent once it sets into the topcoat. Light-coloured vinyls in lounge settings need routine attention, not reactive cleaning.
Hand sanitizer residue	Wipe with soap and water and dry.	Repeated alcohol exposure without wipe-down dries the topcoat and leads to crazing at the arm front.
Lotions, creams and body oils	Soap and water, repeated as needed.	Avoid solvent degreasers entirely — they strip the topcoat.
Adhesive and tape residue	Soap and water, working the edge of the residue patiently.	Do not reach for acetone or adhesive removers on any finish in this guide.
Food and beverage	Wipe promptly with soap and water; disinfect afterward if required.	On solid surface, avoid abrasive scrubbing on dried-on residue — soften with a damp cloth first.

WHEN IT WILL NOT LIFT

Stop before escalating to a harsher product. Because components are field-replaceable throughout the line, a stained top, front or door is often resolved more cheaply and cleanly by replacing that component than by damaging the finish attempting removal. Contact your dealer — see Section 19.



PART E — PROGRAMS

Programs

The maintenance cadence, and how warranty service actually works.

18 Preventive maintenance schedule

A simple cadence catches minor wear before it becomes a service call. The quarterly and annual rows are not optional housekeeping — the Intellicare warranty makes inspection at these intervals a condition of continued coverage on the components concerned.

FREQUENCY	WHAT TO DO	WHY
Daily	Wipe down high-touch surfaces — handles and pulls, tabletops, chair arms, bed rails. Address spills as they occur.	Highest-contact points and the shortest window for preventing permanent staining.
Weekly	Full wipe-down of casegood exteriors and seating, including seat decks, inside backs, arm fronts and the undersides of chair arms.	Reaches the areas daily cleaning consistently misses.
Monthly	Check and tighten handles, hinges and levellers. Clear hair, lint and thread from casters and confirm they roll and lock.	Loose hardware and wrapped casters are the two most common preventable service calls.
Quarterly Warranty requirement	Inspect all moving parts — drawer slides, casters, locks and recliner mechanisms. Cycle each through its full travel. Inspect laminate and powder-coat edges for chips or wear. Lift removable seats to clean and inspect the recess beneath. Check seating frames for movement and wood legs for loose fasteners, and mattress covers for any breach.	Required quarterly under the warranty for moving parts. Chips and joint movement are far cheaper to address early.
Annually Warranty requirement	Inspect fixed components — cases, tops, fronts, doors, toe kicks, bed frames, table bases and seating frames. Schedule field service for anything needing replacement.	Required annually under the warranty for fixed components.

KEEP THE RECORD

A dated inspection log — even a simple one — is the most useful document a facility can hold when a warranty question arises. It demonstrates that the required inspections took place and separates a genuine manufacturing defect from wear attributable to missed maintenance.



19 Warranty, service & replacement parts

Intellicare products carry a Limited 25 Year Warranty against defects in material and workmanship, effective for products manufactured after 1 January 2006. This section summarizes the terms as they relate to cleaning and maintenance; the full warranty document governs.

Coverage summary

CASEGOODS	SEATING
Laminate material — 25 years	Wood frames — 25 years
Thermoform material — 25 years	Aluminum frames — 25 years
Steel beds — 25 years	Recliner mechanisms — 10 years (5 years full; 10 years parts and labour)
High-impact edging — 25 years	Springs — 15 years
Stationary parts (handles, brackets) — 25 years	Foam (seat foam) — 15 years
Moving parts (slides, casters, locks) — 20 years	Fabrics — warranted by the mill, not by Intellicare
Mattresses — Duratex 5 years, Midland 10 years, both non-prorated	

How to make a warranty claim

- **Start with your distributor.** Claims go to the dealer the product was purchased from — not directly to the factory.
- **Include your documentation.** Proof of delivery is the official document Intellicare accepts, and the claim should be accompanied by the bill of sale.
- **Wait for factory approval.** Intellicare must approve any repair or replacement before the distributor begins. Work done without consent is not covered.
- **Intellicare determines the remedy.** Intellicare may repair or replace. On a replacement, an exact match of colour, grain or dye lot cannot always be guaranteed.
- **Shipping and labour.** Transportation and labour are not covered. Shipping of parts, installation and downtime costs sit with the authorized dealer.

Replacement parts

Field replaceability runs throughout the Intellicare line — tops, fronts, doors and toe kicks on Lumen casegoods, table tops across Locale, Tranquil and Sustain, and removable seats on Serenity lounge. This is why most wear is repaired on site rather than requiring a full unit. Requests — whether under warranty or purchased outright — go through your dealer, who will confirm the original specification against your order so the replacement matches.

What the warranty does not cover

- Damage from overuse, negligence, abuse or accident
- Products modified by anyone other than Intellicare or its authorized dealers, or without Intellicare's consent
- Products used for rental, leasing or similar arrangements
- Customer's own material (COM), light bulbs and ballasts
- Damage from cleaning practices contrary to this guide — abrasives, solvents, undiluted bleach and moisture left to sit
- Third-party installation, and transit damage where transport was not contracted by Intellicare

CARE THAT SUPPORTS COVERAGE

Following the methods in this guide, addressing spills promptly, tightening hardware rather than continuing to use a loose handle or hinge, and completing the quarterly and annual inspections in Section 18 are the practices that keep coverage intact.



20 Contact & document control

Questions about a finish, a textile or a cleaner not covered here — or a repair beyond routine care — should go to your dealer first. Where you need the factory directly, we're here.



OFFICE & FACTORY

Intellicare Furniture
1710 Bonhill Road
Mississauga, Ontario L5T 1C8
Canada

GET IN TOUCH

905-672-0942 ext. 261 or 262
Toll free **1-800-764-2392**
info@intellicarefurniture.com
intellicarefurniture.com

RELATED DOCUMENTS

Intellicare Limited 25 Year
Warranty
Intellicare Shipping & Installation
Guide
Available from your dealer or on
request

Document control. Cleaning & Maintenance Guide, Edition 2026.1, issued August 2026. Supersedes all previous editions. This document is the *Intellicare Cleaning Guide* referenced in the Intellicare Limited 25 Year Warranty.

This guide is general reference material and does not constitute an infection prevention and control policy, a clinical protocol, or a warranty of chemical compatibility with any specific product. Facilities should follow their own IPAC policy, applicable public health guidance, and the directions on each product label. Where a specific cleaning agent is being considered for facility-wide adoption, confirm suitability with Intellicare before implementation.

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