
PRODUCT CARE

SOLID TIMBER



- To dust, we recommend using a microfiber cloth for wood furniture, as this will not damage the surface.
- For deeper cleaning, wipe the surface of your timber with a damp cloth, then dry with a soft clean cloth to prevent spotting.
- The surface of your furniture should not come in contact with hot and/or moist/wet containers/materials. We always recommend using coasters, place mats, tablecloths and table runners to protect furniture surfaces from heat and stains. Take extra care to protect your surfaces from candles and heated objects.
- If you choose to polish your furniture with a product/solvent, you should always try it out first on a small, inconspicuous area to trial how your timber will react.
- Certain drawers/doors on our pieces have a push to open/close mechanism. With this mechanism, it is important to ensure you place two hands on each side of the drawer/door when opening/closing to ensure an even amount of pressure is applied. Not doing this may cause the runner to dis-align and will not be covered by warranty.
- To prevent permanent discolouration, do not leave objects in the same position on the furniture over long periods of time.
- Do not use furniture when multiple drawers and doors are open simultaneously as it can cause forward inclination of the centre of gravity and could become a tipping hazard.

NATURAL / RUSTIC TEAK



- Teak is a tropical hardwood with a beautiful golden/honey brown colour when it is new. Over time, as natural teak is exposed to the elements, it gradually changes colour from honey brown to a silver-grey patina.
- Depending on the environment, natural greying and/or weathering may become noticeable after only a few weeks. In moist climates, subject to regular dew and sunshine, teak furniture will wear more quickly. Allowing teak to grey will not impact the structural integrity of the product.
- Every piece has its own character and structure. Small inlays can be used to fill up minor existing imperfections and give the product a naturally aged look. Sometimes small fissures will open in the end grain, this is known as checking. This is normal, particularly in heavier components and it will not affect the serviceability of your furniture.
- If you wish to maintain the Natural Teak golden brown colour, clean teak furniture with water which has a mild detergent in it. Use a soft bristled brush to gently scrub the furniture.
- Once cleaned, rinse the furniture thoroughly to get rid of any cleaning solution and dirt residue. Apply a teak protector to furniture. Do not use Teak Oil as this can cause irregular colouring or mildew. Do not use a power washer.

RECYCLED / RECLAIMED TEAK



- Reclaimed teak has been seasoned for many years, producing a beautiful mature grain and rich colour unlike plantation woods. It is a very hard, heavy, strong wood, distinctively oily to the touch. This oil in the wood makes teak very durable. Nicks and marks are an inherent part of the furniture, and a reminder of the historical character of the wood.
- Due to the characteristics of reclaimed teak, holes (from nails), imperfections and discolorations in the timber as well as some surface cracking are not considered as a fault in the product, rather a part of its natural appeal.
- Additionally, you may notice that other larger imperfections are re-worked (larger holes are patched with timber plugs). These various imperfections are not defects and they add to the beauty and individuality of the piece.

TIMBER VENEER



- o Regular cleaning is highly recommended to maintain the product. To dust, we recommend using a microfiber cloth for wood furniture, as this will not damage the surface.
- o For deeper cleaning, wipe the surface of your timber with a clean, damp cloth in the direction of the natural grain, then dry with a soft clean cloth to prevent spotting. Do not use a wet/soaking cloth as this will result in streaking.
- o If you choose to polish your veneer with a product/solvent, you should always try it out first on a small, inconspicuous area to trial how your veneer will react.
- o The surface of your furniture should not come in contact with hot and/or moist/wet containers/materials. We always recommend using coasters, place mats, tablecloths and table runners to protect furniture surfaces from heat and stains. Take extra care to protect your surfaces from candles and heated objects.
- o If possible, keep furniture away from any area with a high concentrate of sun to ensure the veneer does not fade or split. Do not apply undue pressure by writing on a veneer table as this can leave impression marks.
- o Please note that liquids that contain alcohol, such as nail polish, etc., cannot be removed.

TWO-PACK & PAINTED SURFACES



- o Do not clean painted timber with alcohol, ammonia-based and/or harsh chemicals as this may cloud the surface and/or remove the paint finish.
- o Clean your painted surface with a dust cloth or feather duster to remove dust and debris.
- o Should you use a damp cloth for cleaning, ensure that the cloth is not soaked and the surface is dried with a clean dry cloth immediately after wiping.
- o Do not hit the painted finish with a vacuum cleaner or other heavy items as this will chip the finish.
- o Avoid using paper towel on acrylic surfaces.

