

WARRANTY AND CARE & MAINTENANCE

PRODUCT WARRANTY STATEMENT

This warranty is given to the initial purchaser and is only valid for as long as the product is owned by that same identity. The warranty commences from the date of pickup/collection, covers defects in materials and craftsmanship found during normal usage of the products during the warranty period.

This warranty will be considered null and void if the products are:

- Altered or reconfigured etc. by other parties.
- Misused or not maintained in accordance with (but not limited to) any instructions provided.

This warranty does not cover fabrics, laminates, veneers or powdercoats etc. as these shall be borne by the suppliers.

The warranty does not cover damage caused by misuse or neglected of the product.

General use of chairs/seating products includes use in the sitting position with all castors/glides/legs firmly on the floor any one time.

The warranty does not height adjustable workstations if damage if caused by impact from objects above or below the worksurface, if overloaded with weight or dragged/moved without dismantling.

Summit Wholesale Furniture reserves the right to refuse any claim that is a direct result of maintenance neglect or product misuse.

CLEANING:

Powdercoated, Chrome, Laminate, Polypropylene, Polyethylene or Polyurethane surfaces:

Clean with a damp, soft cloth or sponge using lukewarm water. Neutral diluted detergent (Non-ammonia based cleaning products) may also be used with lukewarm water. Ensure product is dried with clean fibre-free cloth after cleaning. Avoid scourers, abrasives, strongly acidic, alkaline cleaners or bleach as they will damage the surface, thinner based cleaners are also not recommended.

SOLID TIMBER AND TIMBER VENEER

Dry light handed wipe over to remove dust is highly recommended, for stubborn marks such as coffee rings a damp cloth with water only is recommended.

Large amounts of water will damage the veneer and make the product unrepairable.

FABRIC

Patting the fabric will break up any dust that has settled, for stain removal "spot lifter" is recommended only if followed by instructions on the can.

STAINLESS STEEL

Stainless steel needs constant care and preventative maintenance. The surface needs to be wiped dry of moisture daily. This is to prevent the moisture being trapped under a cover of dust or seaspray which results in Tea staining. Stainless steel should be cleaned with 'White Lilly' cream cleaner (no abrasive) or a stainless steel cleaner - usually in a spray can. Wipe over surface in direction of linish lines. Stainless steel - Tea staining - Tea staining of stainless steel surfaces can be a problem where there are significant levels of chlorides in water that comes into contact with the metal surface. This can be around the coastal fringes of Australia, or in the interior where ground water contains significant chlorides. Although it does not look very pleasant it tends to be a surface phenomenon only, and does not affect the structural integrity or longevity of the material. The cause of tea staining has been examined in some detail to help evaluate the potential remedies for the condition. Recommendations to help prevent tea staining include correct specification of the grade of stainless steel used, surface finishes to help reduce the problem, as well as maintenance procedures, and preventative coating treatments. Polishes for chromed or lacquered finishes should be used with caution and only by experts since the abrasive action may irreparably damage the surfaces.

Care and maintenance manuals or factsheets from the material manufacturer should always be used as the first step and will always override the above, these can be found on most manufacturer websites. Any discrepancies, mis-understanding, queries or doubt must be questioned to your Summit Wholesale Furniture representative prior to the action to prevent any damage to the product.