



Dear Valued Customers,

Amid ongoing concerns and inquiries about the Coronavirus, COVID-19, VIP wants to help you by reaffirming the proper cleaning processes for your recliner and rocker products. The following recommendations will help address your customer's concerns and demonstrate that the theatre is following the proper cleaning procedures for the seats and tables.

Please ensure you read this notification in its entirety. We highly recommend that you take the proper precautions and clean between every show.

IMPORTANT: Any bleach, alcohol, silicone and citrus based cleaning products may cause the upholstery to breakdown. The use of these products may shorten the life of the upholstery and will void your upholstery warranty.

VIP RECOMMENDED UPHOLSTERY CLEANERS:

USE WATER BASED CLEANERS ONLY

APPROVED CLEANERS BY COUNTRY

- United States: VIP Completely Clean Solution (purchased through serviceparts@vipcompletelyclean.com)
- UK: Fairy
- Germany: Frosch
- Estonia: Mayeri
- Spain: Biokleen
- Italy: Fairy
- Sweden: YES or Grumme
- Finland: Fairy
- Norway: Zalo Ultra

Alternate approved cleaners: Water, (US) Woolite Fabric & Upholstery Cleaner, (US) Bissell Foaming Upholstery Cleaner, Mild Dish Detergent – such as Dawn (US) diluted in a 1oz Detergent/10oz. Water Ratio

HOW TO CLEAN A VIP CINEMA SEAT:

Clean with vacuum or light brush on a regular basis

Step 1: Clean seat with damp sponge or cloth

Step 2: Spray and wipe Approved Cleaner on seat

Step 3: Dry seat with clean cloth

UPHOLSTERY CLEANERS TO AVOID

Please note: Using any of these cleaners may cause the upholstery to breakdown and will void your upholstery warranty

- Bleach, Citrus, Silicone and Alcohol-based cleaners





VIP RECOMMENDED TABLE TRAY CLEANERS:

APPROVED CLEANERS

- (United States) VIP Completely Clean Solution (available through serviceparts@vipcinemaseating.com)
- Alternate Approved Cleaners: Simple Green, Fantastik, Workout, 409 (only on tables, do not use on Upholstery)

HOW TO CLEAN A VIP TABLE TRAY (3D LAMINATE SURFACE)

Always use a cotton cloth or non-abrasive sponge

Option 1: Wipe with a damp cloth or sponge with VIP Completely Clean solution (US Only) or mild dish soap

Option 2: Wipe with a damp cloth or sponge using a 50/50 mix of water and Simple Green (Simple Green works well on oily or tacky surfaces)

HOW TO DISINFECT A VIP TABLE TRAY (3D LAMINATE SURFACE)

A mixture of 10% bleach, 90% water can be used as a disinfectant on most 3D laminate surfaces. Before using the mixture on an entire surface, be sure to test it on a non-visual spot.

TABLE TRAY CLEANERS TO AVOID

Please note: Using any of these will void your tray table-top warranty

- Any abrasive cleaner, solvent-based cleaners, baking soda, cleaners containing ammonia. If a harsh chemical is spilled on a thermofoil surface, wipe it up immediately. Then wash the surface with soapy water and rinse several times.

Thank you for taking the time to read through this very important notification. If you have any additional questions regarding approved cleaners or cleaning methods, please email info@vipcinemaseating.com or reach out to your local sales representative.

Sincerely,

VIP Cinema Seating