RATTAN



- o To clean rattan furniture, brush regularly with a dry, medium-bristled brush to remove dirt and dusty build up between the reed strands.
- o For a thorough clean, spot clean using a mild detergent. Take care not to apply too much water as this will cause the rattan to become limp. Wicker will resume its size and shape when it dries, but too much water may permanently distort its shape.
- o Minor chipping or fading of stained or painted rattan can be touched up with a similar coloured stain-pen.
- o Unless specifically mentioned, rattan is not suitable for outdoor use.

MARBLE



- o The surface of your marble should not come in contact with hot and/or moist/wet containers/materials. We always recommend using coasters, place mats, tablecloths and table runners to protect furniture surfaces from heat and stains.
- o Take extra care to protect your surfaces from candles and heated objects.
- o Wash with clean water and a mild cleaner. Wash in a small, overlapping, sweeping motion, then dry with a soft clean cloth to prevent spotting.
- o Marble can be damaged by products with acidic properties, such as juices, detergents and corrosive liquids. Avoid contact with these types of substances as they can dull or stain the stone surface and destroy the sealant.

BONE & RESIN



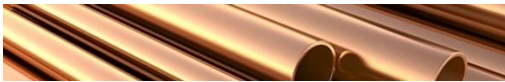
- o Wipe regularly with a soft slightly damp cloth.
- o Do not allow bone or resin pieces that are cemented together to soak in water as the adhesive will loosen.
- o Do not use modern cleaning products on bone inlay as they tend to be too harsh for this delicate material
- o Exposure to sunlight can help to counteract bone's natural tendency to yellow.

STAINLESS STEEL & METAL



- Do not use glass cleaner on stainless steel.
- Dust regularly with a soft, dry cloth.
- Clean with a damp cloth and soap, and wipe dry.
- Avoid wiping in a circular motion as this may mark the surface.
- Iron or steel frames will rust if the finish is scratched or if your furniture is exposed to excessive humidity, particularly in saltwater locations.
- If in an extreme coastal location, or if the steel is regularly subjected to water, brown discolouration can appear on the surface of products. This does not affect the structural integrity or longevity of the products. This brown staining can generally be removed with mild abrasive cleaner and warm soapy water. Do not attempt this on painted or plated metal.

BRASS, COPPER & POWDERCOAT



- Our Brass and Copper finishes do not come with a lacquer finish.
- This finish can only be cleaned with a soft cloth – do not use any cleaners or liquids.
- All plated finishes may suffer damage because of accidental or malicious scratching by hard objects such as rings. For powder-coated finishes, rusting can occur if the finish is marked or scratched.

LEATHER



- Clean any spills promptly to guard against penetration of the surface
- Use a quality leather cleaner, carefully following the instructions on the cleaning product
- Test the product on a small area hidden from view if unsure
- Dust leather furniture on a regular basis as dust can cause damage to the leather
- Do not clean leather with water as this may leave marks
- Avoid placing it in direct sunlight and keep it at least two feet away from any heat (ie. Heating vents, fireplaces, radiators, etc) and air conditioning sources.
- Stretch marks, scars and insect bites are considered a natural characteristic of leather and unique to each piece of furniture – this is not considered to be a flaw or fault.

PU / PVC / VINYL



- Clean with a damp, soft, white, clean cloth using lukewarm water. Immediately dry with a soft dry cloth.
- Act urgently to remove stains by using an absorbent cloth or paper towel.
- Avoid using abrasive, alcohol or solvent-based cleaning agents as they can damage the surface.
- Take care that pointed items such as pens and keys are removed from pockets when sitting on PVC/Vinyl so that this does not create a mark or hole in the upholstery.
- Ensure that no hot liquids or hot products are put on top of the PVC as the heat will cause the PVC to melt.
- Vinyl Upholstery will absorb stains and dyes from fabrics that bleed, such as blue jeans on white vinyl or bright prints that bleed.

WOOL



- Shedding is a natural characteristic of wool and wool blend and should not be considered a fault.
- Vacuuming regularly will gradually reduce the amount of shedding.
- Use the suction setting on your vacuum. Avoid the brush head as this will agitate the pile.
- Do not rub or scrub wool .

FABRIC



- Keep fabric away from direct sunlight as this will prevent UV damage to your fabric. Use curtains or blinds to protect your furniture.
- Vacuum all fabric surfaces and cushions regularly to remove dust and dirt by using an upholstery brush attachment.
- Take special care when spraying household chemicals and products near upholstery. Applying non-commercial scented fabric fresheners, neutralisers and fabric protectors is never recommended.
- Scotch guarding your upholstery will offer a higher level of protection, however please note that doing so may void any warranty. Ensure that the third party used for sealing offers their own warranty on their service.
- Professional cleaning every 12 months is recommended. If your furniture is used every day, we recommend professional cleaning every 6 months.
- Always carefully lift furniture with 2 people when moving items around the home – never drag

CUSHION CARE



- Rotate cushions often to minimise wear on frequently used seats and prevent concentrated fading. Cushioning and fillings will show signs of wear and tear with normal use. This is not covered by warranty. Cushions may crease, foam and fillings will soften and form to the shape of the user over time.
- Pilling may occur, this is not a fault, but a natural characteristic of woven fabric. Pills from fibre can be removed by using a pilling machine.
- The easiest method to maintain cushions is to regularly “fluff and puff” and if possible, flip them. This is particularly important for feather-filled cushions and if not carried out, can cause them to lose their appearance or comfort level temporarily or maybe even permanently.

SOFA CARE



- Do not sit directly on scatter cushions or arms of your sofa. Sitting on the armrest of a sofa will deform the foam on the couches and by doing so will void the warranty.
- Keep your sofa away from heat sources. Keep pets and sharp objects away from your fabric.
- To prevent possible bleeding of ink onto fabric, do not leave newspapers or other printed material lying on the upholstery.
- Use floor protectors on the bottom of furniture to minimise damage to floor coverings.

RUG CARE



- Use anti slip rug underlays for extra softness and to minimize movement.
- Use furniture pads under heavy furniture to prevent flattening of the rug's pile.
- Do not place furniture with rollers or castors on your rug.
- Rotate your rug often to distribute wear evenly.
- Avoid placement in direct sun or unfiltered light.
- Keep your rug away from damp areas.
- Keep the floor underneath your rug clean.
- Use scissors to cut any loose yarns. Do not pull loose threads.
- Annual professional cleaning is recommended.
- If your rug is placed in a high traffic area, professional cleaning is suggested every 6 months.
- Protective treatments are also available from professional cleaning services.

ARTWORK CARE



- It is recommended that all artworks are displayed under indirect lighting conditions and away from any contact with moisture and high levels of humidity.
- Do not display artwork in the direct sun or in humid conditions.

OUTDOOR TIMBER



- Outdoor wood furniture should be cleaned a couple times a year, especially at the beginning and end of the warm season when it gets the most use. Follow these guidelines to remove mould and mildew from outdoor wooden furniture.
- There are several tried and tested ways to get rid of mould but the best thing to do is to prevent mould from growing on your furniture. Mould prevention is not an infallible effort since mould spores are part of our everyday lives, it's in the air we breathe, however the right steps taken before there is an issue can aid prevention.
- A cost effective and natural remedy that's lethal to several mould species is white vinegar. Simply pour undiluted white vinegar in a spray bottle and spray it on the areas of your garden furniture that are prone to mould.

OUTDOOR METAL & STAINLESS STEEL



- Clean all surfaces with a mild soap and water as needed.
- Store indoors out of season if possible. Tilt furniture to allow water to drain prior to storage.
- Aluminium frames may rust if the finish is broken or scratched.
- Clean with a damp cloth, mild detergent and wipe dry.
- Do not use glass cleaner on stainless steel.
- Seaside residents should apply protectant regularly.

SUNBRELLA FABRIC



- Remove cushion covers and machine wash in cold water using a mild laundry detergent
- Always rinse Sunbrella fabric thoroughly
- Sunbrella fabric air-dries very quickly, don't machine dry the fabric as the stitching may shrink
- It is not necessary to iron the Sunbrella fabric, but if you do iron, ensure it is set to the synthetic setting (Do not use a steamer or set the iron to steam setting)
- Do not dry clean Sunbrella fabrics